

# Table of Contents

|                   |        |
|-------------------|--------|
| Executive Summary | Part 1 |
|-------------------|--------|

Financial Performance

Quarterly Budget Review

|                       |        |
|-----------------------|--------|
| Financial Performance | Part 2 |
|-----------------------|--------|

Financial Statements

Reserve Report

|                             |        |
|-----------------------------|--------|
| Management Plan Performance | Part 3 |
|-----------------------------|--------|

General Managers Division

City Planning Division

Commercial Strategy

External Services

Infrastructure Services

Support Services

Business Activities

# Part 1

## Executive Summary



## **EXECUTIVE SUMMARY**

The June Quarterly Review of the 2006-2007 Management Plan is reported to Council in accordance with the requirements of the Local Government Act 1993 as amended. The review for the period ending 30<sup>th</sup> June 2007 has been completed and reports an actual year end surplus position of \$61,191 subject to final audit.

### **Operating Income**

As at 30<sup>th</sup> June 07, Council's total operating revenue for fees and charges, interest and other revenues was \$52.3million, exceeding estimates by \$1.07 million. This is largely attributed to better than expected rental returns and interest income. Rental income exceeded estimates due to higher turnover based rental income and close to full tenancy throughout the year. Interest earnings were higher than estimated mainly due to capital works funds not expended. Other favourable income variances include income from animal control, fines and penalties, sewerage management facilities and parking patrol infringements. Income from building and development activities was less than estimated despite unfavourable adjustments in previous quarters. All other revenue streams were within budget tolerance limits and on target.

### **Operating Expenditure**

Council's operating expenditure is required for the provision of core services including road maintenance, parks, library, cultural and recreational facilities, regulatory services, building and development control, waste management, environmental and sewerage facilities. As at 30<sup>th</sup> June 07, total expenditure, including grant funded works was \$50.7million compared to an estimate of \$56.8 million.

Operating expenditure was 76% of budget estimate with the majority of under expenditure attributed to self-funding programs such as Sewerage, Waste, Environmental stormwater and sullage, which cannot be utilised for general operations. All other programs were within the budget tolerance limits, with minor variations as a result of invoices not yet received or programs not yet commenced and carry forward projects.

### **Capital Expenditure**

Council has spent \$8 million of a \$17.28 million capital budget with expenditure on road construction, footpath and cycle path replacement, parks, fleet and the museum. Based on the amounts of outstanding capital works, it is estimated that \$9 million worth of capital works will be carried forward, this represents 52% of the estimated capital expenditure.

This figure includes a number of major projects which are still in progress, including \$2million in respect of the museum and \$0.9million in respect of Extractive Industries roadworks and \$0.9million for the resealing of St Albans Road. Late in the financial year Council has also received \$0.7 million to seal Racecourse Rd, and \$0.3 million for Oakville Roundabout. These funds were not budgeted for in 06/07 but as funds were received in 06/07, they are included in the amount to be carried forward to 07/08.

## **Cash and Investments**

Council's net cash and investments for the quarter total \$28.3 million and an average return of 6.32% has been achieved. It should be noted that of the \$28.3million, \$17.5million is restricted by legislation for specific activities including waste, sewerage, stormwater and tied grants. The remaining \$10.8million are internally restricted. These reserves include unspent works from prior years and 06/07, employee leave entitlements reserve, plant replacement and a property reserve.

## **QUARTERLY REVIEW**

Subject to final audit, the year end position is a minor surplus of \$ 61,191. As per the included balanced financial statements, this surplus has been transferred to the contingency reserve.

The majority of the programs were within budget tolerance limits as at the end of June 07. The most significant variances are detailed below:

### **Operational Expenditure Major Variations**

#### ***Plant Running Costs - Unfavourable Variance \$93K***

Plant running costs for 06/07 amounted to \$1.2million, exceeding estimates by \$93K. These costs include fuel, registration and maintenance of Council's various plant items. Currently a plant replacement program is being organised to ensure that plant is replaced as required, to ensure that unscheduled maintenance repairs and downtime resulting from old plant is kept to a minimum.

#### ***Legal Expenditure - Favourable \$65K***

Legal expenditure incurred in 2006/07 was less than estimated. It is to be noted, however that some legal actions are still in progress and determination will not be made till next financial year.

#### ***Contribution to outside bodies - Unfavourable \$109K***

This unfavourable variance can in part be attributed to the contribution made to the Hawkesbury Leisure Centre. An additional \$50K, in addition to the existing allocation, were required to cover the centre's operational loss. The remaining variance arises from an unbudgeted increase in S88 contributions for Waste Management.

### **Operating Revenue**

#### ***Rental income - Favourable Variance \$110K***

Rental income exceeded estimates for 2006/07. This favourable variance can be attributed to full tenancy throughout the year and higher turnover based rental income.

#### ***Building and Development Control Income - Unfavourable \$37K***

Despite unfavourable adjustments in previous quarters, income from building and development activities was under budget for the 2006/07 financial year. Council has limited

control on this income stream which is influenced by the general downturn in the building and development industry.

***Animal Control Income - Favourable \$63K***

Animal Control has exceeded budgeted income estimates. This can be attributed to an increase in dog impounding income.

***Interest Income - Favourable \$479K***

Interest income has exceeded estimates by \$479K. This favourable variance results from a combination of conservative estimate and unspent capital works funds. It is to be noted that part of this variance has been allocated to restricted assets, sewerage and waste and to internally restricted reserves.

# Part 2

## Financial Performance





# HAWKESBURY CITY COUNCIL

## Statement of Financial Performance

For the period ended 30th June 2007

| 2006  |  | 2007                | 2007                | 2007                | 2007                | %           |
|---|--|---------------------|---------------------|---------------------|---------------------|-------------|
| Actual  |  | ORIGINAL BUDGET     | AMENDED BUDGET      | YTD BUDGET          | Actual              | of Budget   |
| \$  |  | \$                  | \$                  | \$                  | \$                  |             |
| <b>OPERATIONAL ACTIVITIES</b>                         |  |                     |                     |                     |                     |             |
| <b>Revenue from Ordinary Activities</b>               |  |                     |                     |                     |                     |             |
| (19,152,649)  | General Rates  | (19,887,812)        | (19,887,812)        | (19,887,812)        | (19,927,586)        | 100%        |
| (11,790,381)  | Utility Rates & Charges  | (12,506,983)        | (12,547,267)        | (12,547,267)        | (12,617,926)        | 101%        |
| <b>(30,943,030)</b>                                   |  | <b>(32,394,795)</b> | <b>(32,435,079)</b> | <b>(32,435,079)</b> | <b>(32,545,512)</b> | <b>100%</b> |
| (5,697,922)   | Fees & Charges   | (5,398,953)         | (5,420,877)         | (5,420,877)         | (5,737,147)         | 106%        |
| (10,078,744)  | Grants & Contributions- Operating  | (8,457,281)         | (9,228,012)         | (9,228,012)         | (9,212,312)         | 100%        |
| (1,436,381)   | Interest   | (1,312,678)         | (1,558,082)         | (1,558,082)         | (2,095,785)         | 135%        |
| (1,603,611)   | Other Operating Revenue  | (2,406,914)         | (2,633,035)         | (2,633,035)         | (2,765,914)         | 105%        |
| 261,758   | (Profit)/Loss on Sale Assets   | -                   | -                   | -                   | (197,431)           |             |
| <b>(49,497,931)</b>                                   | <b>Total Operating Income</b>  | <b>(49,970,621)</b> | <b>(51,275,086)</b> | <b>(51,275,086)</b> | <b>(52,554,101)</b> | <b>102%</b> |
| <b>Expenses from Ordinary Activities</b>              |  |                     |                     |                     |                     |             |
| 13,993,010  | Employee Costs   | 13,607,604          | 13,968,336          | 13,968,336          | 14,117,955          | 101%        |
| 775,107   | Other Employee Costs   | 799,859             | 816,477             | 816,477             | 621,418             | 76%         |
| 20,135,452  | Materials & Services   | 21,257,455          | 25,320,580          | 25,320,580          | 20,763,226          | 82%         |
| 200,590   | Borrowing Costs  | 2,440               | 2,440               | 2,440               | 4,318               | 177%        |
| 7,715,792   | Depreciation   | 7,446,972           | 7,446,972           | 7,446,972           | 7,239,798           | 97%         |
| 5,757,748   | Other Expenses   | 7,453,870           | 9,311,542           | 9,311,542           | 7,004,066           | 75%         |
| 28,486,393  | Infrastructure Services  | 30,194,771          | 33,981,449          | 33,981,449          | 29,876,418          | 88%         |
| -   | Commerical Strategy  | -                   | -                   | -                   | -                   |             |
| 5,881,213   | Support Services   | 5,941,848           | 6,361,020           | 6,361,020           | 5,285,185           | 83%         |
| 12,813,152  | City Planning  | 12,598,892          | 14,446,991          | 14,446,991          | 13,106,829          | 91%         |
| -   | External Services  | -                   | -                   | -                   | -                   |             |
| 570   | Not Applicable   | -                   | -                   | -                   | 1,055               |             |
| 1,396,372   | General Manager  | 1,832,689           | 2,076,887           | 2,076,887           | 1,481,294           | 71%         |
| <b>48,577,700</b>                                     | <b>Total Operating Expenses</b>  | <b>50,568,200</b>   | <b>56,866,347</b>   | <b>56,866,347</b>   | <b>49,750,780</b>   | <b>87%</b>  |
| <b>(920,231)</b>                                      | <b>Operating (Surplus)/Deficit before capital items</b>                  | <b>597,580</b>      | <b>5,591,262</b>    | <b>5,591,262</b>    | <b>(2,803,320)</b>  |             |
| <b>CAPITAL FUNDING AND EXPENDITURE</b>                |  |                     |                     |                     |                     |             |
| <b>Source of capital funding (exclusing reserves)</b> |  |                     |                     |                     |                     |             |
| (2,228,607)   | Proceeds from the sale of capital assets                                 | (1,160,289)         | (5,677,626)         | (5,677,626)         | (1,630,953)         |             |
| (7,715,792)   | Depreciation   | (7,446,972)         | (7,446,972)         | (7,446,972)         | (7,239,798)         |             |
| (1,376,872)   | Grants & Contributions - Capital   | (1,973,657)         | (4,154,995)         | (4,154,995)         | (2,466,306)         |             |
| <b>(11,321,271)</b>                                   |  | <b>(10,580,918)</b> | <b>(17,279,593)</b> | <b>(17,279,593)</b> | <b>(11,337,057)</b> | <b>66%</b>  |
| <b>Application of Capital Funding</b>                 |  |                     |                     |                     |                     |             |
| <b>Non current capital assets:</b>                    |  |                     |                     |                     |                     |             |
| 206,040   | Land & Land Improvements   | 950,000             | 1,000,000           | 1,000,000           | -                   |             |
| 750,223   | Buildings  | 379,500             | 5,280,368           | 5,280,368           | 2,478,053           |             |
| 4,192,518   | Infrastructure   | 3,531,956           | 7,698,147           | 7,698,147           | 3,540,483           |             |
| 2,054,217   | Plant & Equipment  | 2,265,147           | 2,921,572           | 2,921,572           | 1,636,171           |             |
| 211,599   | Other  | 280,074             | 311,010             | 311,010             | 436,671             |             |
| <b>7,414,597</b>                                      |  | <b>7,406,677</b>    | <b>17,211,097</b>   | <b>17,211,097</b>   | <b>8,091,378</b>    | <b>47%</b>  |
| <b>Principal loan redemptions:</b>                    |  |                     |                     |                     |                     |             |
| 4,962   | Loan Redemptions   | 65,196              | 65,196              | 65,196              | 10,271              |             |
| <b>(3,901,712)</b>                                    | <b>Net Capital Expenditure</b>   | <b>(3,109,045)</b>  | <b>(3,300)</b>      | <b>(3,300)</b>      | <b>(3,235,409)</b>  |             |
| <b>NET RESERVE TRANSFERS &amp; CAPITAL MOVEMENTS</b>  |  |                     |                     |                     |                     |             |
| <b>Retained (surplus)/deficit from prior years</b>    |  |                     |                     |                     |                     |             |
| (261,758)   | (Profit)/Loss on Sale Assets   | -                   | -                   | -                   | 197,431             |             |
| (18,703,184)  | Transfer from Reserves   | (17,565,831)        | (30,001,760)        | (30,001,760)        | (21,617,744)        | 72%         |
| 24,707,170  | Transfer (to) Reserves   | 20,077,296          | 24,413,798          | 24,413,798          | 27,459,042          | 112%        |
| <b>920,286</b>  | <b>Retained (surplus)/deficit available for general funding purposes</b> | <b>(0)</b>          | <b>0</b>            | <b>0</b>            | <b>0</b>            |             |





# HAWKESBURY CITY COUNCIL

## Statement of Financial Position

For the period ended 30th June 2007

| 2006                           |                               | 2007                        | 2007                        | 2007                        | 2007                        |
|--------------------------------|-------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Actual                         |                               | ORIGINAL BUDGET             | AMENDED BUDGET              | YTD BUDGET                  | Actual                      |
| \$                             |                               | \$                          | \$                          | \$                          | \$                          |
| <b>Current Assets</b>          |                               |                             |                             |                             |                             |
| 25,357,813                     | Cash assets & Investments     | 27,869,278                  | 19,705,183                  | 19,705,183                  | 33,894,507                  |
| 3,230,932                      | Receivables                   | 3,230,932                   | 3,230,932                   | 3,230,932                   | 3,053,945                   |
| 319,057                        | Inventories                   | 319,057                     | 319,057                     | 319,057                     | 296,195                     |
| 468,230                        | Other                         | 468,230                     | 468,230                     | 468,230                     | 230,550                     |
| 17,083,949                     | Real Estate Held for Sale     | 17,083,949                  | 17,083,949                  | 17,083,949                  | 16,967,762                  |
| <u>46,459,981</u>              |                               | <u>48,971,446</u>           | <u>40,807,351</u>           | <u>40,807,351</u>           | <u>54,442,960</u>           |
| <b>Non-Current Assets</b>      |                               |                             |                             |                             |                             |
| (0)                            | Other                         | (0)                         | (0)                         | (0)                         | 0                           |
| 373,361,309                    | Property, plant and equipment | 379,607,697                 | 384,894,780                 | 384,894,780                 | 378,611,627                 |
| (41,571,233)                   | Accumulated Depreciation      | (49,018,205)                | (49,018,205)                | (49,018,205)                | (48,172,206)                |
| <u><b>378,250,058</b></u>      | <b>TOTAL ASSETS</b>           | <u><b>379,560,939</b></u>   | <u><b>376,683,926</b></u>   | <u><b>376,683,926</b></u>   | <u><b>384,882,381</b></u>   |
| <b>Current Liabilities</b>     |                               |                             |                             |                             |                             |
|                                | Payables                      | -                           | -                           | -                           | -                           |
| (2,209,538)                    | Payables                      | (2,209,538)                 | (2,209,538)                 | (2,209,538)                 | (4,218,932)                 |
| (6,049,285)                    | Provisions                    | (6,049,285)                 | (6,049,285)                 | (6,049,285)                 | (5,907,607)                 |
| (66,870)                       | Borrowings                    | (1,674)                     | (1,674)                     | (1,674)                     | (61,561)                    |
| <u>(8,325,693)</u>             |                               | <u>(8,260,497)</u>          | <u>(8,260,497)</u>          | <u>(8,260,497)</u>          | <u>(10,188,101)</u>         |
| <b>Non-Current Liabilities</b> |                               |                             |                             |                             |                             |
|                                | Interest bearing liabilities  | -                           | -                           | -                           | -                           |
| (4,098,737)                    | Provisions                    | (4,098,737)                 | (4,098,737)                 | (4,098,737)                 | (4,504,228)                 |
| <u><b>(12,424,431)</b></u>     | <b>TOTAL LIABILITIES</b>      | <u><b>(12,359,235)</b></u>  | <u><b>(12,359,235)</b></u>  | <u><b>(12,359,235)</b></u>  | <u><b>(14,692,329)</b></u>  |
| <u><b>365,825,627</b></u>      | <b>NET COMMUNITY ASSETS</b>   | <u><b>367,201,704</b></u>   | <u><b>364,324,691</b></u>   | <u><b>364,324,691</b></u>   | <u><b>370,190,052</b></u>   |
| <b>Community Equity</b>        |                               |                             |                             |                             |                             |
| 340,996,867                    | Capital and Capital Reserves  | 338,485,402                 | 346,234,828                 | 346,234,828                 | 342,126,556                 |
| 22,531,658                     | Other reserves                | 25,043,123                  | 17,229,027                  | 17,229,027                  | 22,793,870                  |
| 2,297,103                      | Retained (surplus)/deficit    | 3,673,180                   | 860,836                     | 860,836                     | 5,269,626                   |
| <u><b>(365,825,627)</b></u>    | <b>TOTAL COMMUNITY EQUITY</b> | <u><b>(367,201,704)</b></u> | <u><b>(364,324,691)</b></u> | <u><b>(364,324,691)</b></u> | <u><b>(370,190,052)</b></u> |

## INVESTMENT REPORT

## INVESTMENT PERFORMANCE

The investment portfolio decreased slightly by \$0.26m for the month. The decrease was partly due to funds being transferred from the On Call account to the General Operating Account to allow for the End of Year creditors run. During June, income received including rates payments amounted to \$6.4m, while payments to suppliers and staff costs amounted to \$5.2m.

Managed Fund performance was below the benchmark (UBS Australia) Bank Bill Index in June 2007 with an average return after fees of 5.95%, compared with the index of 6.49%. The managed funds portfolio has achieved a return after fees for the past 12 months of 6.58%, which outperformed the (UBS Australia) Bank Bill Index of 6.42% for the corresponding 12 month period.

Official cash interest rate remains unchanged at 6.25%.

Council's Interest Earnings to date for the general fund are \$1,689,217. Interest earnings on Waste Management Reserve is \$162,449 and \$101,495 for Sewer Reserves. Net interest income received represents 132% of the Full year budget of \$1,477,246.

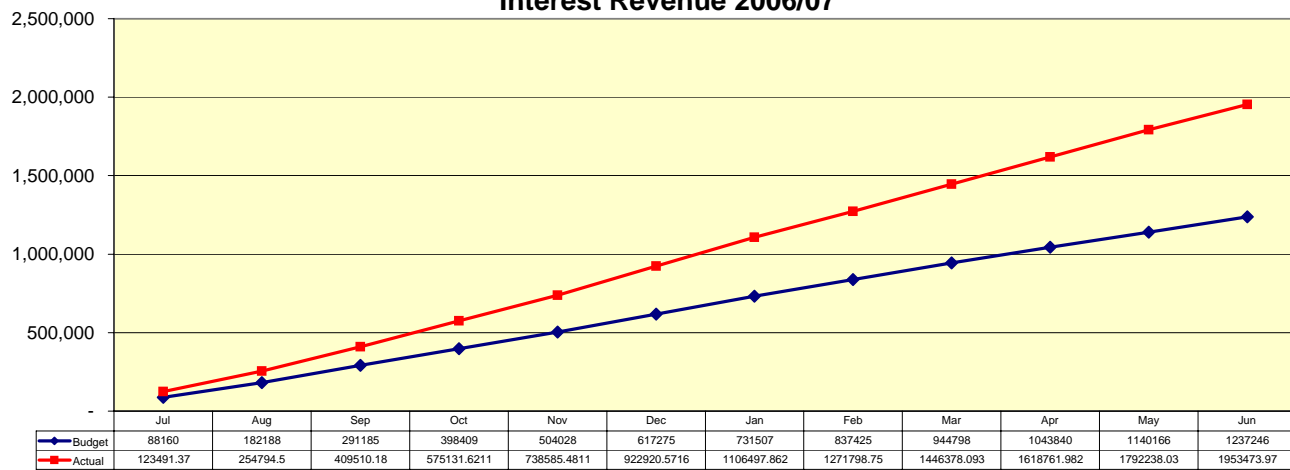
## FACTS AND FIGURES

|                        | YTD<br>Budget | YTD<br>Actual |
|------------------------|---------------|---------------|
| Interest Earnings      | \$ 1,477,246  | \$ 1,953,161  |
| Investment Portfolio   |               | \$33,343,967  |
| Investment Rate Return | 5.80%         | 6.35%         |
| Portfolio Movement     |               | (\$ 263,429)  |
| Official Cash Rate     |               | 6.25%         |

## INVESTMENT PORTFOLIO

| INVESTMENT- JUNE 2007 | Balance              | Return       |
|-----------------------|----------------------|--------------|
| Managed Funds         | \$ 29,583,967        | 5.95%        |
| On Call Funds         | \$ 1,260,000         | 6.20%        |
| Term Investments      | \$ 2,500,000         | 6.81%        |
| <b>Total</b>          | <b>\$ 33,343,967</b> | <b>6.32%</b> |

Interest Revenue 2006/07



## FIVE YEAR TREND

|                              | YTD 2007 | 2006     | 2005     | 2004     | 2003     |
|------------------------------|----------|----------|----------|----------|----------|
| Average Investment Portfolio | \$31.07  | \$25.43m | \$23.20m | \$30.56m | \$32.18m |
| Interest Earnings            | \$1.95   | \$1.32m  | \$1.36m  | \$1.68m  | \$1.59m  |
| Avg.Return on Investments    | 6.35%    | 5.80%    | 5.83%    | 5.50%    | 4.98%    |

The investment portfolio is diversified across a number of investment types. This includes a number of managed funds, term deposits, and on-call accounts.

The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk.



## Hawkesbury City Council Investment Register - June 2007

### Investments held with Fund Managers

|                                       |               |                                  |                        |                              |                      |                            | Fund Performance Before Fees<br>(Grove Performance Review) |  |   |
|---------------------------------------|---------------|----------------------------------|------------------------|------------------------------|----------------------|----------------------------|--|--|---|
| Fund Manager                          | Rating<br>S&P | Opening<br>Balance This<br>Month | Cashflow This<br>Month | Accrued Income<br>This Month | Closing Balance      | Percentage of<br>Portfolio | Performance<br>Annualised for<br>Period                    | Performance<br>Annualised for<br>Past 6 mths | Performance<br>Annualised for<br>Past 12 mths |
| ANZ Cash Plus Fund                    | AAf           | 941,376.65                       | 0.00                   | 4,880.31                     | 946,256.96           | 2.84%                      | 6.780%   | 6.840%                                       | 6.670%  |
| Merrill Lynch Diversified Credit Fund | Af            | 2,030,964.14                     | 0.00                   | 8,724.85                     | 2,039,688.99         | 6.12%                      | 5.610%   | 7.570%                                       | 7.450%  |
| Macquarie Income Plus Fund No.1       | Af            | 6,791,950.04                     | 0.00                   | 32,911.31                    | 6,824,861.35         | 20.47%                     | 6.420%   | 6.850%                                       | 6.840%  |
| Aberdeen Cash-Plus Fund               | Af            | 7,856,081.76                     | 0.00                   | 34,072.91                    | 7,890,154.67         | 23.66%                     | 5.870%   | 6.790%                                       | 6.710%  |
| ING Enhanced Cash Fund                | Af            | 5,224,677.52                     | 0.00                   | 26,292.48                    | 5,250,970.00         | 15.75%                     | 6.760%   | 6.890%                                       | 6.820%  |
| Perpetual Credit Income               | Af            | 6,602,345.90                     | 0.00                   | 29,689.40                    | 6,632,035.30         | 19.89%                     | 5.810%   | 6.630%                                       | 6.760%  |
| <b>Total Managed Fund Investments</b> |               | <b>29,447,396.01</b>             | <b>0.00</b>            | <b>136,571.26</b>            | <b>29,583,967.27</b> | <b>88.72%</b>              | <b>6.208%</b>  | <b>6.928%</b>                                | <b>6.875%</b>                                 |

UBS Warburg Australia Bank Bill Index

6.490% 6.580% 6.420%

Indicative Cash Rate

6.250% 6.250% 6.140%

### Term Investments

| Financial Institution         | Rating<br>S&P | Op Bal              | Deposits            | Withdrawals          | Balance @ EOM       | Percentage of<br>Portfolio | Commence<br>Date | Maturity Date | Term (Days) | Interest<br>Rate |
|-------------------------------|---------------|---------------------|---------------------|----------------------|---------------------|----------------------------|------------------|---------------|-------------|------------------|
| LGFS                          | A1+           | 1,500,000.00        | 0.00                | -1,500,000.00        | 0.00                | 0.00%                      | 21-May-07        | 20-Jun-07     | 30          | 6.44%            |
| CBA                           |               | 0.00                | 1,000,000.00        | -1,000,000.00        | 0.00                | 0.00%                      | 20-Jun-07        | 27-Jun-07     | 7           | 6.30%            |
| CBA                           |               | 0.00                | 1,000,000.00        | 0.00                 | 1,000,000.00        | 3.00%                      | 28-Jun-07        | 05-Jul-07     | 7           | 6.30%            |
| Bankwest                      |               | 0.00                | 1,000,000.00        | -1,000,000.00        | 0.00                | 0.00%                      | 04-Jun-07        | 28-Jun-07     | 24          | 6.40%            |
| Bankwest                      |               | 0.00                | 1,000,000.00        | 0.00                 | 1,000,000.00        | 3.00%                      | 28-Jun-07        | 26-Jul-07     | 30          | 6.42%            |
| CBA-CPI Linked Note           | A1+           | 500,000.00          | 0.00                | 0.00                 | 500,000.00          | 1.50%                      | 04-Apr-07        | 04-Apr-12     | 1st Qtr     | 9.00%            |
| <b>Total Term Investments</b> |               | <b>2,000,000.00</b> | <b>4,000,000.00</b> | <b>-3,500,000.00</b> | <b>2,500,000.00</b> | <b>7.50%</b>               |                  |               |             | <b>6.81%</b>     |

### 11AM / On Call Investments

| Register Number                      | Rating<br>S&P | Op bal              | Deposits            | Withdrawals          | Balance @ EOM       | Percentage of<br>Portfolio | Interest Rate |              |  |  |
|--------------------------------------|---------------|---------------------|---------------------|----------------------|---------------------|----------------------------|---------------|--------------|--|--|
| <b>Commonwealth Bank</b>             |               |                     |                     |                      |                     |                            |               |              |  |  |
| CBA Oncall                           | A1+           | 2,160,000.00        | 3,950,000.00        | -4,850,000.00        | 1,260,000.00        | 3.78%                      | 6.20%         | from 8-11-06 |  |  |
|                                      |               |                     |                     |                      |                     |                            |               |              |  |  |
| <b>Total for On Call Investments</b> |               | <b>2,160,000.00</b> | <b>3,950,000.00</b> | <b>-4,850,000.00</b> | <b>1,260,000.00</b> | <b>3.78%</b>               |               |              |  |  |

|                          |                      |                     |                      |                      |             |  |  |  |  |  |
|--------------------------|----------------------|---------------------|----------------------|----------------------|-------------|--|--|--|--|--|
| <b>TOTAL INVESTMENTS</b> | <b>33,607,396.01</b> | <b>7,950,000.00</b> | <b>-8,213,428.74</b> | <b>33,343,967.27</b> | <b>100%</b> |  |  |  |  |  |
|--------------------------|----------------------|---------------------|----------------------|----------------------|-------------|--|--|--|--|--|



**HAWKESBURY CITY COUNCIL**  
**STATEMENT OF RESERVE BALANCES**  
**For the Period Ending 30th June 2007**

|   | 2006              | 2007                       | 2007                      | 2007                       |
|---|-------------------|----------------------------|---------------------------|----------------------------|
|   | Opening Balance   | Budgeted Reserve Transfers | Budgeted Reserve Balances | YTD Actual Reserve Balance |
| <b>Externally Restricted Reserve Balances</b> |                   |                            |                           |                            |
| Asset Replacement Sewer                       | 268,411           | (148,197)                  | 120,214                   | 262,212                    |
| Environmental Plan                            | 654,290           | -                          | 654,290                   | 0                          |
| Waste Management Reserve                      | 1,295,513         | (485,425)                  | 810,088                   | 2,713,511                  |
| Heritage                                      | 89,545            | (79,200)                   | 10,345                    | 89,676                     |
| Parks & Gardens                               | 43,367            | 2,472                      | 45,839                    | 46,108                     |
| S94 Contributions                             | 4,558,385         | (553,722)                  | 4,004,663                 | 4,535,808                  |
| S94A Contributions                            | 21,084            | 583,820                    | 604,904                   | 270,041                    |
| Sewerage Operating Reserve                    | 1,049,204         | 488,362                    | 1,537,566                 | 1,669,256                  |
| Sewerage Treatment Reserve                    | 81,057            | (916,974)                  | (835,917)                 | 449,584                    |
| Unexpended Grants Reserve                     | 3,824,846         | (3,824,846)                | 0                         | 4,906,644                  |
| Stormwater Management                         | 2,123,093         | (1,124,878)                | 998,215                   | 2,545,331                  |
|   | <b>14,008,795</b> | <b>(6,058,588)</b>         | <b>7,950,208</b>          | <b>17,488,172</b>          |
| <b>Internally Restricted Reserve Balances</b> |                   |                            |                           |                            |
| Council S94                                   | 517,608           | (40,043)                   | 477,565                   | 551,351                    |
| Drainage                                      | 15,540            | 576                        | 16,116                    | 16,522                     |
| ELE   | 1,590,101         | 430,149                    | 2,020,250                 | 2,107,623                  |
| Election                                      | 95,734            | 33,600                     | 129,334                   | 233,680                    |
| Extractive Industries                         | 1,241,276         | (1,057,034)                | 184,242                   | 1,236,261                  |
| FVMRU   | 112,632           | 2,069                      | 114,701                   | 141,958                    |
| Glossodia/Freemans                            | 47,198            | 1,812                      | 49,010                    | 50,181                     |
| HLC Risk Management                           | 95,871            | 4,356                      | 100,227                   | 101,930                    |
| Information Technology                        | 575,297           | (332,614)                  | 242,683                   | 512,797                    |
| Kerb & Gutter                                 | 325,169           | 28,080                     | 353,249                   | 345,720                    |
| Carryovers Reserve                            | 4,073,018         | (2,709,312)                | 1,363,706                 | 3,720,729                  |
| Plant Replacement                             | 465,057           | (16,431)                   | 448,626                   | 706,988                    |
| Fleet Management                              | 34,000            | 174,900                    | 208,900                   | 194,045                    |
| Property Development                          | (3,518,382)       | 3,638,816                  | 120,434                   | (2,799,380)                |
| Risk Management                               | 462,163           | 137,296                    | 599,459                   | 689,588                    |
| Roadworks                                     | 288,527           | 11,088                     | 299,615                   | 306,762                    |
| Sullage                                       | 460,955           | (161,818)                  | 299,137                   | 468,846                    |
| Trees   | 37,769            | 1,452                      | 39,221                    | 40,156                     |
| Unspent Contrb Reserve                        | 468,359           | 17,448                     | 485,807                   | 497,959                    |
| Misc Specific Purpose                         | 23,158            | 888                        | 24,046                    | 24,685                     |
| Workers Compensation                          | 880,811           | (52,089)                   | 828,722                   | 1,154,529                  |
| Contingency Reserve                           | 231,000           | 292,768                    |                           | 584,958                    |
|   | <b>8,522,862</b>  | <b>405,957</b>             | <b>8,405,051</b>          | <b>10,887,889</b>          |
| <b>Total Reserve Balances</b>                 | <b>22,531,658</b> | <b>(5,652,630)</b>         | <b>16,355,259</b>         | <b>28,376,060</b>          |

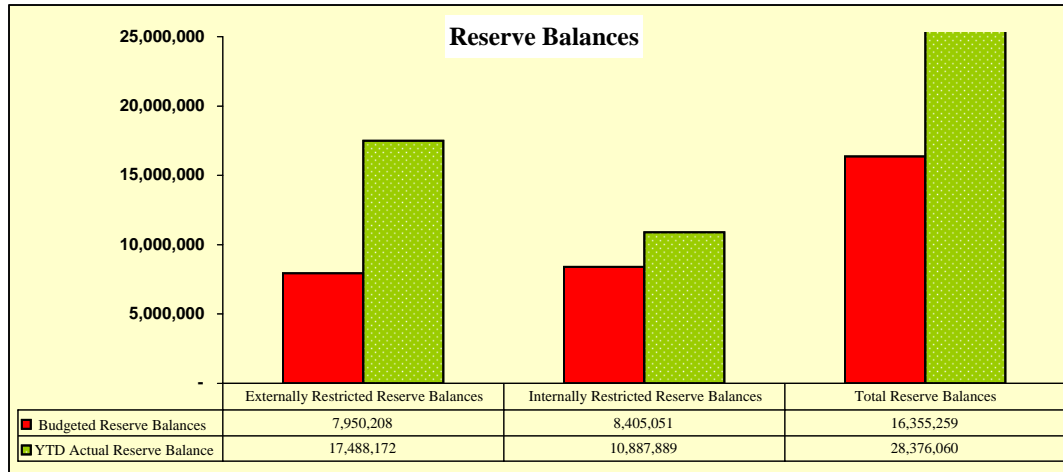


**HAWKESBURY CITY COUNCIL  
STATEMENT OF RESERVE BALANCES  
For the Period Ending 30th June 2007**

**RESERVE BALANCES**

Externally Restricted Reserve Balances  
Internally Restricted Reserve Balances  
**Total Reserve Balances**

| 2005              | 2006                       | 2006                      | 2006                       |
|-------------------|----------------------------|---------------------------|----------------------------|
| Opening Balance   | Budgeted Reserve Transfers | Budgeted Reserve Balances | YTD Actual Reserve Balance |
| 14,008,795        | (6,058,588)                | 7,950,208                 | 17,488,172                 |
| 8,522,862         | 405,957                    | 8,405,051                 | 10,887,889                 |
| <b>22,531,658</b> | <b>(5,652,630)</b>         | <b>16,355,259</b>         | <b>28,376,060</b>          |



30th June 2007

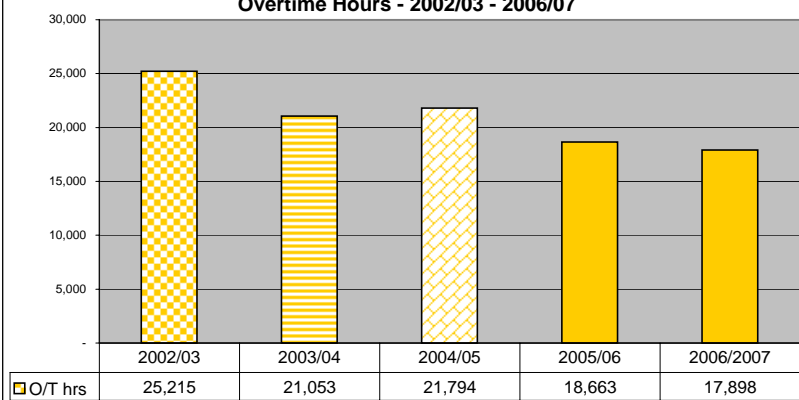
# OVERTIME REPORT

Overtime paid for the month of June was 2,196 hrs (\$80,660), an increase of 385 hours on the same period in 2005/06. Total overtime YTD is 17,898 hrs, bringing the total paid for 06/07 to \$641,808.

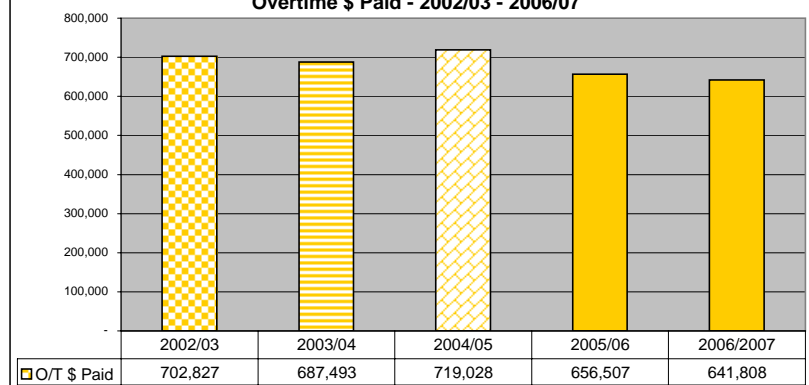
## FACTS AND FIGURES

|                                   | 2005/2006<br>Actual | YTD 2006/07<br>Actual |
|-----------------------------------|---------------------|-----------------------|
| Overtime Paid                     | \$656,507           | \$ 641,808            |
| Average Overtime Hrs per employee | 69.9                | 67.03                 |
| Average Overtime per month        | \$54,709            | \$ 53,484             |
| Total Overtime Hours              | 18,663              | 17,898                |
| Equivalent FTE (avg 36.50hrs)     | 10                  | 9                     |
|                                   |                     |                       |
|                                   |                     |                       |

### Overtime Hours - 2002/03 - 2006/07



### Overtime \$ Paid - 2002/03 - 2006/07



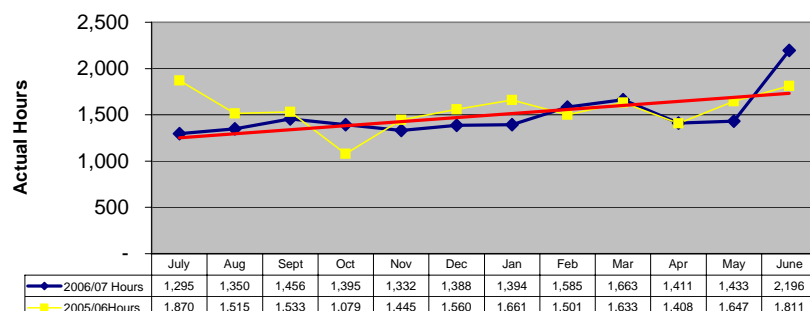
## OVERTIME PAID

|                          | Hours         | \$             |
|--------------------------|---------------|----------------|
| General Manager Division | 80            | 4,024          |
| Support Services         | 402           | 17,513         |
| External Services        | 4,510         | 137,064        |
| Infrastructure Services  | 12,819        | 477,589        |
| City Planning            | 9             | 476            |
| Commercial Strategy      | 79            | 5,141          |
| <b>Total</b>             | <b>17,898</b> | <b>641,808</b> |

## TYPE OVERTIME PAID

| OVERTIME RATE        | Hours         | %Hrs        |
|----------------------|---------------|-------------|
| Half Time - 0.50     | 38            | 0.21%       |
| Time - 1.00          | 1878          | 10.49%      |
| Time & a half - 1.50 | 10037         | 56.08%      |
| Double Time - 2.00   | 5763          | 32.20%      |
| Double Time & a half | 183           | 1.02%       |
| <b>Total</b>         | <b>17,898</b> | <b>100%</b> |

### Total Overtime Hours Worked 2006/07



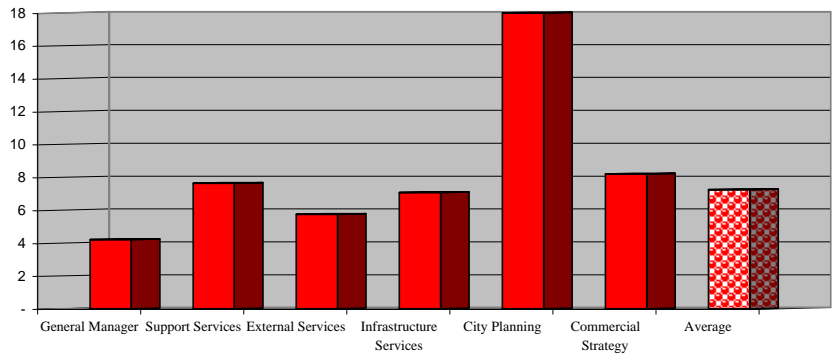
# SICK LEAVE REPORT

Sick Leave taken for the month of June was 289 days, bringing the YTD actual average sick leave days for 06/07 to 7.25 days (2005/2006: 7.17 days).

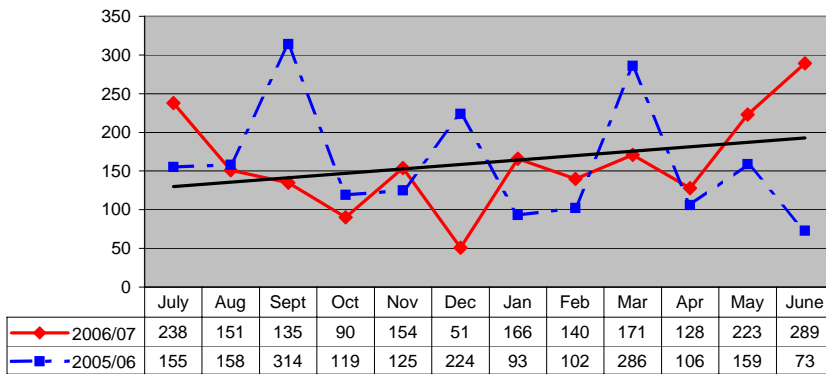
## FACTS AND FIGURES

|                               | Budget        | YTD Actual |
|-------------------------------|---------------|------------|
| Sick Leave Paid               | 278,886       | 375,252    |
| Total Sick Leave Hours        | 10,146        | 14,007     |
| Total Sick Leave Days         | 1,335         | 1,936      |
| Average Sick Leave Days       | 5             | 7.25       |
| Sick Days - With Certificate  | Not Available | 1,216      |
| Sick Days Without Certificate | Not Available | 720        |

Avg Annualised Sick Days Per Dept. - YTD 2006/07



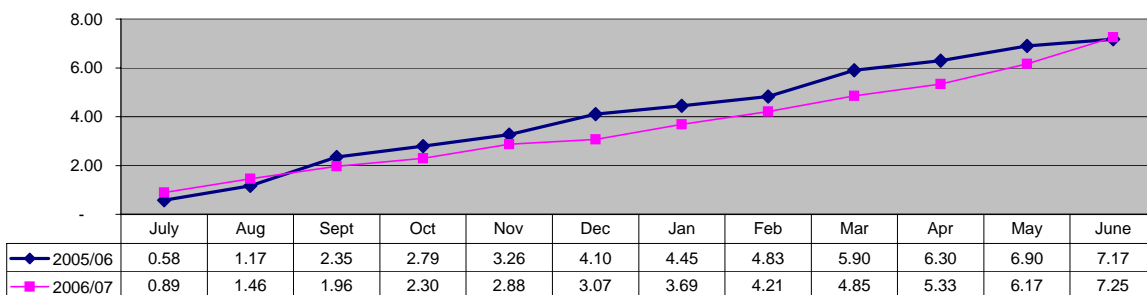
Total Sick Days Per Month



## SICK LEAVE TAKEN

|                          | Days         | YTD Avg. Sick Days |
|--------------------------|--------------|--------------------|
| General Manager Division | 67           | 4.21               |
| Support Services         | 237          | 7.63               |
| External services        | 460          | 5.75               |
| Infrastructure Services  | 778          | 7.07               |
| City Planning            | 271          | 18.08              |
| Commercial Strategy      | 123          | 8.20               |
| <b>Total</b>             | <b>1,936</b> | <b>7.25</b>        |

Accum.Avg Sick Days Per Month



# Part 3

## Management Plan

## Performance





## General Managers Division - Operational Action Plan and Performance Indicators 2006/2007

### Business Development

General Manager

Component 65 - Human Resources

Officer: Human Resources Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 30,000         | - 32,938       | - -         | 2,119         | - -         | 2,602         | - 2,938     | - 2,938       | - 32,938    | - 2,985       |
| 367,410          | 397,051        | 105,220     | 85,591        | 180,457     | 162,810       | 270,344     | 237,668       | 391,373     | 317,699       |

### Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

### Service Statements

1. To develop, review and implement effective Human Resource strategies, policies and programs that meet the corporate objectives and legislative requirements.

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 364,113 | 105,220     | 83,472        | 180,457     | 160,208       | 267,406     | 234,729       | 358,435     | 314,714       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Recruitment and selection of quality staff within established policies and procedures meeting all legislative requirements.

Recruitment process commenced within two weeks of approval by General Manager.

All recruitment commenced within 2 weeks of approval by General Manager.

Number of appointments where qualification, skills and experience criteria are successfully filled within two months of first public advertising.

Thirteen (13) appointments with the necessary qualifications, skills and experience filled within 2 months of advertising.

1.2 An induction program for new staff and individual/ corporate training needs identified and actioned within budget provision.

Induction requirements for new staff actioned within first week of commencement.

Induction of all new staff completed on first day of commencement.

Training database providing monthly reports to Management on training activities of staff.

Training database updated.

1.3 Support and advice to Management and Staff in relation to Award interpretation and industrial issues.

90% of industrial disputes resolved internally.

All industrial issues for the last quarter resolved internally or will be resolved through ongoing discussions.

All legislative changes and statutory requirements actioned and complied with.

All legislative and statutory requirements complied with.

Fortnightly discussion sessions for Senior Management.

Fortnightly discussion groups not yet commenced.

1.4 Salary Administration and Performance Management systems meeting organisational and legislative requirements.

Annual and probationary performance reviews 95% completed by scheduled dates.

Six month probationary reviews sent to Managers - 70% completed and returned, outstanding 30% reminders sent to Managers.

Performance Management system reviewed and accepted by Management and Staff by June.

Performance Management System review ongoing.

1.5 OH & S skills analysis, audit and training plan identified for all positions and staff within the organisation.

Investigate the compilation of a skills database for inclusion in each position description by June

Skills audit information being entered into database for analysis.

Develop & implement a skills audit by December. Develop a skills gap analysis & training plan by June 2008.

Information from Skills Audit analysis will be formulated into training plan.

## General Managers Division - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

General Manager

Component 68 - Corporate Communication

Officer: Corporate Communication Manager

Total Income \$

Total Expenditure \$

### Budget 2006/07

#### Full Year Budget

#### 1st Quarter

#### 2nd Quarter

#### 3rd Quarter

#### 4th Quarter

Original  
Budget

Amended  
Bdget

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

-

-

-

-

-

-

-

-

-

289,046

305,864

70,895

50,832

140,160

96,805

214,037

153,083

292,664

222,269

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

#### Full Year Budget

#### 1st Quarter

#### 2nd Quarter

#### 3rd Quarter

#### 4th Quarter

%

\$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

YTD Budget  
Actual YTD \$

1. To communicate and inform the community and other key stakeholders, of Council services and issues, in an efficient and effective manner.

100%

305,864

70,895

50,832

140,160

96,641

214,037

152,919

292,664

222,105

-

-

-

-

-

-

-

-

-

-

-

-

-

-

-

-

### Key Performance Indicators

### Target

### Progress this quarter

1.1 Communication Strategy developed.

90% completed by June

Communication and Customer Service Strategy adopted by Council 13 March 2007. Work now starting on implementation plan coordination with Directorate of External Services.

1.2 Media relationships reviewed and enhanced.

Review of media services contract Sept and March.

Six monthly Media Services Review of relationship with Hawkesbury Independent conducted with no issues. The annual review not undertaken as yet.

1.3 Develop a Media Policy.

Media Policy adopted by Council

Policy Adopted on 13 March 2007 and sent to all local media and sent for compliance.

1.4 Media stories generated.

50% take up ratio of media releases in local papers.

For this quarter 28 media releases were distributed with at least 82.14% being picked up by at least one paper. 54% total pick up rate across all local media. Hawkesbury Gazette had the highest pickup rate of 71.4%, Hawkesbury Independent second with 60.71% and Hawkesbury Courier with the lowest of 28.6%. Pet of the week and available breeds list distributed to media every week with 13 Mayoral columns written and 37 media comments developed to answer enquiries from local and metropolitan journalists. For the whole year the pick up rate has fluctuated from 55%, 53%, 67% to the final quarter of 54% but maintaining an average above the goal of 50% take up rate across the board.

1.5 Enhance media skill throughout the organisation.

Media Training undertaken for required staff by May.

Media Policy adopted and sent to relevant staff. Several media protocol related procedures written and developed in order to be able to assist the training to be undertaken next year. These range from taking media calls, developing media comment, writing media releases, to distributing media releases, media briefs and media summaries.

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| General Managers Division - Operational Action Plan and Performance Indicators 2006/2007 - <i>Continued</i> |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

|  |  |                  |             |             |               |             |               |             |               |             |               |
|--|--|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Community/Lifestyle                      |  |                  |             |             |               |             |               |             |               |             |               |
| General Manager                          |  | Budget 2006/07   |             |             |               |             |               |             |               |             |               |
| Component 68 - Corporate Communication   |  | Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Officer: Corporate Communication Manager |  | Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| Total Income \$                          |  | -                | -           | -           | -             | -           | 164           | -           | 164           | -           | 164           |
| Total Expenditure \$                     |  | 289,046          | 305,864     | 70,895      | 50,832        | 140,160     | 96,805        | 214,037     | 153,083       | 292,664     | 222,269       |

[illegible][illegible]

|  |      |         |        |        |         |        |         |         |         |         |
|--|------|---------|--------|--------|---------|--------|---------|---------|---------|---------|
| 1. To communicate and inform the community and other key stakeholders, of Council services and issues, in an efficient and effective manner. | 100% | 305,864 | 70,895 | 50,832 | 140,160 | 96,641 | 214,037 | 152,919 | 292,664 | 222,105 |
|  |      | -       | -      | -      | -       | -      | -       | -       | -       | -       |
|  |      | -       | -      | -      | -       | -      | -       | -       | -       | -       |

| Key Performance Indicators  | Target                    | Progress this quarter  |
|---|---------------------------|--|
| 1.6 Manage civic events, publications and public relation activities. | Programs reviewed by June | <p>The full year program was evaluated and assessed for improvements to be made. April to June Hawkesbury Show organised, Community Report developed and sent to ratepayers, Business Newsletter developed and sent to businesses around Hawkesbury, organised the South Windsor Family Centre Official Opening and Yarramundi Reserve Stage One Opening, Citizen of the Month Program continued, organisation has begun for the Hawkesbury Sports Awards, assisted with the Citizenship ceremony, wrote 7 Speeches for internal and external events attended to by Mayor and other Councillors, organisation's advertisements coordinated, continued writing internal procedures for whole department's activities, organised activities for Managers' Meetings, assisted cross functional teams: Policy Committee, Grants Committee, Infrastructure Options Working Party, Customer Service/Communication Strategy Coordination Team, Process Improvement and Employee Feedback teams.</p> <p>Yearly<br/>           Programs Completed 2006 -2007<br/>           - Hawkesbury Sports Awards 2006<br/>           - School Citizenship Program 2006<br/>           - Natalie Burton Program 2006<br/>           - Australia Day Awards and Citizenship Ceremonies 2007<br/>           - Hawkesbury Show 2007<br/>           - South Windsor Family Centre Official Opening<br/>           - Yarramundi Reserve Stage One Opening<br/>           - Citizen of the Month Program continued,<br/>           - Community Report developed and sent to ratepayers<br/>           - Business Newsletter developed and sent to businesses around Hawkesbury<br/>           - Organisation has begun for the 2007 Hawkesbury Sports Awards<br/>           - Assisted with Sister City event and speeches, Citizenship ceremony<br/>           - 20 speeches written for internal and external events attended to by Mayor and other Councillors<br/>           - Continued writing internal procedures for whole department's activities<br/>           - Organised activities for Managers' Meetings<br/>           - Assisted cross functional teams: Policy Committee, Grants Committee, Infrastructure Options Working Party, Customer Service/Communication S</p> |

## General Managers Division - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### General Manager

### Component 69 - Elected Members

### Officer: General Manager

Total Income \$

Total Expenditure \$

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -              | -           | -             | -           | -             | -           | -             | -           | -             |
| 307,701          | 330,514        | 115,882     | 68,144        | 147,375     | 115,799       | 249,001     | 183,037       | 304,568     | 271,662       |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

| Service Statements   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To ensure elected officials are remunerated in accordance with the Local Government Act.                            | 65%              | 214,834 | 75,323      | 44,293        | 95,794      | 75,269        | 161,851     | 118,974       | 197,969     | 176,580       |
| 2. To attend external conferences relevant to Council's strategic direction and activities in a cost effective manner. | 33%              | 109,070 | 38,241      | 22,487        | 48,634      | 38,214        | 82,170      | 60,402        | 100,507     | 89,648        |
| 3. To identify, report and develop concepts and strategies arising from Councillor exposure to external conferences.   | 2%               | 6,610   | 2,318       | 1,363         | 2,948       | 2,316         | 4,980       | 3,661         | 6,091       | 5,433         |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators   | Target          | Progress this quarter |
|--|-----------------|-----------------------|
| 1.1 Monthly payments to elected officials completed on time.   | 100% compliance | Achieved.             |
| 2.1 Number of conferences attended where subject matter relates to strategic concepts in Council's Plan. | 100% compliance | Achieved.             |
|  |                 |                       |
|  |                 |                       |
|  |                 |                       |
|  |                 |                       |
|  |                 |                       |

## General Managers Division - Operational Action Plan and Performance Indicators 2006/2007

### Business Development

#### General Manager

#### Component 70 - Executive Management

Officer: General Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -              | -           | -             | -           | -             | -           | -             | -           | -             |
| 947,052          | 977,052        | 236,274     | 240,482       | 503,496     | 466,076       | 740,494     | 720,774       | 978,252     | 968,298       |

#### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

#### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To ensure a safe workplace environment that meets legislative requirements and guidelines.                                  | 3%               | 29,312  | 7,088       | 7,214         | 15,105      | 13,982        | 22,215      | 21,623        | 29,348      | 29,049        |
| 2. Develop and maintain corporate procedures to ensure a safe workplace.   | 2%               | 19,541  | 4,725       | 4,810         | 10,070      | 9,322         | 14,810      | 14,415        | 19,565      | 19,366        |
| 3. To ensure effective salary and performance structures in place for executive management and monitor divisional performance. | 95%              | 928,199 | 224,460     | 228,458       | 478,321     | 442,772       | 703,469     | 684,736       | 929,339     | 919,883       |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |  |   |
|--|--|---|
| 1.1 To assess compliance with OH&S Act and Regulations.  | In accordance to system audit by Workcover achieving 3 or greater                            | In progress. Systems review continuing with a view to achieve Workcover compliance.                                       |
| 2.1. To assess the effectiveness of Council's OH&S system and corporate compliance.            | Reduce number of loss time injuries by 10% or at least match the Workcover Industry average. | Achieved  |
| 2.2 Resource allocation to facilitate the implementation of OH&S strategies.                   | Consistent with comparable local government councils per staff unit.                         | Achieved. Additional resources approved by Council.   |
| 3.1 The Annual Performance Review is conducted.  | June   | Achieved.   |
| 3.2 To assess the effectiveness of managing and developing human resources.                    | Uncertified Sick leave days < 5.00   | Achieved.   |
|  | Training & Development \$ > 1% budget and 90% satisfaction with training courses.            | Achieved.   |
|  | Annual leave < 8 weeks   | Not achieved. Balancing resource priorities with reduction.   |
| 3.3 To assess the effectiveness of managing financial resources.                               | Actual performance vs Budget +/- 5.00%   | Achieved.   |
|  | Carryforward projects < 35% of budget  | Currently under review for year ending 2007.  |
| 3.4 To assess the effectiveness of responding to customer communications.                      | Correspondence replied to within 14 days   | Review in progress.   |
| 3.5 To assess the effectiveness of achieving strategic and operational performance objectives. | 95% Strategic & Operational Targets Achieved   | Achieved. New target development based on   |
| 3.7 To assess the level of customer's satisfaction in dealing with Council.                    | reduce % complaints : Total correspondence   | Customer/Communication Policy finalised and adopted on 13/3/07. Training completed for 18 key staff in March/April, 2007. |
|  | > 80% customer satisfaction within performance area  |   |

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| City Planning Division - Operational Action Plan and Performance Indicators 2006/2007 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

| Planning Process |
|------------------|
|------------------|

Director City Planning Division

**Component 43 - City Planning**

Officer: Strategic Land Use Planner

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bgdet | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 10,500         | - 170,500     | - 170,500   | - 10,500      | - 170,500   | - 6,055       | - 170,500   | - 26,055      | 210,500     | - 66,722      |
| 547,938          | 944,254       | 532,225     | 115,049       | 700,462     | 247,818       | 814,115     | 394,236       | 932,250     | 531,881       |

**Strategic Objective:**

**Strategic Objective:**  
*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

[illegible][illegible]

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director City Planning Division

Component 43 - City Planning

Officer: Strategic Community Planner

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 10,500         | - 170,500      | - 170,500   | - 10,500      | - 170,500   | - 6,055       | - 170,500   | - 26,055      | - 210,500   | - 66,722      |
| 547,938          | 944,254        | 532,225     | 115,049       | 700,462     | 247,818       | 814,115     | 394,236       | 932,250     | 531,881       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

|   | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Establish processes that build community capacity to identify and respond to diversity and difference.   | 4.16%            | 32,188 | 15,048      | 4,349         | 22,046      | 10,057        | 26,774      | 15,316        | 30,025      | 19,351        |
| 2. Build community connections by supporting information linkages, life-long learning and access to local meeting spaces.                                     | 4.16%            | 32,188 | 15,048      | 4,349         | 22,046      | 10,057        | 26,774      | 15,316        | 30,025      | 19,351        |
| 3. Work in partnership with community and government to implement community plans to meet the social, health, safety, leisure and cultural needs of the city. | 4.16%            | 32,188 | 15,048      | 4,349         | 22,046      | 10,057        | 26,774      | 15,316        | 30,025      | 19,351        |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|  |                    |  |
|--|--------------------|--|
| 1.1 Civic Index and Diversity Index equation calculated.                                   | July               | Deferred pending the Community Engagement Process                        |
| 1.2 Liveability Index equation calculated.   | July               | Deferred pending the Community Engagement Process                        |
| 1.3 Social Planning Process- priorities for all directorates included in Strategic Plan.   | July               | Priorities included in the Draft Strategic Plan/Managemnt Plan 2007/2008 |
| 2.1 Tasks for Community Planning Advisory Committee (CPAC).                                | Quarterly Meetings | Committee met on 22 March 2007.  |
| 3.1 Complete the Hawkesbury Futures Demographic Study.                                     | August             | Stage 2 scehduled for completion by June 2007.                           |
| 3.2 Community Indicators Project (Stage 1)- Consultation Strategy developed and initiated. | August             | Deferred pending the Community Engagement Process                        |
|  |                    |  |
|  |                    |  |
|  |                    |  |
|  |                    |  |

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

#### Director City Planning

#### Component 31 - Building Control

Officer: Building Coordinator

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 562,360        | - 577,634     | - 155,157   | - 173,043     | - 311,009   | - 285,922     | - 440,280   | - 381,258     | - 512,634   | - 479,214     |
| 440,344          | 440,344       | 110,086     | 107,872       | 220,172     | 215,834       | 330,258     | 327,500       | 447,262     | 459,870       |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

| Service Statements  | Full Year Budget |          | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$       | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide development assessment services for Class 1 -10 buildings. | 32%              | - 43,933 | - 14,423    | - 20,854      | - 29,068    | - 22,428      | - 35,207    | - 17,202      | - 20,919    | - 6,190       |
| 2. Provide building certification and inspection services.            | 50%              | - 68,645 | - 22,536    | - 32,585      | - 45,418    | - 35,044      | - 55,011    | - 26,879      | - 32,686    | - 9,672       |
| 3. Provide 149D building certificate services.                        | 3%               | - 4,119  | - 1,352     | - 1,955       | - 2,725     | - 2,103       | - 3,301     | - 1,613       | - 1,961     | - 580         |
| 4. Regulate places of public entertainment.                           | 4%               | - 5,492  | - 1,803     | - 2,607       | - 3,633     | - 2,804       | - 4,401     | - 2,150       | - 2,615     | - 774         |
| 5. Provide technical advice to customers, via phone and counter.      | 11%              | - 15,102 | - 4,958     | - 7,169       | - 9,992     | - 7,710       | - 12,102    | - 5,913       | - 7,191     | - 2,128       |
|   |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators  | Target                           | Progress this quarter |
|---|----------------------------------|-----------------------|
| 1. Turn around time for Development Applications.   | Average 40 days, Median 35 Days. | On Target             |
| 2. Age of current Development Applications- ratio of Development Applications older than 40 days to newer than 40 days. | 0.7:1                            | On Target             |
| 3. Customer satisfaction.   | 80% overall satisfaction.        | On Target             |
| 4. Market share of certification and inspection services.   | 80% of Market.                   | On Target             |
| 5. Cost effectiveness of contestable services.  | Full cost recovery.              | On Target             |
|   |                                  |                       |
|   |                                  |                       |
|   |                                  |                       |
|   |                                  |                       |
|   |                                  |                       |



|   |  |
|---|--|
| City Planning Division - Operational Action Plan and Performance Indicators 2006/2007 |  |
|---|--|

|                |  |
|----------------|--|
| Infrastructure |  |
|----------------|--|

|                        |                |
|------------------------|----------------|
| Director City Planning | Budget 2006/07 |
|------------------------|----------------|

|                                    |                  |             |             |             |             |
|------------------------------------|------------------|-------------|-------------|-------------|-------------|
| Component 32 - Development Control | Full Year Budget | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
|                                    |                  |             |             |             |             |

| Original Budget                           | Amended Budget | YTD Budget | Actual YTD | YTD Budget | Actual YTD | YTD Budget | Actual YTD | YTD Budget | Actual YTD |
|---|----------------|------------|------------|------------|------------|------------|------------|------------|------------|
| <b>Officer: Town Planning Coordinator</b> |                |            |            |            |            |            |            |            |            |

[illegible]

|                             |   |         |   |         |   |         |   |         |   |         |   |         |   |         |   |         |   |         |   |         |
|-----------------------------|---|---------|---|---------|---|---------|---|---------|---|---------|---|---------|---|---------|---|---------|---|---------|---|---------|
| <b>Total Income \$</b>      | - | 715,686 | - | 707,872 | - | 163,747 | - | 245,853 | - | 351,729 | - | 438,104 | - | 526,802 | - | 586,807 | - | 658,872 | - | 746,165 |
| <b>Total Expenditure \$</b> | - | 715,686 | - | 707,872 | - | 163,747 | - | 245,853 | - | 351,729 | - | 438,104 | - | 526,802 | - | 586,807 | - | 658,872 | - | 746,165 |

|                             |  |  |  |  |  |  |  |  |  |  |         |         |         |         |         |         |         |         |         |         |
|-----------------------------|--|--|--|--|--|--|--|--|--|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>Total Expenditure \$</b> |  |  |  |  |  |  |  |  |  |  | 790,455 | 790,455 | 244,607 | 155,242 | 427,184 | 366,643 | 610,760 | 546,894 | 796,805 | 747,602 |
|-----------------------------|--|--|--|--|--|--|--|--|--|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|

**Strategic Objective:**  
*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

[illegible][illegible]

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

#### Director City Planning

#### Component 43 - City Planning

#### Officer: Strategic Infrastructure Planner

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 10,500         | - 170,500     | - 170,500   | - 10,500      | - 170,500   | - 6,055       | - 170,500   | - 26,055      | - 210,500   | - 66,722      |
| 547,938          | 944,254       | 532,225     | 115,049       | 700,462     | 247,818       | 814,115     | 394,236       | 932,250     | 531,881       |

#### Strategic Objective:

*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

| Service Statements  | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Complete Strategic Asset Management Gap Analysis.                                | 4.77%            | 36,908 | 17,254      | 4,987         | 25,279      | 11,532        | 30,700      | 17,562        | 34,427      | 22,188        |
| 2. Develop Roads Asset Management Plan.   | 4.77%            | 36,908 | 17,254      | 4,987         | 25,279      | 11,532        | 30,700      | 17,562        | 34,427      | 22,188        |
| 3. Concept Design for Public Infrastructure recommended in the Windsor Master Plan. | 4.77%            | 36,908 | 17,254      | 4,987         | 25,279      | 11,532        | 30,700      | 17,562        | 34,427      | 22,188        |
|   |                  |        |             |               |             |               |             |               |             |               |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators  | Target   | Progress this quarter  |
|---|----------|--|
| 1.1 Asset Management team established.  | July     | Previously achieved  |
| 1.2 Terms of Reference for Gap (needs) Analysis completed.                    | July     | Previously achieved  |
| 1.3 Gap Analysis finished.  | November | Gap ananlysis carried as an integral part of the Asset Management Plan development process. Currently 90% finished.  |
| 1.4 Asset Management Improvement plan developed.                              | December | Draft improvement plan being developed as an integral part of Asset Management Plan development process. Currently 60% finished.   |
| 1.5 Report to Council on Gap Analysis and Improvement plan completed.         | February | Comments: On 31 August 2006 Council considered the benefit to have strategic alliance with other Councils to jointly develo Asset Management Plans (AMP) and resolved to reallocate funding for gap analysis             |
| 1.6 Asset Management Improvement plan commenced.                              | February | to develop AMPs for five key infrastructure assets namely Roads, Stormwater, Parks, Buildings and Wastewater. Auburn, Holroyd and Hawkesbury have entered into a joint buy-in program and engaged Morrison Low           |
| 2.1 Asset Management Plan template developed.                                 | February | Consultants to assist in developing AMPs. The joint buy-in program provides opportunity to share experience besides offering significant cost saving. The AM plan also incorporates a review of current AM practices and |
| 2.2 Asset Management Plan for roads and ancillary works competed.             | May      | improvement planning. Asset Management Plan development is about 70% completed.  |
| 3.1 Design brief prepared and issued "Windsor Master Plan".                   | July     | At the meeting on 11 April 2006Council resolved to defer the matter to 2006/07. However, this activity continue to remain unfunded in 2006/07, hence no further work has been carried out.                               |
| 3.2 Design and preliminary cost completed "Windsor Master Plan".              | November | As above   |
| 3.3 Report to Council Design for Public Infrastructure "Windsor Master Plan". | December | As above   |

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director City Planning

Component 43 - City Planning

Officer: Strategic Corporate Planner

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 10,500         | - 170,500      | - 170,500   | - 10,500      | - 170,500   | - 6,055       | - 170,500   | - 26,055      | - 210,500   | - 66,722      |
| 547,938          | 944,254        | 532,225     | 115,049       | 700,462     | 247,818       | 814,115     | 394,236       | 932,250     | 531,881       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Preparation of Management Plan.  | 3.71%            | 28,706  | 13,420      | 3,879         | 19,662      | 8,969         | 23,878      | 13,660        | 26,777      | 17,257        |
| 2. Maintain and update Council's land use management information systems. | 14.02%           | 108,480 | 50,714      | 14,658        | 74,301      | 33,895        | 90,235      | 51,619        | 101,189     | 65,215        |
| 3. Service Council Committees as required.                                | 36.71%           | 284,045 | 132,789     | 38,380        | 194,549     | 88,751        | 236,271     | 135,159       | 264,954     | 170,760       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|   |                                  |  |
|---|----------------------------------|--|
| 1.1 Management Plan adopted .   | June                             | On target  |
| 2.1 Review Policy Register.   | June                             | On target  |
| 2.2 Update Policy Register upon resolution of Council.                          | Within 14 days of resolution     | Four (4) new policies adopted during quarter. Target for inclusion in Register not met. Internal procedure for updating register to be reviewed. |
| 2.3 Maintain and update LEP, Section 149 Certificates, Proclaim and GIS system. | Zero successful court challenges | Achieved   |
| 2.4 Maintain and update Section 94 & Section 94A developer contribution plans.  | Zero successful court challenges | Achieved   |
| 3.1 Service Council's Floodplain Management Committee.                          | As adopted by Council            | Achieved   |
|   |                                  |  |
|   |                                  |  |
|   |                                  |  |
|   |                                  |  |

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

Environment

Director City Planning

Component 30 - Heritage

Officer: Town Planning Coordinator

Total Income \$

Total Expenditure \$

Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -           | -           | -             | -           | -             | -           | -             | -           | -             |
| 27,921           | 88,221      | 52,319      | 3,134         | 57,953      | 5,383         | 64,587      | 12,632        | 150,225     | 23,280        |

**Strategic Objective:**

*Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.*

Service Statements

|  | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide Heritage Advice to the Public   | 32%              | 28,231 | 16,742      | 1,003         | 18,545      | 1,723         | 20,668      | 4,042         | 48,072      | 7,450         |
| 2. Provide professional comment to Council in response to Development Applications | 25%              | 22,055 | 13,080      | 784           | 14,488      | 1,346         | 16,147      | 3,158         | 37,556      | 5,820         |
| 3. Provide assistance grants for building conservation                             | 43%              | 37,935 | 22,497      | 1,348         | 24,920      | 2,315         | 27,772      | 5,432         | 64,597      | 10,010        |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

Key Performance Indicators

Target

Progress this quarter

1. Meet demand for Heritage Advisory Service.

100% of all requests actioned

Achieved

2. Development Application comments received on time.

Comments received within 28 days of referral.

Achieved

3. All applications reviewed and recommended to Council.

Report to Council within 10 weeks of application.

Achieved

## City Planning Division - Operational Action Plan and Performance Indicators 2006/2007

### Environment

Director City Planning Division

Component 43 - City Planning

Officer: Strategic Environmental Planner

Total Income \$

Total Expenditure \$

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 10,500         | - 170,500     | - 170,500   | - 10,500      | - 170,500   | - 6,055       | - 170,500   | - 26,055      | - 210,500   | - 66,722      |
| 547,938          | 944,254       | 532,225     | 115,049       | 700,462     | 247,818       | 814,115     | 394,236       | 932,250     | 531,881       |

### Strategic Objective:

*Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.*

| Service Statements   | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Enhance, preserve and protect the environment through a strategic environmental management approach that is transparent, efficient and dynamic. | 12.31%           | 95,249 | 44,528      | 12,870        | 65,238      | 29,761        | 79,229      | 45,323        | 88,847      | 57,261        |
|  |                  | -      | -           |               |             | -             |             | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators   | Target                    | Progress this quarter   |
|--|---------------------------|---|
| 1.0 Produce the State of the Environment Report and implement strategies to address key findings | November                  | Completed   |
| 1.1 Implement the State of the Environment Reporting Indicators Database                         | November                  | Indicators Database Completed. External networks to be confirmed in writing   |
| 2. Service Council's Waste Management Strategy Committee   | February, August          | Both meetings suspended due to the lack of agenda items and organisational restructure.   |
| 3. Prepare annual progress report for the Water Savings Action Plan and submit to DEUS.          | March                     | Drafft received by DUES by due date additional information required by DEUS on the Water Savins Action Plan additional time granted due 30th August 2007  |
| 4. Prepare annual progress report for the Energy Savings Action Plan and submit to DEUS.         | November                  | Draft received by DUES by due date additional information required by DEUS on the Water Savins Action Plan additional time granted due 30th November 2007 |
| 5. Provide comments and advise to external and internal bodies on environmental issues.          | Within 14 days of request | All comments provided within target timeframe   |
| 6. Establish Planning and zoning controls for Environmentally sensitive land within the LGA      | August                    | Vegetation mapping completed July, LEP template conversion currently being completed  |
|  |                           |   |
|  |                           |   |
|  |                           |   |

## Commercial Strategy- Operational Action Plan and Performance Indicators 2006/2007

|                                       |  |  |  |  |  |  |  |  |  |  |
|---------------------------------------|--|--|--|--|--|--|--|--|--|--|
| Infrastructure                        |  |  |  |  |  |  |  |  |  |  |
| Director Commercial Strategy          |  |  |  |  |  |  |  |  |  |  |
| Component 10 - Computer Services      |  |  |  |  |  |  |  |  |  |  |
| Officer: Information Services Manager |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |
|                                       |  |  |  |  |  |  |  |  |  |  |

## Commercial Strategy- Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

### Director Commercial Strategy

### Component 11 - Records

Officer: Information Services Manager

Total Income \$

Total Expenditure \$

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | 1,500         |
| 505,587          | 519,127       | 117,003     | 100,184       | 257,291     | 211,828       | 387,130     | 333,113       | 519,982     | 484,422       |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

| Service Statements  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To provide a Records and Document Management storage, inquiry, disposal and customer service facility. | 100%             | 519,127 | 117,003     | 100,184       | 257,291     | 211,828       | 387,130     | 333,113       | 519,982     | 482,922       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators  | Target  | Progress this quarter  |
|---|---|--|
| 1.1 Registration of daily inwards paper correspondence.                     | 90% within 8 business hours, 100% within 12 business hours      | Objective met for quarter. Incoming documents are registered within one working day. Large plans and CD's take longer but are registered within identified target. |
| 1.2 Register inward faxes and customer emails.                              | Within 1 working hour of receipt                                | Objective met for quarter with 95% being regisetered within 30 minutes of receipt.   |
| 1.3 Creation of New Dataworks customer names in the Central Names Database. | No more than 200 new customer names outstanding at end of month | Objective met for quarter. Current taget to keep names outstanding under 100 at end of month.  |
| 1.4 Storage, Retention and disposal of Council records.                     | Completion of stage 2 & 3 by June                               | Objective met for quarter. Storage moved from basement to Records compactus.   |
| 1.5 Postage of outwards correspondence via Australia Post.                  | Mail posted by 4.30pm   | Objective met for quarter  |
|   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |

## Commercial Strategy- Operational Action Plan and Performance Indicators 2006/2007

### Business Development

### Director Commercial Strategy

### Component 40 - Commercial Response Unit

### Officer: Strategic Planner

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 5,500          | - 5,500        | -           | -             | - 5,500     | - 5,955       | - 5,500     | - 5,955       | - 5,500     | - 7,303       |
| 696,496          | 809,046        | 278,081     | 82,000        | 409,941     | 256,895       | 558,270     | 312,548       | 809,046     | 537,463       |

### Strategic Objective:

*A prosperous community sustained by a diverse local economy that encourages innovation and enterprise to attract people to live, work and invest in the City.*

| Service Statements   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Facilitate economic development and growth via strategies that; build local workforce capabilities, support success through modern infrastructure, and attract new investment | 17%              | 136,603 | 47,274      | 13,940        | 68,755      | 42,660        | 93,971      | 52,121        | 136,603     | 90,127        |
| 2. Facilitate marketing programs that foster a winning attitude and contribute to a sense of "city excellence".  | 29%              | 233,028 | 80,643      | 23,780        | 117,288     | 72,773        | 160,303     | 88,912        | 233,028     | 153,746       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators                                    | Target  | Progress this quarter   |
|---|---|---|
| 1.1 Entrepreneurship skills program for local high schools    | Inaugural program completed by December                                     | Council sponsored Business Skills Program 06 (YAA) - completed November 06.   |
|   | New program 25% completed by June   | Council sponsored Business Skills Program 07 (YAA) - commenced April 07 (with mentors).   |
| 1.5 Signage Policy (directional )                             | Installation of 88% level 2 signs at identified locations completed by June | Target unachieved - due to reduced resources - funds & staff.   |
| 1.3 Master plan for Technology Business precinct.             | Master Plan 25% completed by June   | RAAF Base Study completed by Dept Defence & awaiting formal notification of outcomes & copy of final study (which was to consider masterplan in vicinity). Advised study would be available July 07 . |
| 2.1 Monitor contractual relationship with Hawkesbury Tourism. | Annual review completed in accordance with terms.                           | (Contract terminated 3/04/07). Outstanding matters with contractor resolved, at Council meeting on 12 June 2007.  |
| 2.2 Excellence in business awards program supported.          | Awards evening held by September  | Completed (Enterprise Panel contract). Awards presentation 3/11/ 06. Invoice and contract report received 16/01/07.   |
|   | Performance criteria agreed with third party providers by March             | Completed (Enterprise Panel contract). 2007 Awards underway (to be completed September 07).   |
| 2.3 Support strategic events.                                 | Completion of RAAF Air show 2006 by December                                | Completed.  |
|   |   |   |
|   |   |   |



## Commercial Strategy- Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Commercial Strategy

Component 40- Commercial Response Unit

Officer: Strategic Planner

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 5,500          | - 5,500        | -           | -             | - 5,500     | - 5,955       | - 5,500     | - 5,955       | - 5,500     | - 7,303       |
| 696,496          | 809,046        | 278,081     | 82,000        | 409,941     | 256,895       | 558,270     | 312,548       | 809,046     | 537,463       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Support business development activities that facilitate business networks, demonstrate leadership in new economy and innovation, contribute to a globally integrated local economy, and encourage entrepreneurial partnerships. | 21%              | 168,745 | 58,397      | 17,220        | 84,933      | 52,697        | 116,082     | 64,385        | 168,745     | 111,334       |
| 2. Effectively and efficiently manage organisational resources to develop corporate capability, maintain integrity and appropriate employee skills.  | 33%              | 265,170 | 91,767      | 27,060        | 133,466     | 82,810        | 182,414     | 101,176       | 265,170     | 174,953       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|   |   |   |
|---|---|---|
| 1.1 Networking breakfast meeting with local businesses in accordance with program.              | Meetings held with 100 local business representatives.                                | Deferred (See EMAC 29/06/06 and Ordinary 25/07/06) & Program terminated in quarter.   |
| 1.2 Monitor contractual relationships with Enterprise Panel Partners.                           | Complete annual review of Cooperative marketing and customer service programs by June | Cooperative Marketing contract and Business Excellence contract ongoing and monitored.  |
| 1.3 Sister City relationships.  | Activities maintained within budget   | Budget monitored, relationship review improvements process commenced.   |
| 1.4 Linkages with tertiary education providers developed and scholarship arrangements explored. | Existing arrangement reviewed in December   | UWS Scholarship - active & monitored. Review completed December & satisfactory. Offer made to student 2007 academic year and accepted. TAFE NSW Council traineeship - no further action in 06/07, funds required elsewhere in 06/07 budget. |
|   | Annual review completed in June   | Annual review completed June 07. Maximum students participating in program and performing well.   |
| 2.1 Compliance programs routinely coordinated.  | Statutory plans and reports completed quarterly.                                      | Corporate program activities completed on demand.   |
| 2.2 Executive support to Council and committees of Council.                                     | Reporting to Council and committees within actioned time                              | Ongoing   |
|   |   |   |
|   |   |   |
|   |   |   |

|   |  |
|---|--|
| Commercial Strategy- Operational Action Plan and Performance Indicators 2006/2007 |  |
|---|--|

Infrastructure

**Director Commercial Strategy**

**Component 42 - Legal Services**

**Officer: Director Commercial Strategy**

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdg't | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | -             |
| 470,000          | 470,000       | 70,378      | 18,261        | 233,752     | 82,152        | 305,069     | 241,674       | 470,000     | 399,625       |

**Strategic Objective:** ...

*A network of towns, villages and rural localities connected by well-maintained public and private infrastructure, which supports the social and economic development of the City.*

[illegible][illegible]

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Community/Lifestyle

#### Director External Services

#### Component 12 - Community Administration

#### Officer: Executive Manager - Community Partnerships

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 135,891        | - 135,891      | - 33,469    | - 20,007      | - 66,939    | - 64,487      | - 102,421   | - 113,790     | - 160,101   | - 150,058     |
| 387,215          | 398,379        | 90,900      | 109,419       | 199,901     | 196,747       | 292,801     | 285,104       | 422,589     | 414,365       |

#### Strategic Objective:

*An informed community working together through strong local and regional connections.*

#### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Manage grants and donations programs to meet the community's social, health, safety, leisure and cultural needs.  | 15%              | 39,373  | 8,615       | 13,412        | 19,944      | 19,839        | 28,557      | 25,697        | 39,373      | 39,646        |
| 2. In conjunction with community committees, resource and support the planning of activities which celebrate community diversity and promote community harmony.  | 16%              | 41,998  | 9,189       | 14,306        | 21,274      | 21,162        | 30,461      | 27,410        | 41,998      | 42,289        |
| 3. Identify funding options to establish programs to improve community linkages and meet the social, health, safety, leisure and cultural needs of the community | 12%              | 31,499  | 6,892       | 10,729        | 15,955      | 15,871        | 22,846      | 20,558        | 31,499      | 31,717        |
| 4. Work in conjunction with community and user groups to design and operationalise community facilities (as identified in Section 94 Contributions Plan).        | 5%               | 13,124  | 2,872       | 4,471         | 6,648       | 6,613         | 9,519       | 8,566         | 13,124      | 13,215        |
| 5. Support and resource Council Section 377 committees with delegated responsibility for the day-to-day management of Council facilities and services.           | 13%              | 34,123  | 7,466       | 11,623        | 17,285      | 17,194        | 24,749      | 22,271        | 34,123      | 34,360        |
| 6. Provide Project Management Services.  | 39%              | 102,370 | 22,398      | 34,870        | 51,855      | 51,582        | 74,248      | 66,813        | 102,370     | 103,080       |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |   |   |
|--|---|---|
| 1.1 Access funds for initiatives to improve community linkages               | Achieve required milestones for operation of grants and donations programs          | Milestones have been met. Review of Community Donations Program has been completed with Council adopting revised Sponsorship Policy 13 March 2007.  |
| 2.1 Promote events.  | Program of activities developed and implemented with NSW Govt time frame            | Council contributed funds for NAIDOC Day Celebrations, Disability Awareness Day, Senior Week and Youth Week.  |
| 3.1 Source external investments to expand establish services and activities. | 10% growth in community service grant receipts                                      | Base funding for 06-07 is \$1.88M. Additional funding of \$796,262 approved (42% increase for the year).  |
| 4.1 Implement works as identified in Section 94 Contributions Plan.          | Design briefs to be completed by May for the Glossodia & Richmond Community Centres | Not completed. Options for extension of Glossodia N'hood Centre currently under investigation by Building Services. EoI lodged with Department of Commerce for funds to contribute to development of (proposed) 'Richmond Village Centre'.  |
|  | Committee established to manage operations of South Windsor Family Centre by June   | South Windsor Family Centre construction completed in May 2007 and officially opened on the 23rd June 2007. Care & control of building delegated to be delegated to Peppercorn Services Inc.  |
| 5.1 Assist Council's Section 377 Committees.                                 | Requests responded to within 3 working days   | 4th quarter date : 49 requests for maintenance/repairs of community facilities relayed to Building Services or Parks & Garden within 3 working days : 7 requests for advice on administration matters responded to + 3 meetings of 377 committees attended by Council staff. Totals for the year were 138 requests for repairs/maintenance, 21 requests for advice and 12 |
| 6.1 Achieve all funding and statutory requirements as negotiated.            | Contracted outputs achieved   | Contracted service outputs for Peppercorn Services Inc. Hawkesbury Family Co-op and FVMRU have been achieved.   |
|  |   |   |
|  |   |   |
|  |   |   |



| External Services - Operational Action Plan and Performance Indicators 2006/2007 |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
|--|--|--|--|--|--|--|--|--|--|

Community/Lifestyle

**Director External Services**

### Component 14 - Occasional Care

Officer: Occasional Care Co-ordinator

Total Income \$

Total Expenditure \$

| Budget 2006/07   |             |             |               |             |               |             |               |             |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 99,040         | - 99,040    | - 26,109    | - 25,518      | - 49,519    | - 59,067      | - 72,430    | - 73,367      | - 92,040    | - 96,451      |
| 131.960          | 131.960     | 34.490      | 30.952        | 66.730      | 67.890        | 98.970      | 103.709       | 133.015     | 134.535       |

**Strategic Objective:**

***An informed community working together through strong local and regional connections.***

## Service Statements

[illegible]

### Key Performance Indicators

Target

| Progress this quarter |     |
|-----------------------|-----|
| 1                     | 2   |
| 3                     | 4   |
| 5                     | 6   |
| 7                     | 8   |
| 9                     | 10  |
| 11                    | 12  |
| 13                    | 14  |
| 15                    | 16  |
| 17                    | 18  |
| 19                    | 20  |
| 21                    | 22  |
| 23                    | 24  |
| 25                    | 26  |
| 27                    | 28  |
| 29                    | 30  |
| 31                    | 32  |
| 33                    | 34  |
| 35                    | 36  |
| 37                    | 38  |
| 39                    | 40  |
| 41                    | 42  |
| 43                    | 44  |
| 45                    | 46  |
| 47                    | 48  |
| 49                    | 50  |
| 51                    | 52  |
| 53                    | 54  |
| 55                    | 56  |
| 57                    | 58  |
| 59                    | 60  |
| 61                    | 62  |
| 63                    | 64  |
| 65                    | 66  |
| 67                    | 68  |
| 69                    | 70  |
| 71                    | 72  |
| 73                    | 74  |
| 75                    | 76  |
| 77                    | 78  |
| 79                    | 80  |
| 81                    | 82  |
| 83                    | 84  |
| 85                    | 86  |
| 87                    | 88  |
| 89                    | 90  |
| 91                    | 92  |
| 93                    | 94  |
| 95                    | 96  |
| 97                    | 98  |
| 99                    | 100 |

1.1 Meet demand for flexible occasional child care within the City.

Respond to service enquiries within 3 working days. Achieve 80% utilisation of available child care places.

|  |
|--|
| Timeframe meet. Achieved 72% utilisation of available child care places. |
|--|

2.1 Occasional Child care meets requirement of Children Services Regulation.

|                                     |
|-------------------------------------|
| No breaches of licence regulations. |
|-------------------------------------|

No breaches of licence regulations recorded during year. Action Plan developed to address licence requirement for laundry facilities on the premises (EOI lodged with DoCS for slippage funds).

[illegible]

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Community/Lifestyle

#### Director External Services

#### Component 15 - Cutlural Precinct - Library

Officer: Library Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 158,089        | - 158,089   | - 9,057     | - 8,628       | - 18,164    | - 186,345     | - 148,925   | - 155,199     | - 165,825   | - 164,834     |
| 1,371,067        | 1,371,067   | 342,715     | 298,297       | 685,429     | 627,107       | 1,029,620   | 958,859       | 1,378,803   | 1,092,875     |

#### Strategic Objective:

*An informed community working together through strong local and regional connections.*

#### Service Statements

|   | Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide a free and accessible Library Service, which includes an outreach program that targets isolation, to service people in the City of Hawkesbury.                       | 98%              | 1,188,718 | 326,984     | 283,875       | 653,920     | 431,946       | 863,081     | 787,587       | 1,188,718   | 909,480       |
| 2. Maximise the community's use of the Deerubbin Centre.  | 2%               | 24,260    | 6,673       | 5,793         | 13,345      | 8,815         | 17,614      | 16,073        | 24,260      | 18,561        |
| Opening Hours: Windsor Monday to Friday 9:00am - 7:00pm; Saturday 9:00am - 1:00pm; Sunday 2:00pm - 5:00pm. Richmond Monday to Friday 9:30am - 6:00pm, Saturday 9:00am - 1:00pm. |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |   |  |
|--|---|--|
| 1.1 Promote usage of the library.  | 5% increase in visitation                                   | 54,477 visitors to Windsor & Richmond libraries during the Apr-June 07 quarter, which is a 5.35% decrease compared to the Jan-Mar 07 quarter and a 4.4% increase compared to the Apr-June 06 quarter (52,176)  |
|  | 10% increase in new memberships                             | 807 new memberships were recorded during the Apr-June 07 quarter, up 13.6% from the Apr-June 06 quarter.   |
|  | Increase stock turnover and per capita circulation          | Turnover of stock for the Apr-June 07 quarter is 9.94% which is up 0.18% from the Jan-Mar 07 quarter and down 1.08% from the Apr-June 06 quarter. Per capita circulation (based on population 66,000) is 1.26 which is up 0.02% from the previous quarter. The |
|  | Increase local studies collection & archival material by 5% | The current Local Studies Collection stands at 13046 titles + 41101 images. This is a 1% increase over the last quarter. This is a 6% increase for the same time last year.  |
|  | 5% increase in computer on-line information & services      | Computer bookings for both libraries for the last 3 months was 9,351. This is a 9% decrease compared to the Jan-Mar 07 quarter and a 3.6% increase compared to Apr-Jun 06 quarter. The growth trend commenced on the move to the Deerubbin Centre              |
|  | 5% increase in use of community outreach services           | 1255 people participated in Outreach activities this quarter. These included storytimes, school visits and holiday programs for children and the very successful Hawkesbury Heritage Seminar Series. The increase of more than 20% over last quarter's figure  |
| 2.1 Increase utilisation of community rooms located within the Deerubbin Centre. | 10% increase in use of community rooms.                     | 243 total bookings for the June 07 quarter, with 168 regular bookings which is down 13%, one off bookings were 75 which is up by 441% compared to the March 07 quarter, but this is an anticipated trend is during the Christmas holiday period.               |
|  |   |  |
|  |   |  |
|  |   |  |

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Environment

#### Director External Services

#### Component 33 - Sewage Management Facilities

Officer: Regulatory Services Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 153,780        | - 153,780      | - 38,445    | - 50,609      | - 76,890    | - 93,967      | - 115,335   | - 131,042     | - 153,780   | - 170,477     |
| 206,584          | 206,584        | 51,718      | 42,415        | 103,549     | 90,949        | 155,066     | 135,416       | 197,584     | 186,963       |

#### Strategic Objective:

*Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.*

#### Service Statements

|   | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Conduct inspections of onsite Sewage Management Facilities (SMF) in the city for compliance with legislative requirements. | 85%              | 44,883 | 11,282      | - 6,965       | 22,660      | - 2,565       | 33,772      | 3,718         | 37,233      | 14,013        |
| 2. Provide advice to the community on use and maintenance of sewage management facilities.                                    | 15%              | 7,921  | 1,991       | - 1,229       | 3,999       | - 453         | 5,960       | 656           | 6,571       | 2,473         |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |   |  |
|--|---|--|
| 1.1 Inspections are conducted in accordance with Council's adopted program.                      | Complete 140 inspections / month  | Target met for this quarter and exceeded. Average of 200 inspections conducted each month. |
|  | Approvals to operate SMF are issued within 21 days of inspection.           | Target met for this quarter.   |
|  | Rectification work documentation is sent within 21 days from inspection     | Target met for this quarter.   |
|  | Annual report completed in June on compliance to Council's adopted program. | Yet to be completed.   |
| 2.1 Accurate information is given to assist the community with on-site sewage management issues. | 90% satisfaction of customers   | Target met for this quarter.   |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |

## External Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director External Services

Component 35 - Health Services

Officer: Manager Regulatory Services

Total Income \$

Total Expenditure \$

Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 6,775          | - 40,175       | - 1,694     | - 10,299      | - 20,086    | - 22,138      | - 30,128    | - 33,200      | - 40,175    | - 50,337      |
| 253,414          | 253,414        | 63,354      | 73,168        | 126,707     | - 22,138      | 190,061     | - 33,200      | 283,414     | 252,086       |

*Strategic Objective:*

*An informed community working together through strong local and regional connections.*

Service Statements

| Full Year Budget |         | 1st Quarter |               | 3rd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 90%              | 191,915 | 55,494      | 56,583        | 95,959      | - 39,848      | 143,939     | - 59,759      | 218,915     | 181,574       |
| 10%              | 21,324  | 6,166       | 6,287         | 10,662      | - 4,428       | 15,993      | - 6,640       | 24,324      | 20,175        |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

Key Performance Indicators

Target

Progress this quarter

|   |  |  |
|---|--|--|
| 1.1 Conduct inspections, review of premises for compliance with the public health statutory requirements. | Complaints about unhealthy conditions responded to within 48 hours         | Target met for this quarter  |
|   | 20 premises are inspected each month                                       | Target not met for this quarter. Commencing April 2007 Environmental Officers are trialling performing 20 inspections per week.                  |
| 1.2 Conduct Food Handling Training courses.   | Three training courses are conducted each year                             | Target met for this quarter  |
|   | 90% customer satisfaction in training course from evaluation survey.       | Target met for this quarter  |
| 1.3 Conduct inspections of Caravan Parks to measure compliance with legislative requirements.             | Complaints about caravan parks are responded to within 96 hours of receipt | Target met for this quarter  |
| 2.1 Conduct mosquito surveillance program between December and April at nominated sites.                  | Completed in accordance with Dept of Health Surveillance Program           | Surveillance not conducted due to season being so dry and low numbers of mosquitos generally. Will conduct next December if wheather favourable. |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |



## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Environment

#### Director External Services

#### Component 36 - Pollution Control

Officer: Regulatory Services Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -              | -           | -             | -           | -             | -           | -             | -           | -             |
| 143,175          | 143,329        | 133,035     | 125,299       | 136,467     | 127,173       | 139,898     | 130,291       | 143,329     | 131,200       |

#### Strategic Objective:

*Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.*

#### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Pollution Incidents are investigated to protect the local environment and potential health risk to the community. | 20%              | 28,666  | 26,607      | 25,060        | 27,293      | 25,435        | 27,980      | 26,058        | 28,666      | 26,240        |
| 2. Financially contribute to the operations of the Hawkesbury River County Council                                   | 80%              | 114,663 | 106,428     | 100,239       | 109,173     | 101,739       | 111,918     | 104,233       | 114,663     | 104,960       |
|  |                  | -       |             | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Pollution Incidents are investigated.

Appropriate action initiated within 24hrs

Target met for this quarter

2.1 Contributions to Hawkesbury River County Council is funded.

Contributions forwarded within 21 days of request.

Target met for this quarter



## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

#### Director External Services

#### Component 38 - Animal Control

Officer: Regulatory Services Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 357,503        | - 357,503     | - 89,376    | - 62,246      | - 178,752   | - 165,868     | - 268,127   | - 276,564     | - 357,503   | - 421,269     |
| 528,283          | 528,283       | 132,071     | 108,836       | 264,142     | 231,617       | 396,212     | 359,155       | 528,283     | 493,481       |

### Service Statements

|  | Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide adequate care of animals housed at the animal shelter.  | 50%              | 85,390 | 21,348      | 23,295        | 42,695      | 32,875        | 64,042      | 41,295        | 85,390      | 36,106        |
| 2. Carry out patrols of the city area for roaming cats and dogs.   | 30%              | 51,234 | 12,809      | 13,977        | 25,617      | 19,725        | 38,425      | 24,777        | 51,234      | 21,664        |
| 3. Provide education to the community on responsible pet ownership   | 10%              | 17,078 | 4,270       | 4,659         | 8,539       | 6,575         | 12,808      | 8,259         | 17,078      | 7,221         |
| 4. Maintain registration and microchipping records   | 10%              | 17,078 | 4,270       | 4,659         | 8,539       | 6,575         | 12,808      | 8,259         | 17,078      | 7,221         |
| Opening hours to benefit the community, Monday - Friday: 9:30am - 12:30pm & 2:00pm - 4:30pm, Saturday: 9:30am - 11:30am, Sunday: 7:00am - 9:00am |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Animals are cared for with adequate food and housing and homes are found for as many animals as possible.

80% dogs rehomed.

Target met for this quarter.

2.1 Patrols are conducted where complaints are received of roaming dogs.

Within 48 hrs of receipt of the complaint

Target met for this quarter.

3.1 School visits are conducted at the shelter and at schools throughout the year with the assistance of the Petpep program.

100% satisfaction of school groups participating

Target met for this quarter.

Four school visits per year

Target met for this quarter.

4.1 Process records.

Registration and microchipping records to be completed within 14 working days.

Target met for this quarter.

## External Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director External Services

Component 39 - Cultural Precinct - Gallery

Officer: Cultural Services Manager

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 5,000          | - 5,000        | - 1,248     | - 2,711       | - 2,496     | - 2,472       | - 3,744     | - 46,419      | - 48,000    | - 54,730      |
| 463,180          | 491,804        | 161,124     | 116,907       | 213,013     | 186,382       | 363,810     | 290,682       | 534,804     | 478,424       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 60%              | 292,083 | 95,926      | 68,517        | 126,310     | 110,346       | 216,040     | 146,558       | 292,082     | 254,216       |
| 20%              | 97,361  | 31,975      | 22,839        | 42,103      | 36,782        | 72,013      | 48,853        | 97,361      | 84,739        |
| 20%              | 97,361  | 31,975      | 22,839        | 42,103      | 36,782        | 72,013      | 48,853        | 97,361      | 84,739        |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

1. Effectively and efficiently manage exhibitions for the community.

2. Facilitate development programs that sponsor cultural events and activities.

3. Promote the growth of cultural industries within the Hawkesbury.

Opening hours Monday to Friday -10:00am - 4:00pm; Saturday & Sunday 10:00am - 3:00pm

### Key Performance Indicators

### Target

### Progress this quarter

1.1 Provide a program of exhibitions.

Eight exhibitions curated and presented.

Two exhibitions held this quarter- Regarding Retro: Reanimations of the Preloved, and Western Front with Western Sydney artists and in partnership with five other Western Sydney councils.

15% increase in patronage (with 80% positive rating from patrons).

1,647 visitors. Visitor ratings positive at over 90%.

2.1 Provide cultural development programs.

A program of 16 workshops and education programs delivered.

Two curator talks, one artist talk, one workshop, two school groups (guided tour/curator talk), two opening functions and a group tour for members of the Central Coast Arts Network. Well exceeding the quarterly target of four.

Achieve 90% utilisation at workshops.

Targets achieved with all workshops and public programs well attended.

3.1 Effective external cultural events sponsored.

Community groups assisted to stage 24 events at the Deerubbin Centre.

Target for period met: April - Federation Camera Club; May - Hawkesbury Valley Stamp Club; Windsor Business Group Coke Cola swap meet; Macquarie Town Arts Society; June - Womans Cottage ; Macquarie Town Arts Society

5 events sponsored with agreed performance targets achieved.

Historic Windsor (ongoing) and St Albans Folk Festival, Launch Magazine Rack (combined arts societies)

3.2 Cultural Precinct Business Plan implemented.

Business Plan KPIs achieved.

Business Plan folded into Cultural Plan implementation.

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

Director External Services

Component 44 - Road Safety Programs

Officer: Executive Manager - Community Partnerships

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 41,400         | - 49,002       | -           | -             | -           | - 34,000      | - 20,700    | - 34,000      | - 49,002    | - 46,266      |
| 98,213           | 107,510        | 25,898      | 21,083        | 50,102      | 46,051        | 74,970      | 68,867        | 107,510     | 96,601        |

### Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

### Service Statements

1. To provide a road safety program which incorporates a comprehensive approach to preventing road trauma through the development of integrated education, engineering and enforcement programs.

| Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 58,508 | 25,898      | 21,083        | 50,102      | 12,051        | 54,270      | 34,867        | 58,508      | 50,335        |
|                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -      | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1. Develop and implement Council/RTA Action Plan to reflect local trends, statistics and priorities.

Action Plan developed. Project strategies and timelines met by June.

Action Plan for 2007/08 developed. Strategies for 2006/2007 plan have been achieved.

2. Links established with partner organisations to develop local interventions and solutions.

8 meetings of Road Safety Forum held (with representatives from Police, Health and RTA)

Scheduled meetings attended by partners. Targets met.

3. Links developed within Council to deliver a whole-of-Council approach to the prevention of road trauma.

Coordinator attends 95% of the Local Traffic Committee meetings.

Coordinator attends monthly meetings of LTC. Target met

Website to be updated with road safety messages 7 days before target holiday period.

Targets met.

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Community/Lifestyle

#### Director External Services

#### Component 45 - Hawkesbury Family Co-op

Officer: Executive Manager - Community Partnerships

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 178,294        | - 178,294   | - 44,574    | - 50,565      | - 89,147    | - 153,811     | - 133,721   | - 177,431     | - 237,925   | - 237,925     |
| 174,516          | 358,087     | 225,786     | 63,660        | 272,139     | 132,716       | 314,354     | 205,104       | 421,496     | 298,394       |

#### Strategic Objective:

*An informed community working together through strong local and regional connections.*

#### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide early intervention services to families with children within the City of Hawkesbury. | 80%              | 143,834 | 144,970     | 10,476        | 146,394     | - 16,876      | 144,507     | 22,138        | 146,857     | 48,375        |
| 2. Increase access to information and service for families with children.                       | 15%              | 26,969  | 27,182      | 1,964         | 27,449      | - 3,164       | 27,095      | 4,151         | 27,536      | 9,070         |
| 3. Manage funding bodies to enable the community access to family assistance.                   | 5%               | 8,990   | 9,061       | 655           | 9,150       | - 1,055       | 9,032       | 1,384         | 9,179       | 3,023         |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |   |   |
|--|---|---|
| 1.1 Meet demand for early intervention services .  | Respond to enquiries and A143 referrals within 10 working days.       | All enquiries and referrals repoded to within 10 working days.  |
| 1.2. Identify customer satisfaction.   | 75% of clients achieve increase in parenting capacity (self-assessed) | Client outcomes on track,more than 70% of clients reporting or demonstrating improvement in parenting capacity as a result of service participation.  |
| 2.1 Maintain leadership role for 'The Right Connection' Coalition ( network of early intervention partners). | Right Connections Service Improvement Plan implemented                | Right Connections Service Improvement Plan strategies on track - 4 out of 13 strategies achieved.   |
|  | 100% of contracted work outputs achieved                              | Individual family services ; The Family Co-op operating at 110% of capacity,Forgotten Valley Family Service operating at 78% of capacity.Combined service operations are at 100%,which is 25 current client load . 128 client services provided in this |
|  | South Windsor Community Connections Strategy Implemented              | Negotiations with Windsor Park Primary School to extend the Community Connections Project have commenced , and the Project will now be know as the Hawkesbury Connections Connection.Revised specifications implemented.                                |
|  | Achieve 100% of 06/07 strategies                                      | Achieved 100% of 06/07 strategies   |
| 3.1. Meet accountability requirements as required by funding bodies.   | Accountability documentation forwarded to funding body on time        | Accountability documentation forwarded to funding body on time.   |
|  | Achieve 100% of 06/07 strategies                                      | On target to date   |
| 3.2. Contracted outcomes and outputs achieved (as negotiated with funding body).                             | Contracted outputs achieved   | Contracted outputs have been achieved.  |
|  |   |   |

## External Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

#### Director External Services

#### Component 49 - Parking Control

Officer: Regulatory Services Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 220,000        | - 220,000      | - 36,667    | - 46,210      | - 91,667    | - 111,769     | - 146,667   | - 155,328     | - 220,000   | - 246,276     |
| 186,900          | 186,900        | 46,725      | 24,567        | 93,550      | 64,679        | 140,225     | 97,132        | 186,900     | 147,299       |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

#### Service Statements

|  | Full Year Budget |          | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$       | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. City streets and car park areas are patrolled for compliance with time limit and parking restriction signage. | 80%              | - 26,480 | 8,047       | - 17,314      | 1,507       | - 37,672      | - 5,153     | - 46,557      | - 26,480    | - 79,182      |
| 2. Parking infringements are issued correctly for offences committed.  | 20%              | - 6,620  | 2,012       | - 4,329       | 377         | - 9,418       | - 1,288     | - 11,639      | - 6,620     | - 19,795      |
|  |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -        | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

1. Streets and car parks are patrolled and monitored for compliance with restriction signage in a safe and reasonable manner

100% Compliance

Target met for this quarter.

2. Parking infringements are issued correctly for offences committed.

99% Compliance

Target met for this quarter.

## External Services - Operational Action Plan and Performance Indicators 2006/2007

**Community/Lifestyle**

**Director External Services**

**Component 71-77 - Forgotten Valley**

**Officer: Executive Manager - Community Partnerships**

**Total Income \$**

**Total Expenditure \$**

**Budget 2006/07**

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 322,993        | - 322,993   | - 81,974    | - 83,082      | - 164,074   | - 256,543     | - 240,992   | - 271,473     | - 322,993   | - 363,350     |
| 334,342          | 370,844     | 119,632     | 73,609        | 369,907     | 166,291       | 515,098     | 228,348       | 370,844     | 343,755       |

**Strategic Objective:**

**An informed community working together through strong local and regional connections.**

**Service Statements**

| Full Year Budget |        | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|--------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$     | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 96%              | 45,937 | 36,151      | - 9,094       | 197,600     | - 86,642      | 263,142     | - 41,401      | 45,937      | - 18,811      |
| 4%               | 1,914  | 1,506       | - 379         | 8,233       | - 3,610       | 10,964      | - 1,725       | 1,914       | - 784         |
| -                | -      | -           | -             | -           | -             | -           | -             | -           | -             |
| -                | -      | -           | -             | -           | -             | -           | -             | -           | -             |
| -                | -      | -           | -             | -           | -             | -           | -             | -           | -             |
| -                | -      | -           | -             | -           | -             | -           | -             | -           | -             |
| -                | -      | -           | -             | -           | -             | -           | -             | -           | -             |

**Key Performance Indicators**

**Target**

**Progress this quarter**

|  |  |   |
|--|--|---|
| 1.1 Meet demand for early learning programs for children aged 3 to 5.  | Enquiries responded to within 3 working days. Achieve 80% utilisation of available care places.  | High quality Pre School program provided at South Maroota and Wisemans Ferry. Funding received to provide fee relief for 2 years to assist families in accessing pre-school. Enquiries responded to within 3 working days. Utilisation rate 63% (84% at |
| 1.2 Operations meet requirements of Children's Services Regulations.   | Maintain License with no breaches (of regulations)   | Licence maintained without breaches of regulations.   |
| 1.3 Provide vacation care programs for children 5 to 12 (primary school aged children).                      | Program of 14 vacation care activities & excursions delivered with 90% utilisation               | No Vacation care activities provided during Christmas. Total of 10 activities/ excursions provided with average utilisation rate of 34.4%.  |
| 1.4 Provide information services to residents of the Forgotten Valley.                                       | 11 issues published of the Forgotten Valley Views  | 11 issues of Forgotten Valley Views published .   |
| 1.5 Respond to enquiries for information on available services and programs.                                 | Respond to enquiries within 3 working days.  | All enquiries have been responded to within 3 working days, with large majority responded to within 1 working day.  |
| 1.6 Provide a program of education, social and leisure activities in response to identified community needs. | Program of 8 education, social and recreational activities delivered with 90% utilisation        | Total of 11 activities (4 courses, 1 community Information session, 1 community building event, 4 workshops, 1 group) held this quarter, which brings total up to 23 .Utilisation rate average 90%  |
| 1.7 Provide a program of recreational and social activities for young people aged 12 to 24 years.            | Program of 18 recreational and social activities for young people delivered with 90% utilisation | Provided 2 youth activities this quarter, with one being cancelled due to lack of numbers. Total youth activities to date 11. Utilisation rate 75%.   |
| 1.8 Provide early intervention/family support services to families with children 0 to 18 years .             | Respond to enquiries + referrals within 10 working days.   | All enquiries have been responded to within 10 working days.  |
| 2.1 Meet accountability requirements as required by funding bodies.  | Accountability documentation forwarded to funding body on time                                   | Accountability documentation forwarded to funding body on time.   |



## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 34 - Sullage Services

Officer: Water Management Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 2,822,022      | - 2,822,022    | - 2,643,542 | - 2,614,126   | - 2,686,145 | - 2,662,397   | - 2,756,867 | - 2,722,586   | - 2,822,022 | - 2,825,589   |
| 2,818,628        | 2,942,450      | 675,276     | 336,494       | 1,510,127   | 1,048,711     | 2,134,947   | 1,924,124     | 2,929,750   | 2,775,961     |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

1. To provide high quality sullage service to the community

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 120,428 | - 1,968,265 | - 2,277,632   | - 1,176,018 | - 1,613,686   | - 621,920   | - 798,461     | 107,728     | - 49,628      |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Compliance to EPA approved post closure plan.

Rehabilitation of Racecourse Road Sludge Disposal Depot by June

Rehabilitation complete - ongoing monitoring and further minor works required as per DECC license

Rehabilitation of Blaxland Ridge Effluent Maturation Ponds by June

Rehabilitation ongoing due for completion by November 07

1.2 Implementation of Sullage Collection Contract.

100% compliance with contract conditions.

On target (Current Staples contract to end 31 Aug. 70 - New tender to be negotiated as per Council resolution

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

Director Infrastructure Services

Component 46 - Roads to Recovery

Officer: Construction and Maintenance Manager

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 663,795        | - 697,895      | - 663,795   | - 371,326     | - 663,795   | - 371,326     | - 697,895   | - 371,326     | - 697,895   | - 371,326     |
| 663,795          | 2,173,354      | 586,642     | 31,957        | 740,287     | 222,091       | 1,514,867   | 360,997       | 2,173,354   | 506,645       |

### Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

### Service Statements

1. Undertake Roads to Recovery works

| Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 1,475,459 | - 77,153    | - 339,369     | 76,492      | - 149,235     | 816,972     | - 10,329      | 1,475,459   | 135,319       |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

1.1 Identify suitable works program for consideration by Council

Inspections conducted of road condition and data base maintained.

Inventory maintained of entire road network - updated required

Reports prepared on time.

100% compliant

Implement adopted works program over 3 years.

In progress

Accept funding within 14 days of receipt.

Funding has been approved and allocated

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

## Planning Process

**Director Infrastructure Services**

### Component 47 - RTA Funding

**Officer: Construction and Maintenance Manager**

**Total Income \$****Total Expenditure \$**

| Budget 2006/07   |             |             |               |             |               |             |               |             |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 734,000        | - 776,000   | - 183,500   | - 186,000     | - 368,000   | - 372,000     | - 551,000   | - 558,000     | - 804,000   | - 814,000     |
| 734,000          | 776,000     | 119,800     | 128,781       | 329,100     | 321,884       | 551,400     | 579,925       | 804,000     | 788,532       |

**Strategic Objective:**

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

[illegible][illegible]

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Environment

#### Director Infrastructure Services

#### Component 48 - Environmental Stormwater

Officer: Water Management Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 1,010,310      | - 1,010,310 | - 1,010,310 | - 1,010,731   | - 1,010,310 | - 1,015,044   | - 1,010,310 | - 1,015,032   | - 1,010,310 | - 1,014,192   |
| 1,320,756        | 1,798,280   | 629,091     | 69,462        | 353,616     | 124,252       | 1,219,381   | 186,868       | 1,743,280   | 327,740       |

#### Strategic Objective:

*Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.*

| Service Statements  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Progressively implement initiatives adopted by Council as part of the Environmental Stormwater Levy Program. | 100%             | 787,970 | - 381,219   | - 941,270     | - 656,694   | - 890,793     | 209,071     | - 828,164     | 732,970     | - 686,452     |
|   |                  | -       |             |               |             |               |             |               | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators   | Target                                | Progress this quarter  |
|--|---------------------------------------|--|
| 1.1 Operation of gross pollutant traps (GPT's)   | Two completed by June                 | Budget on hold ie., no works underway until new program adopted by Council |
| 1.2 Prepare and implement water quality monitoring framework for GPT's .                         | Quarterly                             | Budget on hold ie., no works underway until new program adopted by Council |
|  | Publish Quarterly results on web page | Budget on hold ie., no works underway until new program adopted by Council |
| 1.3 Implement community programs   | Bligh Park by June                    | Budget on hold ie., no works underway until new program adopted by Council |
|  | Redbank Creek catchment by June       | Completed prior to hold on budget  |
|  | MacDonald Valley catchment by June    | Completed prior to hold on budget  |
| 1.4 Implement remediation works as identified within the "Bushland affected by stormwater audit" | one site per year                     | Budget on hold ie., no works underway until new program adopted by Council |
|  |                                       |  |
|  |                                       |  |
|  |                                       |  |

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 50 - Parks

### Officer: Land Management Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 134,535        | - 132,899      | - 36,492    | - 34,661      | - 61,608    | - 61,066      | - 104,684   | - 115,218     | - 156,655   | - 164,191     |
| 3,334,828        | 3,451,192      | 992,740     | 892,049       | 1,714,110   | 1,548,052     | 2,720,787   | 2,602,667     | 3,477,714   | 3,847,720     |

### Strategic Objective:

*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

### Service Statements

|   | Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To manage all passive open space under Council's care and control. | 61%              | 2,024,159 | 583,311     | 523,007       | 1,008,026   | 907,062       | 1,595,823   | 1,517,344     | 2,025,846   | 2,246,953     |
| 2. To manage all bushland under Council's care and control.           | 7%               | 232,281   | 66,937      | 60,017        | 115,675     | 104,089       | 183,127     | 174,121       | 232,474     | 257,847       |
| 3. To manage all cemeteries under Council's care and control.         | 3%               | 99,549    | 28,687      | 25,722        | 49,575      | 44,610        | 78,483      | 74,623        | 99,632      | 110,506       |
| 4. Contributions to outside bodies for action recreation.             | 25%              | 829,573   | 239,062     | 214,347       | 413,125     | 371,747       | 654,026     | 621,862       | 830,265     | 920,882       |
| 5. To manage trees on nature strips and road verges.                  | 4%               | 132,732   | 38,250      | 34,296        | 66,100      | 59,479        | 104,644     | 99,498        | 132,842     | 147,341       |
|   |                  | -         |             | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|  |  |  |
|--|--|--|
| 1.1 Open space is maintained for passive recreational purposes.              | Council's 'Pesticide Use Notification Plan' developed by Feb                                 | The Pesticide Notification Plan was developed and adopted by Council by the February deadline  |
|  | According to the level of usage, lawns kept below 150mm                                      | 90% compliant. Mowers breaking down did have an impact on our delivery this year.  |
|  | All toilets/facilities cleaned and bins emptied weekly (as per works schedule)               | 100% Compliant   |
| 2.1 Maintain and restore Bushland areas.                                     | Mapping completed by end of April. Match funds for at least four bush regeneration projects. | Mapping is completed and a presentation was given to Councillors. More than four projects were matched with grant funding.   |
| 3.1 Richmond Cemetery to be managed in a sensitive and effective manner.     | Plots to be surveyed appropriately and numbered by June.                                     | Works have commenced with a design being drawn up. The surveying is planned for early 2007/2008.   |
| 3.2 Develop computer program for all cemeteries, replacing hard copy system. | June   | Computer program has been developed. This has been trialed with some amendments to be made. Further trials need to be undertaken to ensure all aspects of the cemetery are covered.. |
| 4.1 External recreational providers (377 Committee's) are supported.         | Funds allocated quarterly.   | 100% Compliant   |
|  | Land Mgt staff to attend 80% of meetings.  | 100% Compliant   |
|  | Quarterly reports to be received within 14 days  | 100% Compliant   |
| 5.1 Street trees maintained for aesthetic and safety purposes                | Finalise Road Side Vegetation Policy by June   | Plans have been relooked at and further information collated. It is aimed to go out for public comment in early 2007/2008  |

|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
| Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007 |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|

|                                  |               |             |               |             |               |             |               |             |               |  |
|----------------------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|--|
| Infrastructure                   |               |             |               |             |               |             |               |             |               |  |
| Director Infrastructure Services |               |             |               |             |               |             |               |             |               |  |
| Component 51 - Recreation        |               |             |               |             |               |             |               |             |               |  |
| Officer: Land Management Manager |               |             |               |             |               |             |               |             |               |  |
| Budget 2006/07                   |               |             |               |             |               |             |               |             |               |  |
| Full Year Budget                 |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |  |
| Original Budget                  | Amended Bdgct | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |  |
| - 119,154                        | - 119,154     | - 1,987     | - 452         | - 49,378    | - 49,900      | - 116,765   | - 128,176     | - 129,938   | - 132,029     |  |
| 375,971                          | 375,971       | 55,998      | 17,662        | 165,201     | 134,583       | 298,687     | 293,663       | 386,755     | 401,663       |  |

**Strategic Objective:**  
*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

***A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.***

[illegible][illegible]



## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

Director Infrastructure Services

Component 53 - Roadworks Construction

Officer: Construction and Maintenance Manager

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 862,655        | - 906,211      | - 215,664   | - 221,649     | - 437,299   | - 468,911     | - 687,561   | - 687,561     | - 906,211   | - 906,210     |
| 1,240,840        | 1,240,840      | 310,210     | 313,585       | 620,420     | 632,411       | 930,630     | 952,150       | 1,240,840   | 1,224,195     |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Undertake roadworks construction program to ensure a safe and healthy community. | 100%             | 334,629 | 94,546      | 91,936        | 183,121     | 163,499       | 243,069     | 264,589       | 334,629     | 317,985       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

1.1 Completion of construction program for roads.

Tendering /quotation process commences within four weeks following receipt of design details.

Some projects are behind due to lack of resources and time

Works are completed within budget following the completed tendering process.

Compliant

1.2 Measure the response to road damage.

Works are completed on time following the completed tendering process.

Works are completed within the allocated contract time

95% urgent repairs made safe within 24 hours and repaired within 1 month

Compliant



|   |
|---|
| <b>Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007</b> |
|---|

Infrastructure

**Director Infrastructure Services**

### Component 54 - Kerb, Guttering and Drainage

**Officer: Construction and Maintenance Manager**

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 23,440         | - 38,609       | - 3,060     | - 5,837       | - 6,205     | - 8,939       | - 13,807    | - 12,056      | - 38,609    | - 26,374      |
| 737,704          | 760,105        | 194,028     | 164,866       | 318,056     | 320,749       | 527,084     | 489,466       | 760,105     | 733,361       |

**Strategic Objective:**

*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

[illegible][illegible]

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 55 - Carpark Maintenance

Officer: Construction and Maintenance Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -           | -           | -             | -           | -             | -           | -             | -           | -             |
| 178,813          | 172,861     | 56,461      | 40,739        | 112,234     | 71,925        | 156,376     | 92,745        | 156,849     | 186,895       |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Undertake maintenance and repari fo carpark surface and associated facilities. | 100%             | 172,861 | 56,461      | 40,739        | 112,234     | 71,925        | 156,376     | 92,745        | 156,849     | 186,895       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Provide safe and functional carpark with clearly visible signs, symbols and lines.

Works completed within budget.

Compliant

Signs and lines are provided in accordance with RTA standards.

Compliant

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

#### Director Infrastructure Services

#### Component 57 - Survey Design and Mapping

#### Officer: Design and Mapping Services Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdgct | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 43,500         | - 43,500      | - 876       | - 1,054       | - 1,752     | - 2,294       | - 22,628    | - 4,157       | - 3,500     | - 4,619       |
| 536,558          | 540,771       | 122,464     | 139,874       | 242,480     | 242,680       | 381,609     | 366,682       | 480,771     | 493,596       |

#### Strategic Objective:

*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

#### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide Engineering designs for Council's operations program and other projects. | 59%              | 293,390 | 71,737      | 81,904        | 142,029     | 141,828       | 211,799     | 213,889       | 281,590     | 288,496       |
| 2. Provide Engineering survey for Council's operation program and other projects.   | 10%              | 49,727  | 12,159      | 13,882        | 24,073      | 24,039        | 35,898      | 36,252        | 47,727      | 48,898        |
| 3. Mapping system provided for users with various needs.                            | 31%              | 154,154 | 37,692      | 43,034        | 74,626      | 74,520        | 111,284     | 112,382       | 147,954     | 151,583       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |  |             |
|--|--|-------------|
| 1.1 Designs undertaken.                                    | Meet 95% service level   | Targets Met |
| 2.1 Field surveys undertaken.                              | Survey output to meet 95% level of regulation standards.                   | Targets Met |
| 3.1 Complete Data input and maintenance of mapping system. | Assets data entered into system LEP, Linens within 7 days of notification. | Targets Met |

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 59 - Administrative Building

Officer: Building Services Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | 764           | -           | -             | -           | -             | -           | -             |
| 289,236          | 289,236       | 86,794      | 55,509        | 149,949     | 112,544       | 214,194     | 209,158       | 289,236     | 286,112       |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Building is maintained in accordance with Works Program. | 100%             | 289,236 | 86,794      | 54,745        | 149,949     | 112,544       | 214,194     | 209,158       | 289,236     | 286,112       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Operation of communications

98% uptime

No down time

1.2 Operation of air conditioner.

96% uptime

No tentant discomfort

1.3 Operation of Emergency generator.

Zero Failures

No failures



|  |
|--|
| Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007 |
|--|

|                |
|----------------|
| Infrastructure |
|----------------|

|                                  |                |
|----------------------------------|----------------|
| Director Infrastructure Services | Budget 2006/07 |
|----------------------------------|----------------|

| Component 61 - Works Depot |             |             |             |             |
|----------------------------|-------------|-------------|-------------|-------------|
| Full Year Budget           | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |

| Full Year Budget |         | Fiscal Year 2019 |            | Fiscal Year 2020 |            | Fiscal Year 2021 |            | Fiscal Year 2022 |            |
|------------------|---------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| Original         | Amended | YTD              | Actual YTD | YTD              | Actual YTD | YTD              | Actual YTD | YTD              | Actual YTD |

[illegible][illegible]

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdgct | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | -             |
| 167,307          | 167,307       | 43,596      | 41,212        | 88,032      | 76,741        | 128,494     | 133,512       | 167,307     | 166,072       |

**Strategic Objective:**

**Strategic Objective:**  
*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

[illegible][illegible]

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 62 - Operations Management

### Officer: Construction and Maintenance Manager

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 802,146        | - 802,146      | - 223,125   | - 175,977     | - 437,578   | - 354,065     | - 604,729   | - 565,421     | - 802,146   | - 828,976     |
| 1,221,613        | 1,273,930      | 292,124     | 348,027       | 646,749     | 719,984       | 961,393     | 1,084,194     | 1,273,930   | 1,578,792     |

#### Strategic Objective:

*A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.*

### Service Statements

1. Ensure Plant usage is costed to appropriate projects.

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 471,784 | 68,999      | 172,050       | 209,172     | 365,919       | 356,664     | 518,773       | 471,784     | 749,816       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Adopted charges are balanced with plant reserve fund.

100% Compliance.

Achieved

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 63 - Street Cleaning

Officer: Construction and Maintenance Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 246,435        | - 159,435      | - 36,792    | - 32,480      | - 88,094    | - 46,346      | - 66,967    | - 64,915      | - 159,435   | - 167,236     |
| 1,995,202        | 1,967,808      | 319,469     | 431,311       | 991,270     | 851,260       | 1,419,721   | 1,292,124     | 1,917,808   | 1,632,115     |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

1. Provide the level of service to maintain a vibrant and clean city for residents and visitors.

| Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 1,808,374 | 282,677     | 398,831       | 903,176     | 804,913       | 1,352,754   | 1,227,209     | 1,758,373   | 1,464,879     |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Monitor street cleaning service to designated streets, Township and Central Business District to ensure streets are kept tidy.

Sweeper responds to works request within 24 hours of receipt.

Achieved

1.2 Maintain street litter bins to Central Business District and designated areas

Bins cleared between 1-5 times a week.

Achieved

Damaged bins repaired within 2 days of request.

Achieved



## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Infrastructure Services

### Component 64 - Ferry Operations

Officer: Construction and Maintenance Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 133,049        | - 133,049   | -           | -             | -           | -             | -           | -             | - 133,049   | - 106,788     |
| 304,990          | 304,990     | 73,491      | 71,039        | 152,243     | 149,115       | 222,640     | 223,162       | 304,990     | 265,612       |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide a reliable Lower Portland Ferry Service | 100%             | 171,941 | 73,491      | 71,039        | 152,243     | 149,115       | 222,640     | 223,162       | 171,941     | 158,824       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

1.1 Maintenance carried out to ensure optimal use of operation

100% compliance to maintenance schedule

Achieved

1.2 Ferry service provided.

100% compliance to contract and specifications

Achieved

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Infrastructure Services

Component 66 - Fire Control

Officer: Director Infrastructure Services

Total Income \$

Total Expenditure \$

Budget 2006/07

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

**Service Statements**

1. Implement the Service Level Agreement with the Rural Fire Service to provide protection to life and property when threatened by fire.

**Key Performance Indicators**

**Target**

**Progress this quarter**

1.1 Service Level Agreement is completed and funding provided.

Funding provided within 14 days of request.

On Target

100% compliance with conditions of agreement.

On Target

## Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Infrastructure Services

Component 67 - Emergency Services

Officer: Director Infrastructure Services

Total Income \$

Total Expenditure \$

Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -           | -           | -             | -           | -             | -           | -             | -           | -             |
| 116,883          | 116,883     | 28,010      | 28,279        | 56,974      | 54,055        | 86,942      | 84,987        | 116,883     | 126,144       |

*Strategic Objective:*

*An informed community working together through strong local and regional connections.*

Service Statements

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 116,883 | 28,010      | 28,279        | 56,974      | 54,055        | 86,942      | 84,987        | 116,883     | 126,144       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

Key Performance Indicators

Target

Progress this quarter

|  |  |
|--|--|
| 1.1 Maintenance and operation of SES Building. | Controllers Yearly review completed and forwarded to regional headquarters.                      |
| 1.2 Maintain operation readiness               | Complete activity report and forwarded to state headquarters at the completion of each incident. |
| 1.3 Provision of funds.                        | Funds processed in accordance with Council's adopted budget.                                     |

On Target

On Target

On Target

| Infrastructure Services - Operational Action Plan and Performance Indicators 2006/2007 |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
|--|--|--|--|--|--|--|--|--|--|

Infrastructure

**Director Infrastructure Services**

**Component 88 - Cogeneration Plant**

Officer: Building Services Manager

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 139,070        | - 139,070      | - 34,767    | -             | - 49,670    | - 27,384      | - 94,370    | - 27,347      | - 139,070   | - 24,764      |
| 149,070          | 149,070        | 37,268      | 40,081        | 86,415      | 86,547        | 124,623     | 153,665       | 149,070     | 261,937       |

**Strategic Objective:**

**A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.**

[illegible][illegible]

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Support Services

Component 16 - Insurance Risk Management

Officer: Risk Management Manager

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | -             |
| 671,276          | 671,276       | 378,499     | 610,103       | 433,668     | 667,545       | 503,916     | 500,956       | 671,276     | 693,273       |

*Strategic Objective:*

*An informed community working together through strong local and regional connections.*

### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To provide an adequate level of civil liability protection and general insurance cover for Council activities and assets. | 100%             | 671,276 | 378,499     | 610,103       | 433,668     | 667,545       | 503,916     | 500,956       | 671,276     | 693,273       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|   |   |           |
|---|---|-----------|
| 1.1 Review and placement of insurance program.                                    | All disclosures and renewal proposals completed satisfactorily and on time                                      | On Target |
| 1.2 Provide timely, accurate and quality Risk Management and insurance advice.    | Advice to satisfaction of customers.  | On Target |
| 1.3 Compliance with Westpool's Risk Management practices and reduction in claims. | Enhance staff awareness of risk exposure and risk management techniques through appropriate education programs. | On Target |
| 1.4 Manage Council's insurance claims in a cost effective manner                  | Monthly claims reviews and status reports of large claims reported to Manex.                                    | On Target |

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Support Services

Component 17 - Workers Compensation

Officer: Risk Management Manager

Total Income \$

Total Expenditure \$

Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdgct | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | -             |
| 588,776          | 588,776       | 25,242      | 88,010        | 181,830     | 215,273       | 354,778     | 353,371       | 664,776     | 505,698       |

*Strategic Objective:*

*An informed community working together through strong local and regional connections.*

Service Statements

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 588,776 | 25,242      | 88,010        | 181,830     | 215,273       | 354,778     | 353,371       | 664,776     | 505,698       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

Key Performance Indicators

Target

Progress this quarter

1.1 Monitor compliance with OH&S Act and regulations.

Monthly workplace inspections

On Target

1.2 Develop a process for training employees on managing projects to reflect higher levels of OH&S compliance.

Continuous improvements assessed and implemented prior to commencing projects

On Target

1.3 Develop and conduct safety training programs.

5% Reduction in work related injuries

On Target

1.4 Monitor claims performance and provide monthly reports on claims made

Acceptance by Workcover of monthly claims data.

On Target

1.5 Provide effective rehabilitation programs for staff with work related injuries and report monthly.

Accurate monthly reports to management for employee injury management and return to work programs.

On Target

1.6 Responsibility Matrix is in use

Completion by June.

On Target

## Support Services- Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

#### Director Support Services

#### Component 18 - Financial Planning

#### Officer: Chief Financial Officer

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -              | -           | -             | -           | -             | -           | -             | -           | -             |
| 572,431          | 593,969        | 143,071     | 168,162       | 333,579     | 282,821       | 450,849     | 409,929       | 593,969     | 562,509       |

#### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources*

### Service Statements

|  | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Asset Accounting - ensure accurate recording and accounting for Council's assets.                                       | 10%              | 59,397  | 14,307      | 16,816        | 33,358      | 28,282        | 45,085      | 40,993        | 59,397      | 56,251        |
| 2. Financial Planning - to manage based on a comprehensive financial strategy.   | 45%              | 267,286 | 64,382      | 75,673        | 150,111     | 127,269       | 202,882     | 184,468       | 267,286     | 253,129       |
| 3. Management Reporting - maintain effective and informative internal management reporting to meet corporate requirements. | 45%              | 267,286 | 64,382      | 75,673        | 150,111     | 127,269       | 202,882     | 184,468       | 267,286     | 253,129       |

### Key Performance Indicators

#### Target

#### Progress this quarter

|   |  |   |
|---|--|---|
| 1.1 Ensure accurate and timely recording of assets.   | 100% assets recorded and reconciled within 5 days EOM        | On target   |
| 2.1 Assess the effectiveness of Council's financial management practices & policies and compliance with prescribed legislation      | Unqualified Audit Opinion                                    | Achieved for year ended 30th June 2006  |
|   | Monthly reconciliations completed within 5 days EOM          | On target   |
| 2.2 To ensure a planned approach to Council programming.  | Management Plan adopted by June                              | Achieved for 2006/07 , on target for 2007/08  |
|   | Quarterly Reviews completed within 30 days of end of quarter | Target not achievable , quarterly review for December 2006 presented to Council within the statutory timetable of 2 months , quarterly review for March 2007 on track to go to Council by the end of May 2007 |
| 2.3 Ensure and assess the effectiveness of the introduction of International Financial Reporting Standards.                         | 100% compliance with IFRS.                                   | On target   |
| 2.4 Assess the adequacy of and strategically manage Council's reserves.   | Review reserves with LTFF by Dec                             | On target   |
|   | Reconciliation of reserves within 5 days EOM                 | On target   |
| 2.5 Assess the effective implementation of Council's Long Term Financial Strategy.  | Review LTFF by December                                      | Review will occur in fourth quarter 2006/07   |
| 3.1 Ensure that financial reporting is timely, accurate and informative.  | Executive reports within 14 days of EOM                      | On target   |
|   | Managers Reports distributed within 5 days EOM               | On target   |
| 3.2 Ensure that audit recommendations are implemented in a timely manner.   | 95% audit recommendations implemented by due date.           | On target   |
| 3.3 Assess the ability of Council to properly budget for and manage the resources that are available to fulfil its management plan. | Carried forward < 35% funding                                | Capital works is now reviewed as part of the quartely review process , currently not on target  |
|   | Actual Performance vs budget forecasts +/- 5%                | On target   |

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

### Director Support Services

### Component 19 - Accounting Services

Officer: Chief Financial Officer

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 3,395,366      | - 3,514,187    | - 841,339   | - 970,087     | - 1,817,907 | - 1,852,702   | - 2,678,527 | - 2,757,133   | - 3,514,187 | - 3,584,483   |
| 1,061,735        | 1,109,835      | 314,555     | 249,026       | 594,285     | 509,058       | 855,555     | 742,446       | 1,074,835   | 1,050,546     |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources*

### Service Statements

|   | Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Accounts Payable - To ensure the prompt and accurate payment of Council's Creditors.                     | 30%              | - 721,306 | - 158,035   | - 216,318     | - 367,086   | - 403,093     | - 546,892   | - 604,406     | - 731,806   | - 760,181     |
| 2. Payroll - To ensure the timely and accurate processing of payroll.                                       | 25%              | - 601,088 | - 131,696   | - 180,265     | - 305,905   | - 335,911     | - 455,743   | - 503,672     | - 609,838   | - 633,484     |
| 3. Debtors - To ensure the timely and accurate processing of accounts receivable.                           | 25%              | - 601,088 | - 131,696   | - 180,265     | - 305,905   | - 335,911     | - 455,743   | - 503,672     | - 609,838   | - 633,484     |
| 4. Statutory Compliance - To ensure Council's compliance with external regulatory and taxation legislation. | 10%              | - 240,435 | - 52,678    | - 72,106      | - 122,362   | - 134,364     | - 182,297   | - 201,469     | - 243,935   | - 253,394     |
| 5. Cash Management - To ensure Council has sufficient cash resources to meet future commitments.            | 10%              | - 240,435 | - 52,678    | - 72,106      | - 122,362   | - 134,364     | - 182,297   | - 201,469     | - 243,935   | - 253,394     |
|   |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

|   |   |  |
|---|---|--|
| 1.1 Assess the effectiveness of payment processing of creditors.                | 85% invoices paid by due date                 | On target  |
| 2.1 Assess the accuracy of payroll processing and meet deadlines.               | 99% accuracy in payroll processing            | On target  |
| 3.1 Assess effectiveness of Debtor accounts settlement.                         | 90% debtors accounts paid within 90 days      | On target  |
|   | Debtors on arrangements paid within 12 mths   | On target  |
| 4.1 Assess the accuracy and timeliness of S94 Register Updates.                 | S94 Register reconciled within 5 days EOM     | On target  |
| 4.2 Assess Council's compliance with taxation and other regulatory legislation. | BAS & Diesel Fuel submitted within 5 days EOM | On target  |
|   | FBT submitted by 30 April                     | FBT return for 30th April 2006 submitted on time   |
|   | ABS & DLG returns submitted by due date       | All returns for year ended 30th June 2006 submitted on time , except for Financial statements submitted 14 days after due date , approval granted by DLG |
| 5.1 Assess the effectiveness of Council's cash flow management.                 | Bank Reconciliation within 5 days EOM         | Reconciled monthly   |
|   | Unrestricted Current Ratio > 2.00             | On target  |



## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

#### Director Support Services

#### Component 20 - Rating Services

Officer: Chief Financial Officer

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter  |               | 2nd Quarter  |               | 3rd Quarter  |               | 4th Quarter |               |
|------------------|----------------|--------------|---------------|--------------|---------------|--------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget   | Actual YTD \$ | YTD Budget   | Actual YTD \$ | YTD Budget   | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 20,440,610     | - 20,440,610   | - 19,887,558 | - 19,970,561  | - 20,253,064 | - 20,425,546  | - 20,356,348 | - 20,461,600  | #####       | - 20,494,187  |
| 656,778          | 699,874        | 237,184      | 190,475       | 419,795      | 428,771       | 549,265      | 544,219       | 734,874     | 719,434       |

#### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources*

### Service Statements

|  | Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$          | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Rating Services - To ensure the accuracy of Council's computer based rating and property information system and efficient collection of rate revenue. | 50%              | - 9,870,368 | - 9,825,187 | - 9,890,043   | - 9,916,635 | - 9,998,387   | - 9,903,542 | - 9,958,690   | - 9,852,868 | - 9,887,377   |
| 2. Debt Recovery - To minimise Council's exposure to outstanding debts through effective debt recovery procedures.                                       | 25%              | - 4,935,184 | - 4,912,594 | - 4,945,021   | - 4,958,317 | - 4,999,194   | - 4,951,771 | - 4,979,345   | - 4,926,434 | - 4,943,688   |
| 3. Cashiers - To ensure the accurate processing of receipts.   | 25%              | - 4,935,184 | - 4,912,594 | - 4,945,021   | - 4,958,317 | - 4,999,194   | - 4,951,771 | - 4,979,345   | - 4,926,434 | - 4,943,688   |
|  |                  | -           | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -           | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -           | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

|   |  |  |
|---|--|--|
| 1.1 Assess the accuracy and timeliness of distributing rating notices.              | Rate Notices issued by due date with 95% accuracy              | On target  |
| 1.2 Assess the turnaround time for issuing s603 certificates                        | Issued within 3 Working Days                                   | Within target                                      |
| 1.3 Assess the accuracy of Council property database                                | Updates within 5 Working Days                                  | Within target                                      |
| 2.1 Assess the effectiveness of Council's collection process for outstanding rates. | Rate Arrears < 5.00%   | Rates outstanding ratio at 30th June 2006 was 4.5% |
| 3.1 Assess the effectiveness and accuracy of Council's receipting system.           | Ensure cash discrepancies are less than 0.1% of total receipts | Within target                                      |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |

|  |
|--|
| <b>Support Services - Operational Action Plan and Performance Indicators 2006/2007</b> |
|--|

| Planning Process |  |
|------------------|--|
|------------------|--|

## Director Support Services

## Component 21 - Investment Debt Servicing

Officer: Chief Financial Officer

Total Income \$

Total Expenditure \$

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 1,101,149      | - 1,060,205    | - 259,155   | - 257,334     | - 528,904   | - 669,828     | - 810,163   | - 1,161,699   | - 1,300,205 | - 1,694,618   |
| 740              | 740            | 617         | 101           | 617         | 799           | 81          | 799           | 740         | 1,368         |

**Strategic Objective:**

**Strategic Objective:**  
*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

[illegible][illegible][illegible]

|  |  |
|--|--|
|  |  |
|--|--|

[illegible]

## Key Performance Indicators

| Target |
|--------|
|--------|

| Progress this quarter |
|-----------------------|
|-----------------------|

1.1 Assess the effectiveness of Council's investment strategies to maximise returns on investment

|                             |  |
|-----------------------------|--|
| ROI > 90 Day Bank Bill Rate |  |
|-----------------------------|--|

|  |
|--|
| On target each month , as reported to Council in the monthly investment report |
|--|

|   |
|---|
| 1.2 Ensure that Council's investment strategy compares with industry standards. |
|---|

|                                       |
|---------------------------------------|
| Review Investment Policy by June 2007 |
|---------------------------------------|

|           |
|-----------|
| On target |
|-----------|

2.1 Ensure the prompt and accurate payment of loan interest and redemption.

|                            |
|----------------------------|
| Payments made by due date. |
|                            |

|  |
|--|
| On target                                      |
| Completed by 7 April 2021: 9,864; 1,000; 9,864 |

[illegible]

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| Support Services - Operational Action Plan and Performance Indicators 2006/2007 |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|

Community/Lifestyle

**Director Support Services**

## Component 22 - Corporate Services and Governance

Officer: Manager Corporate Services and Governance

**Total Income \$****Total Expenditure \$**

| Budget 2006/07   |             |             |               |             |               |             |               |             |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 38,121         | - 38,121    | - 9,591     | - 10,426      | - 19,101    | - 21,385      | - 28,611    | - 29,401      | - 38,121    | - 38,858      |
| 350,314          | 376,314     | 110,230     | 96,014        | 189,465     | 174,835       | 295,823     | 239,689       | 376,314     | 303,611       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

[illegible][illegible]

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

### Director Support Services

### Component 23 - Word Processing

Officer: Manager Corporate Services and Governance

Total Income \$

Total Expenditure \$

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | -             | -           | -             | -           | -             | -           | -             | -           | -             |
| 119,668          | 119,668       | 29,917      | 26,450        | 59,834      | 53,917        | 88,326      | 80,735        | 119,668     | 109,036       |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

| Service Statements   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provide efficient and effective typing and document presentation and processing system for Council. | 100%             | 119,668 | 29,917      | 26,450        | 59,834      | 53,917        | 88,326      | 80,735        | 119,668     | 109,036       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators   | Target   | Progress this quarter  |
|--|--|--|
| 1.1 Compilation of Council Business Papers.                                  | Forwarded to Publishing Manager by 12 noon on the Thursday prior to the Meeting.   | Target Achieved  |
| 1.2 Compilation of Council meeting minutes.                                  | Draft completed and distributed to Senior staff within 48 hours after meeting.     | Target Achieved  |
| 1.3. Distribution of Action Items from Council Meeting Minutes.              | Distributed to senior staff within 4 working hours from approval of draft minutes. | Target Achieved  |
| 1.4. Distribution of Questions Without Notice.                               | Distributed to Senior staff within 8 working hours from approval of draft minutes. | Target Achieved  |
| 1.5. Council Business Papers completed for publication on Council's website. | Forwarded to IT prior to 12 noon on the Friday before the meeting.                 | Target Achieved - Any Supplementary Reports are now posted to the web immediately after distribution to Councillors as requested by Council. |
| 2.1. Provide word processing, software user and help desk support.           | Requests for support are responded to within 1 working hour.                       | Target Achieved - Requests for support are responded to as soon as received. Usually via telephone or e-mail.                                |
| 2.2. Preparation of word documents.  | Completed and returned within 2 working days.                                      | Target Achieved - Majority of work is completed and returned within day of receipt.  |
|  |  |  |
|  |  |  |
|  |  |  |

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

#### Director Support Services

#### Component 24 - Supply

#### Officer: Supply Co-ordinator

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |                |             |               |             |               |             |               |             |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| -                | 5,300          | -           | -             | -           | -             | -           | -             | 5,300       | -             |
| 195,181          | 210,552        | 49,412      | 63,232        | 101,624     | 136,692       | 158,607     | 174,091       | 213,339     | 221,733       |

#### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

### Service Statements

1. Maintain a manageable inventory stock level to satisfy Council's requirements and cost.

2. Manage the process of acquiring goods, works and services, spanning the whole cycle from identification of needs through to end of a services contract or the end of useful life of an asset. Providing measurable benefits in value for money obtained on a whole of life basis through open and effective competition.

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 50%              | 102,626 | 24,706      | 31,616        | 50,812      | 68,346        | 79,304      | 87,046        | 104,020     | 110,867       |
| 50%              | 102,626 | 24,706      | 31,616        | 50,812      | 68,346        | 79,304      | 87,046        | 104,020     | 110,867       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

|   |   |  |
|---|---|--|
| 1.1 Minimal inventory investment and inventory losses.                                    | 90% Inventory Accuracy as reported in stock takes   | Only minor differences were recorded during the stocktake @98.7% . Write off of stock was mainly due to obsolete stock being held. Stock take reveal   |
| 2.1 All procurement is conducted in accordance with Regulations, Policies and Procedures. | 100% compliance   | 100% compliant in regards to procurement conducted through the Supply Section, however much of procurement is conducted by individual sections & various degrees of compliance are being obtained. |
| 2.2 Procurement strategies are aligned with Corporate objectives.                         | 100% compliance   | 100% compliant   |
| 2.3 Develop Procurement Guidelines.   | December  | Procurement policy already exists.   |
| 2.4 Training and support of Purchasing system users.                                      | 95% competency level maintained   | Due to appointment of new Supply Co-ordinator this item was not met & needs to be replanned in 07-08   |
| 2.5 Implement cost effective methods of procurement for low cost items.                   | 5% reduction in the annual purchase costs   | An ongoing 5% reduction in annual purchase costs is unrealistic. Methods of Procurement are under constant review both within HCC & WSROC.   |
| 2.6 Response to Supply enquires.  | General enquiries within 24 hours   | Compliant  |
| 2.7 Response to Quotation requests.   | Quotation requests within 10 working days- for non complex needs and 25 working days for complex needs. | Compliant  |
|   |   |  |
|   |   |  |

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Planning Process

### Director Support Services

### Component 25 - Property Development

Officer: Manager Corporate Services and Governance

**Total Income \$**

**Total Expenditure \$**

#### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 1,705,328      | - 1,715,898 | - 529,885   | - 583,798     | - 926,736   | - 1,021,876   | - 1,365,507 | - 1,530,409   | - 1,757,745 | - 1,871,246   |
| 673,786          | 780,294     | 313,828     | 245,657       | 455,567     | 367,428       | 628,369     | 502,130       | 783,479     | 726,856       |

### Strategic Objective:

*Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.*

### Service Statements

1. Co-ordination and management of Council's property portfolio including the acquisition and sale of property, leasing of property, road closures and openings.

| Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | - 935,604 | - 216,057   | - 338,141     | - 471,169   | - 654,448     | - 737,138   | - 1,028,279   | - 974,266   | - 1,144,390   |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|   |   |  |
|---|---|--|
| 1.1 Vacancies for leased premises in Council's property portfolio                               | Greater than 90% occupancy rates.   | Target Achieved - Only 2 properties are currently vacant                                     |
| 1.2 Inspections of Council's leased residential properties.                                     | Each property inspected annually during October to December.                | Target Achieved  |
| 1.3 Inspections of Council's leased Commercial/Retail properties                                | Each commercial/retail property inspected annually during January to March. | Target Achieved, with the exception of 1 property which will be inspected during August 2007 |
| 1.4 Consumer Price Index reviews implemented for the relevant leases.                           | 100% of CPI reviews implemented within 2 months of review date.             | Target Achieved  |
| 1.5 Process lease options and lease renewals.   | 100% of tenants notified within 3 to 6 months of termination dates.         | Target Achieved  |
| 1.6 Monitoring payments of property rentals for leased premises in Councils property portfolio. | 85% or greater property rental paid when due.                               | Target Achieved  |
| 1.7 Actioning of Council resolutions regarding property sales and acquisitions.                 | Initial action commenced within 2 weeks of Council resolutions.             | Target Achieved  |
|   |   |  |
|   |   |  |
|   |   |  |

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Support Services

Component 28 - Reception

Officer: Manager Corporate Services and Governance

Total Income \$

Total Expenditure \$

### Budget 2006/07

| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 5,129          | - 5,129       | - 1,349     | - 2,362       | - 2,609     | - 3,574       | - 3,869     | - 4,774       | - 5,129     | - 6,899       |
| 215,008          | 215,008       | 53,752      | 51,438        | 107,504     | 87,530        | 161,256     | 132,271       | 215,008     | 202,999       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

| Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 100%             | 209,879 | 52,403      | 49,076        | 104,895     | 83,956        | 157,387     | 127,497       | 209,879     | 196,100       |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

1. Provision of an efficient reception and telephone service to Councillors, Council staff and the public and to promote the image of Council as being courteous, efficient and effective.

Opening hours Monday-Friday 8:30am - 5:00pm

### Key Performance Indicators

### Target

### Progress this quarter

1.1 The reception desk is staffed during business hours.

100% attended during business hours

Target Achieved

## Support Services - Operational Action Plan and Performance Indicators 2006/2007

### Infrastructure

### Director Support Services

### Component 29 - Fleet Management

Officer: Supply Co-ordinator

**Total Income \$**

**Total Expenditure \$**

| Budget 2006/07   |               |             |               |             |               |             |               |             |               |
|------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Full Year Budget |               | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
| Original Budget  | Amended Bdget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 115,910        | - 115,910     | - 28,979    | - 28,637      | - 57,956    | - 57,598      | - 86,933    | - 91,552      | - 115,910   | - 125,006     |
| 606,251          | 606,251       | 176,687     | 151,462       | 324,875     | 284,204       | 465,563     | 423,868       | 606,251     | 318,130       |

### Strategic Objective:

*An informed community working together through strong local and regional connections.*

| Service Statements   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To provide an adequate level of civil liability protection and general insurance cover for Council activities and assets. | 100%             | 490,341 | 147,708     | 122,825       | 266,919     | 226,606       | 378,630     | 332,316       | 490,341     | 193,124       |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|  |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

| Key Performance Indicators                              | Target  | Progress this quarter  |
|---|---|--|
| 1.1 Managed in accordance with policies and procedures. | Vehicles to achieve minimum 25,000 klm annualised.                          | All 'lease backi" vehicles met this criteria at the end of the FBT year (31/3/07). They are on target for the 3 months of the new FBT year |
|   | Monthly reports completed and communicated.                                 | Completed  |
|   | Vehicles to be maintained in accordance with manufacturers recommendations. | All vehicles serviced as specified   |
|   | All vehicles are inspected quarterly to ensure maintained.                  | This target has not yet been commenced due to appointment of new Supply- co-ordinator  |
|   | Vehicles are replaced on time and within budget.                            | Vehicles have been replaced as per Council policy  |
|   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |
|   |   |  |



## Support Services - Operational Action Plan and Performance Indicators 2006/2007

Community/Lifestyle

Director Support Services

Component 58 - Printing and Sign Writing

Officer: Manager Corporate Services and Governance

**Total Income \$**

**Total Expenditure \$**

### Budget 2006/07

| Full Year Budget |             | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|-------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Bdg | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 33,000         | - 33,000    | - 8,250     | - 7,127       | - 16,500    | - 15,783      | - 24,750    | - 26,373      | - 33,000    | - 36,045      |
| 273,627          | 273,627     | 68,257      | 51,004        | 136,525     | 107,649       | 204,833     | 171,080       | 273,627     | 238,802       |

**Strategic Objective:**

*An informed community working together through strong local and regional connections.*

### Service Statements

|   | Full Year Budget |         | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|---------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$      | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. Provision of a quality and efficient printing and sign writing services for Councillors, Council staff, the public and external customers. | 100%             | 240,627 | 60,007      | 43,877        | 120,025     | 91,866        | 180,083     | 144,707       | 240,627     | 202,757       |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |
|   |                  | -       | -           | -             | -           | -             | -           | -             | -           | -             |

### Key Performance Indicators

### Target

### Progress this quarter

|  |   |                 |
|--|---|-----------------|
| 1.1 Accurate and timely printing and binding of Council Business Papers                                    | Councillors - completed by 4:00pm on the Thursday prior to the meeting. | Target Achieved |
|  | Others-completed by 12 noon on the Friday prior to meeting.             | Target Achieved |
| 1.2 Provide timely quotes to external organisations for small print jobs.                                  | Quotation provided within 1 working day of request.                     | Target Achieved |
| 1.3 Acceptance of competitive quotes provided to external customers  | Acceptance of 80% of quotes provided.                                   | Target Achieved |
| 1.4 Preparation of emergency signage for road closures, diversions and the like.                           | Provided within 1 working day from request.                             | Target Achieved |
| 1.5 Provide printing and sign writing services to meet the requirements of Council and external customers. | 90% of works completed within agreed timeframes.                        | Target Achieved |
| 1.6 Regular cleaning, maintenance and testing of Print Room machinery.                                     | Each item of machinery cleaned, maintained and tested every 2 weeks.    | Target Achieved |

## Business Activities - Operational Action Plan and Performance Indicators 2006/2007

### Business Development

### Director Infrastructure Services

### Component 80 - Sewerage

Officer: Waste Management Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 4,198,270      | - 4,009,027    | - 3,288,001 | - 3,296,135   | - 3,511,964 | - 3,509,245   | - 3,670,919 | - 3,814,637   | - 4,009,027 | - 3,891,357   |
| 3,053,582        | 3,050,582      | 718,986     | 596,905       | 1,445,487   | 1,382,494     | 2,209,923   | 2,148,210     | 3,053,082   |               |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

### Service Statements

|  | Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|--|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|  | %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To provide and maintain a high quality sewage treatment service to the community. | 90%              | - 862,601 | - 2,312,113 | - 2,429,307   | - 1,859,829 | - 1,914,077   | - 1,314,896 | - 1,499,784   | - 860,351   | - 3,502,221   |
| 2. To provide and maintain a high quality trade waste service to the community.      | 10%              | - 95,845  | - 256,901   | - 269,923     |             | - 212,675     |             | - 166,643     | - 95,595    | - 389,136     |
|  |                  | -         | -           | -             |             |               |             | -             | -           | -             |
|  |                  | -         | -           | -             |             |               |             | -             | -           | -             |
|  |                  | -         | -           | -             |             |               |             | -             | -           | -             |
|  |                  | -         | -           | -             |             |               |             | -             | -           | -             |
|  |                  | -         | -           | -             |             |               |             | -             | -           | -             |

### Key Performance Indicators

#### Target

#### Progress this quarter

|   |   |   |
|---|---|---|
| 1.1 Sewage Treatment Plants and major pump stations alarms responded. | Respond to alarms within 1 hour.        | 100% compliant  |
| 1.2 Minor pump stations alarms responded.                             | Respond to alarms within 4 hours.       | 100% compliant  |
| 1.3 Sewer choke response.   | Respond to notification within 2 hours. | 100% compliant  |
| 1.4 Licence conditions met.   | No breaches to EPA license conditions   | 98% compliant TSS at McGraths Hill STP breach as result of carp infestation of ponds and wetlands - results improving plus Faecal Coliforms at the South Windsor STP 90% ile breach |
| 2.1 Monitor trade waste   | Keep database updated                   | on target   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |

## Business Activities - Operational Action Plan and Performance Indicators 2006/2007

### Business Development

#### Director Infrastructure Services

#### Component 81 - Waste

Officer: Regulatory Services Manager

Total Income \$

Total Expenditure \$

#### Budget 2006/07

| Full Year Budget |                | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|------------------|----------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
| Original Budget  | Amended Budget | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| - 6,761,168      | - 6,761,168    | - 5,945,520 | - 5,790,892   | - 6,206,994 | - 6,306,464   | - 6,484,431 | - 6,641,081   | - 6,761,168 | - 7,179,207   |
| 5,647,853        | 5,660,951      | 1,380,087   | 1,006,016     | 2,796,160   | 2,378,370     | 4,234,853   | 3,744,696     | 6,010,951   | 6,079,876     |

#### Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

#### Service Statements

|   | Full Year Budget |           | 1st Quarter |               | 2nd Quarter |               | 3rd Quarter |               | 4th Quarter |               |
|---|------------------|-----------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|
|   | %                | \$        | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ | YTD Budget  | Actual YTD \$ |
| 1. To provide the waste collection service.                                 | 25%              | - 275,054 | - 1,141,358 | - 1,196,219   | - 852,709   | - 982,024     | - 562,395   | - 724,096     | - 187,554   | - 274,833     |
| 2. To provide the recycling service for the community.                      | 25%              | - 275,054 | - 1,141,358 | - 1,196,219   | - 852,709   | - 982,024     | - 562,395   | - 724,096     | - 187,554   | - 274,833     |
| 3. Operate and maintain the Hawkesbury City Waste Management Facility.      | 20%              | - 220,043 | - 913,087   | - 956,975     | - 682,167   | - 785,619     | - 449,916   | - 579,277     | - 150,043   | - 219,866     |
| 4. To provide the Kerb Side Collection Service.                             | 20%              | - 220,043 | - 913,087   | - 956,975     | - 682,167   | - 785,619     | - 449,916   | - 579,277     | - 150,043   | - 219,866     |
| 5. Provide assistance to the Clean up Australia Day activities.             | 5%               | - 55,011  | - 228,272   | - 239,244     | - 170,542   | - 196,405     | - 112,479   | - 144,819     | - 37,511    | - 54,967      |
| 6. Provide waste education to the Hawkesbury community.                     | 5%               | - 55,011  | - 228,272   | - 239,244     | - 170,542   | - 196,405     | - 112,479   | - 144,819     | - 37,511    | - 54,967      |
| 7. Service the Community- Open every day except Good Friday & Christmas Day |                  | -         | -           | -             | -           | -             | -           | -             | -           | -             |

#### Key Performance Indicators

#### Target

#### Progress this quarter

|  |   |                                    |
|--|---|------------------------------------|
| 1.1 Service missed bins.   | 24 hours from notification  | Performance measure have been met  |
| 2.1 Manage recycling contracts.  | Zero non conformance to contract conditions.                            | Performance measures have been met |
| 2.2 Increase domestic recycling activities and community participation through education and the provision of increased recycling service. | 5% annual increase  | Performance measures have been met |
| 3.1 Maintain and operate the Hawkesbury City Waste Management Facility in accordance with EPA licence                                      | 100% compliance, no breaches of license conditions.                     | Performance measures have been met |
| 4.1 Manage kerbside collection service contracts   | 100% compliance with contract conditions.                               | Performance measures have been met |
| 5.1 Assist volunteers.   | Annual assistance given. All waste collected within 96 hrs of the event | Performance measures have been met |
| 6.1 Education programs are developed and presented to the community to encourage recycling and waste avoidance.                            | Annual program designed by March  | Performance measures have been met |
|  | Program implemented.  | Performance measures have been met |
|  |   |                                    |
|  |   |                                    |

