



Hawkesbury City Council

attachment 1
to
item 182

2007/2008
Management Plan Review
- June 2008 Quarter

date of meeting: 26 August 2008
location: council chambers
time: 5:00 p.m.

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Part 1

Executive Summary



EXECUTIVE SUMMARY

The June Quarterly Review of the 2007-2008 Management Plan is reported to Council in accordance with the requirements of the Local Government Act 1993 as amended. The June 2008 review has been completed and reports an estimated year-end surplus position of \$101,577 subject to final audit.

Operating Income

For the year ending 30th June 2008, Council's total operating revenue from rates, fees and charge, interest, grant and contributions and other revenue is \$55.3M, exceeding estimates by \$0.7M. This is largely attributed to better than expected rental returns and interest income. Also contributing to the variance, is a favourable variation in income generated at the Hawkesbury Waste Management Facility. Other favourable income variances include income from animal control, parking patrol infringement notices, income from public cemeteries, trade waste income and S94A contributions. Income from building and development activities was within tolerance limits, with unfavourable variances from the adopted budget being accounted for and reflected in the March 2008 quarterly review.

Operating Expenditure

Council's operating expenditure is required for the provision of core services including road maintenance, parks, cultural and recreational facilities, regulatory services, building and development control, waste management, environmental and sewerage facilities. For the year ending 30th June 2008, total operating expenditure, including grant funded works was \$55.5M compared to an estimate of \$57.5M.

Operating expenditure was 97% of the budget estimates. Part of this under expenditure is attributed to self-funding programs mainly Sewerage, Domestic Waste and Environmental Stormwater. All other programs were within tolerance limits.

Capital Expenditure

Council manages and maintains \$349 million worth of assets and to date has spent \$8.1M of a \$21.9M capital budget on the road construction, kerb, guttering and drainage works, bridges, footpaths, open spaces, stormwater assets, sewerage assets, waste management assets, public works plant, community buildings, fleet replacement and the cultural precinct.

A detailed list of projects being requested to carry over in the 2008/2009 financial year is contained within the documents detailed as attachments to this report.

Cash and Investments

As at the end of June 08 Council had \$ 38.6M in investments. Restricted cash amounts to \$33.5M, with \$16.9M being externally restricted and \$16.6M being internally restricted.

QUARTERLY REVIEW

Subject to final audit, the year end position is in a surplus of \$101,577. As per the included balanced financial statements, this surplus has been transferred to the contingency reserve.

The most significant operational variances are detailed below:

Operational Expenditure Variations

Plant Running Costs - Unfavourable Variance \$114K

Plant running costs for 2007/08 amounted to \$1.4million, exceeding estimates by \$114K. These costs include fuel, registration and maintenance of Council's various plant items. This variance can be attributed to the increase in fuel prices combined with high maintenance expenditure on some of the older plant. The replacement of overdue plant items is currently underway to ensure that unscheduled maintenance repairs and downtime resulting from old plant is kept to a minimum.

Lower Portland Ferry - Unfavourable Variance \$116K

The majority of this over expenditure is attributed to the planned major overhaul of the Lower Portland Ferry. During the overhaul several factors resulted in materials and works exceeding estimates. Complications arising from the age and structure of the ferry, combined with two separate white ants infestations resulted in an over expenditure of the allocated funds. It is to be noted that Baulkham Hills Council contribute 50% of Council's annual expenditure on the maintenance of the Lower Portland Ferry.

Co-Generation Plant Gas - Unfavourable Variance \$46K

The co-generation plant gas expenditure has exceeded estimates by \$46K. The variance can be attributed to charges relating to the previous financial year charged in 2007/08 and full tenancy during the reporting period.

Vandalism Repairs - Unfavourable \$33K

Vandalism expenditure exceeded estimates mainly in the parks and community buildings area. This level of this expenditure is dependent on vandalism acts, which are difficult to predict. In an effort to minimise the opportunity for vandalism a number of facilities, mainly toilet blocks, are closed at night. This practice, however also incurs costs. This expenditure item is closely monitored to ensure that overruns are captured through quarterly reviews.

Parks Maintenance & Repair - Unfavourable \$59K

Expenditure incurred in maintaining Council's parks has exceeded estimates by \$59K. These expenses include mowing and maintaining parks to an acceptable standard. The increase in rainfall in the last few months has led to an unexpected increase in mowing and parks maintenance.

Operating Revenue Variations

Rental income - Favourable Variance \$63K

Rental income exceeded estimates for 2007/08. This favourable variance can be attributed to full tenancy throughout the year and higher turnover based rental income.

Investment & debt servicing - Favourable \$172K

The review and re-balancing of the investments portfolio, combined with unspent capital works funds resulted in the investment income estimates being achieved with a favourable variance.

Building and Development Control Income - Favourable \$20K

Income from construction certificates, subdivision fees, development applications and S149 certificates for the full year is marginally above estimates by \$20K. Council has limited control on these income streams, which are influenced by the general trend in the building and development industry, often resulting from wider economic factors.

Animal Control Income - Favourable \$55K

Income from Animal Control for the full year is \$484K, exceeding budgeted income estimates by \$55K. This can be attributed to an increase in dog impounding income.

Parking Patrol Infringement Notices - Favourable \$55K

Income from parking infringement notices resulted in a favourable variance of \$55K for the full year.

Part 2

Financial Performance





HAWKESBURY CITY COUNCIL

Income Statement

For the period ended 30th June 2008

2007 Actual		2008 ORIGINAL BUDGET	2008 AMENDED BUDGET	2008 YTD BUDGET	2008 Actual	%
\$		\$	\$	\$	\$	of Budget
OPERATIONAL ACTIVITIES						
Revenue from Ordinary Activities						
(20,013,236)	General Rates	(22,046,659)	(22,046,659)	(22,046,659)	(22,085,425)	100%
(12,331,554)	Utility Rates & Charges	(11,555,889)	(11,652,115)	(11,652,115)	(11,788,166)	101%
(32,344,791)		(33,602,548)	(33,698,774)	(33,698,774)	(33,873,592)	101%
(5,962,134)	Fees & Charges	(5,346,512)	(5,442,692)	(5,442,692)	(6,013,444)	110%
(8,595,358)	Grants & Contributions- Operating	(7,130,242)	(8,227,633)	(8,227,633)	(7,922,357)	96%
(2,002,520)	Interest	(1,342,551)	(1,371,787)	(1,371,787)	(1,531,076)	112%
(3,205,117)	Other Operating Revenue	(4,380,719)	(5,849,157)	(5,849,157)	(6,020,719)	103%
(498,107)	(Profit)/Loss on Sale Assets	-	-	-	(32,828)	
(52,608,027)	Total Operating Income	(51,802,572)	(54,590,043)	(54,590,043)	(55,394,016)	101%
Expenses from Ordinary Activities						
14,087,318	Employee Costs	13,310,169	13,879,101	13,879,101	14,129,352	102%
616,918	Other Employee Costs	733,975	661,118	661,118	564,889	85%
20,873,219	Materials & Services	23,786,177	25,781,400	25,781,400	23,075,452	90%
211,988	Borrowing Costs	101,700	101,700	101,700	2,259	2%
7,001,087	Depreciation	7,606,008	6,992,268	6,992,268	8,146,562	117%
6,981,463	Other Expenses	7,306,352	10,082,832	10,082,832	9,611,357	95%
29,711,910	Infrastructure Services	33,756,671	37,357,401	37,357,401	36,998,791	99%
5,244,509	Support Services	6,877,786	6,564,725	6,564,725	5,789,524	88%
13,330,826	City Planning	10,458,884	11,729,096	11,729,096	11,398,723	97%
1,055	Not Applicable	-	-	-	-	0%
1,483,693	General Manager	1,751,040	1,847,197	1,847,197	1,342,832	73%
49,771,993	Total Total Operating Expenses	52,844,381	57,498,419	57,498,419	55,529,871	97%
(2,836,035)	Operating (Surplus)/Deficit before capital items	1,041,809	2,908,376	2,908,376	135,855	5%
CAPITAL FUNDING AND EXPENDITURE						
Source of capital funding (excluding reserves)						
(2,513,681)	Proceeds from the sale of capital assets	(1,394,441)	(1,687,777)	(1,687,777)	(992,626)	
(7,001,087)	Depreciation	(7,606,008)	(6,992,268)	(6,992,268)	(8,146,562)	
(2,681,465)	Grants & Contributions - Capital	(455,500)	(3,230,801)	(3,230,801)	(3,564,675)	
(12,196,232)		(9,455,949)	(11,910,846)	(11,910,846)	(12,703,862)	107%
Application of Capital Funding						
Non current capital assets:						
-	Land & Land Improvements	-	1,408,000	1,408,000	344,691	
2,478,053	Buildings	1,429,500	4,077,838	4,077,838	2,330,743	
3,857,386	Infrastructure	3,873,824	11,225,344	11,225,344	3,274,644	
1,346,677	Plant & Equipment	2,881,727	4,664,768	4,664,768	1,830,583	
436,671	Other	275,574	587,350	587,350	383,443	
8,118,787		8,460,625	21,963,300	21,963,300	8,164,105	37%
Principal loan redemptions:						
10,271	Loan Redemptions	-	-	-	5,680	
(4,067,174)	Net Capital Expenditure	(995,324)	10,052,454	10,052,454	(4,534,078)	
NET RESERVE TRANSFERS & CAPITAL MOVEMENTS						
Retained (surplus)/deficit from prior years						
498,107	(Profit)/Loss on Sale Assets	-	-	-	32,828	
(22,008,562)	Transfer from Reserves	(3,045,265)	(27,719,159)	(27,719,159)	(23,101,789)	83%
28,692,458	Transfer (to) Reserves	2,998,780	14,758,321	14,758,321	27,467,184	186%
278,794	Retained (surplus)/deficit available for general funding purposes	(0)	0	0	0	



HAWKESBURY CITY COUNCIL

Balance Sheet

For the period ended 30th June 2008

2007		2008		2008		2008	
Actual		ORIGINAL BUDGET	AMENDED BUDGET	Actual			
\$		\$	\$	\$			
Current Assets							
33,813,237	Cash assets & Investments	33,766,752	20,852,399	38,461,307			
3,929,585	Receivables	3,929,585	3,929,585	3,919,699			
296,195	Inventories	296,195	296,195	226,359			
203,401	Other	203,401	203,401	131,392			
29,268,286	Investment Properties at Fair Value	29,165,939	29,268,287	24,808,286			
<u>67,510,705</u>		<u>67,361,873</u>	<u>54,549,868</u>	<u>67,547,044</u>			
Non-Current Assets							
0	Other	(0)	0	0			
406,626,625	Property, plant and equipment	413,692,809	426,902,148	417,485,281			
(87,350,637)	Accumulated Depreciation	(94,854,298)	(94,342,906)	(94,693,024)			
<u>319,275,988</u>		<u>318,838,511</u>	<u>332,559,242</u>	<u>322,792,257</u>			
<u>386,786,693</u>	TOTAL ASSETS	<u>386,200,384</u>	<u>387,109,110</u>	<u>390,339,300</u>			
Current Liabilities							
Payables							
(4,198,727)	Payables	(4,198,727)	(4,198,727)	(4,129,026)			
(6,120,997)	Provisions	(6,120,997)	(6,120,997)	(9,423,153)			
(61,561)	Borrowings	(61,561)	(61,561)	(55,881)			
<u>(10,381,286)</u>		<u>(10,381,286)</u>	<u>(10,381,286)</u>	<u>(13,608,061)</u>			
Non-Current Liabilities							
Interest bearing liabilities							
(4,494,228)	Provisions	(4,494,228)	(4,494,228)	(1,391,240)			
<u>(4,494,228)</u>		<u>(4,494,228)</u>	<u>(4,494,228)</u>	<u>(1,391,240)</u>			
<u>(14,875,514)</u>	TOTAL LIABILITIES	<u>(14,875,514)</u>	<u>(14,875,514)</u>	<u>(14,999,301)</u>			
<u>371,911,179</u>	NET COMMUNITY ASSETS	<u>371,324,870</u>	<u>372,233,596</u>	<u>375,340,000</u>			
Community Equity							
(337,175,126)	Capital and Capital Reserves	(337,221,611)	(350,135,964)	(338,327,230)			
(29,218,554)	Other reserves	(29,172,069)	(16,257,716)	(33,583,949)			
-	Retained (surplus)/deficit	-	8	-			
(5,517,499)	Operating Statement (surplus) /deficit	(4,931,190)	(5,839,924)	(3,428,821)			
<u>(371,911,179)</u>	TOTAL COMMUNITY EQUITY	<u>(371,324,870)</u>	<u>(372,233,596)</u>	<u>(375,340,000)</u>			

INVESTMENT REPORT

INVESTMENT PERFORMANCE

The investment portfolio increased by \$0.337m for the month. The increase was due to additional income over expenditure for the June period. During June, various income was received totalling \$4.7m, including rate payments amounting to \$2.29m, while payments to suppliers and staff costs amounted to \$4.68m.

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

The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk. Council's investment portfolio has been reviewed and rebalanced in favour of investments not subject to share market volatility. Comparisons are made between existing investments and available products that are not part of Council's portfolio. Independent advice is sought on new investment opportunities.

Official cash interest rate YTD is at 6.83%.

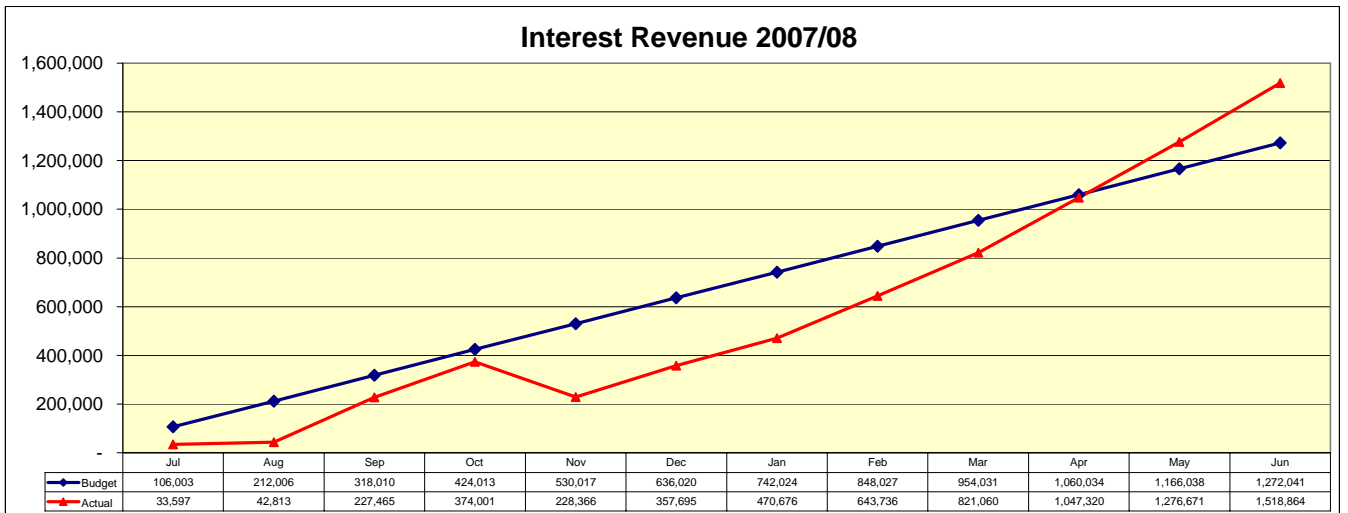
Council's Interest Earnings to date is \$1,518,864. Net interest income received to date has exceeded the YTD budget of \$1,272,041.

FACTS AND FIGURES

	YTD Budget	YTD Actual
Interest Earnings	\$ 1,272,041	\$ 1,518,864
Investment Portfolio		\$ 38,594,487
Investment Rate Return		3.95%
Official Cash Rate		6.83%

INVESTMENT PORTFOLIO

JUNE 2008	Balance	Return
On Call Funds	\$ 2,685,000	7.20%
Term Investments	\$ 26,500,000	7.28%
Cash Fund	\$ 9,409,487	8.45%
Total	\$ 38,594,487	7.56%



FIVE YEAR TREND

	YTD 2008	2007	2006	2005	2004
Average Investment Portfolio	\$36.04	\$31.07m	\$25.43m	\$23.20m	\$30.56m
Interest Earnings	\$1.52	\$1.95m	\$1.32m	\$1.36m	\$1.68m
Avg.Return on Investments	3.95%	6.35%	5.80%	5.83%	5.50%



Hawkesbury City Council Investment Register - June 2008

Term Investments

Financial Institution	Rating S&P	Term Rating	Op Bal	Deposits	Withdrawals	Balance @ EOM	Percentage of Portfolio	Commence Date	Maturity Date	Term (Days)	Interest Rate
Bankwest	A1+	Short	3,500,000.00	0.00	0.00	3,500,000.00	9.07%	29-May-08	01-Dec-08	186 days	8.43%
NAB	A1+	Short	3,500,000.00	0.00	0.00	3,500,000.00	9.07%	29-May-08	29-May-09	365 days	8.39%
IMB Ltd	A2	Short	2,000,000.00	0.00	-2,000,000.00	0.00	0.00%	20-Mar-08	16-Jun-08	88 days	7.98%
IMB Ltd	A2	Short	2,500,000.00	0.00	0.00	2,500,000.00	6.48%	26-Mar-08	25-Sep-08	183 dyas	8.16%
IMB Ltd	A2	Short	2,000,000.00	0.00	0.00	2,000,000.00	5.18%	27-Mar-08	25-Sep-08	182 days	8.22%
Citibank	A1+	Short	5,000,000.00	0.00	0.00	5,000,000.00	12.96%	25-Mar-08	25-Sep-08	184 days	8.18%
Bank of Queensland	A2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.59%	01-Apr-08	29-Sep-08	181 days	8.13%
Bank of Queensland	A2	Short	3,000,000.00	0.00	-3,000,000.00	0.00	0.00%	17-Mar-08	16-Jun-08	91 days	8.02%
Bank of Queensland	A2	Short	0.00	3,000,000.00	0.00	3,000,000.00	7.77%	16-Jun-08	16-Jul-08	30 days	7.92%
Bendigo Adelaide Bank	A2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.59%	01-Apr-08	29-Sep-08	181 days	8.16%
CBA Term Deposit	A1+	Short	0.00	2,000,000.00	0.00	2,000,000.00	5.18%	16-Jun-08	16-Jul-08	30 days	7.82%
CBA Range Accrual Note	A1+	Short	500,000.00	0.00	0.00	500,000.00	1.30%	28-Nov-07	19-Oct-08	Qrterly	0.00%
CBA-CPI Linked Note	A1+	Long	500,000.00	0.00	0.00	500,000.00	1.30%	04-Apr-07	04-Apr-12	Qrterly	1.35%
CBA-Equity Linked Note	A1+	Long	2,000,000.00	0.00	0.00	2,000,000.00	5.18%	05-Dec-07	05-Jun-09	on maturity	0.00%
Total Term Investments			26,500,000.00	5,000,000.00	-5,000,000.00	26,500,000.00	68.66%				7.28%

Cash Fund

Cash Fund	Rating S&P	Term Rating	Opening Balance This Month	Cashflow This Month	Accrued Income This Month	Closing Balance	Percentage of Portfolio	Interest Rate			
LGFS FOCF	AA-f	Short	9,347,125.36	0.00	62,361.48	9,409,486.84	24.38%	8.45%			
Total Cash Fund Investments			9,347,125.36	0.00	62,361.48	9,409,486.84	24.38%				

On Call Investments

Financial Institution	Rating S&P	Term Rating	Op bal	Deposits	Withdrawals	Balance @ EOM	Percentage of Portfolio	Interest Rate			
CBA Oncall	A1+	Short	2,410,000.00	3,745,000.00	-3,470,000.00	2,685,000.00	6.96%	7.20%		from 5/3/2008	
Total On Call Investments			2,410,000.00	3,745,000.00	-3,470,000.00	2,685,000.00	6.96%				

TOTAL INVESTMENTS			38,257,125.36	8,745,000.00	-8,407,638.52	38,594,486.84	100%				
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Bench Mark Rates	Annualised for Period	Annualised for Past 6 mths	Annualised for Past 12 mths
UBSA Bank Bill Index	7.93%	7.77%	7.34%
Indicative Cash Rate	7.25%	7.12%	6.85%



**HAWKESBURY CITY COUNCIL
STATEMENT OF RESERVE BALANCES
For the Period Ending 30th June 2008**

	2008	2008	2008	2008
	Opening Balance	Budgeted Reserve Transfers	Budgeted Reserve Balances	YTD Actual Reserve Balance
Externally Restricted Reserve Balances				
Asset Replacement Sewer	262,212	(372,002)	(109,790)	169,366
Sewerage Operating Reserve	1,669,256	479,208	2,148,464	2,298,909
Sewerage Treatment Reserve	449,584	(1,170,417)	(720,833)	155,253
S64 Contributions Reserve	-	138,145	138,145	271,034
Waste Management Reserve	-	505,653	505,653	1,065,378
S94 Contributions	4,535,808	(426,368)	4,109,440	4,787,585
S94A Contributions	270,041	(346,148)	(76,107)	531,243
Extractive Industries	1,236,261	(883,203)	353,058	1,421,941
Unexpended Grants Reserve	4,855,978	(4,855,974)	4	3,835,479
Stormwater Management	2,545,331	(256,556)	2,288,775	2,418,595
	15,824,471	(7,187,662)	8,636,809	16,954,782
Internally Restricted Reserve Balances				
Council S94	551,351	(96,457)	454,894	567,377
Drainage	16,522	-	16,522	17,018
ELE	2,100,732	(278,932)	1,821,800	2,065,703
Election	233,680	54,320	288,000	332,690
FVMRU	141,958	-	141,958	0
Glossodia/Freemans	50,181	-	50,181	51,686
HLC Risk Management	101,930	-	101,930	104,988
Information Technology	512,797	(250,101)	262,696	474,436
Kerb & Gutter	345,720	-	345,720	356,092
Carryovers	3,732,347	(2,211,462)	1,520,885	6,169,346
Plant Replacement	706,988	(732,691)	(25,703)	1,573,411
Fleet Management	194,000	(54,000)	140,000	199,820
Property Development	(1,626,060)	(530,382)	(2,156,442)	(2,161,359)
Risk Management	274,117	(99,996)	174,121	290,398
Roadworks	306,762	-	306,762	315,965
Sullage	468,846	338,509	807,355	917,166
Trees	40,156	-	40,156	41,361
Unspent Contrb Reserve	497,959	-	497,959	512,898
Misc Specific Purpose	24,625	-	24,625	25,364
Workers Compensation	1,350,000	(50,371)	1,299,629	1,031,120
Heritage	87,876	(42,598)	45,278	84,961
Parks & Gardens	46,108	-	46,108	47,491
Tip Remediation Reserve	2,650,508	(1,966,769)	683,739	2,754,942
Contingency Reserve	584,978	147,754	732,732	856,291
	13,394,083	(5,773,176)	7,620,907	16,629,167
	-	-	-	-
Total Reserve Balances	29,218,554	(12,960,838)	16,257,716	33,583,949

CARRYFORWARDS 2007/2008

Project / Location	Carry Forward 2007/ 2008	Project / Location	Carry Forward 2007/2008
Construction and Maintenance			
Ancillary Facilities		Reseals	
West Portland Rd-Replace guard rail	25,000	Charles Str - Monti Pl to start of asphalt surface	3,987
Lower Colo Rd-Replace failed rails	50,000	Pup Rd, Bilpin Bells Line Rd to end sealed rd	4,086
G/Vale Rd-Replace guardrail	23,800	Mitchell Rd - cattai Rd to Redfern Place	5,364
Windsor Wharf Windsor	7,591	Woodburn Rd - Old Bells Ln Rd to K'Jong Rd	5,565
Bus Shelt East Market St Pk Side R'mond	16,000	Bilpin School Rd - Bells Line to Bells Line Rd	5,667
	122,391	Old Pitt Town Rd - Oakville	37,734
Kerb & Guttering		Redfern Pl - Bootles Ln to Mitchell Rd	7,212
22 Price Ln Agnes Banks-Replace low flow drain	213,313	Copeland St - Jersey St to Pitt St	8,037
	213,313	Vollers Ln -B'town towards Kurmond Rd	9,624
Roads RTA Grant Funded Projects		Hibberts Ln - Kurmond to Burgess Rds	10,185
Gorricks lane, Freemans Reach-Non skid Surface	3,796	Valley Way - Full Length	10,623
Freemans Reach / Giorricks Lane R/about	19,276	Crooked Lane - Bells Ln of Rd to Slopes Rd	11,037
	3,796	Stannix Park Rd - Putty Rd to Prop No 73	13,884
Road Construction		Redbank Rd from 107 towards Greggs Rd	15,697
Settlers Rd fr ch1508	41,494	Buckingham Str - Bathurst St to Cattai Rd	20,436
GroseVleRdBellsRd-GroseWo	55,215	Wattle Cres - Chestnut Dr to Golden Valley	21,444
SackvilleRd - Sackville	20,128	Bathurst St - Buckingham to Hall Street	21,666
Comleroy Road	6,771	Greggs Rd - Grosevale Rd to No 390	22,092
East Kurrajong - East Kurrajong Rd	734,823	Pitt Town Dural rd - Scheyville to Boundary Rd	23,130
Hermitage Rd Kurrajong	66,163	Mt lagoon Rd - CH4047 to CH6004 Bells Line Rd	33,597
Tennyson Rd- Valley Way to E/Kjong Rehab	197,950	E/K'Jong Rd - E/K'Jong Fire Shed to School	33,789
Various Locations Roads Construction	77,385	Comleroy Rd - Bells Ln to Merindah Way	36,090
Thompson Square-Reconstruct road paving	168,461	Tizzana rd - The Ridgeway to Sackville	46,519
Hermitage Rd Kurrajong	342,190		407,465
Second Timber Bridge-Upper Colo Rd	123,039	Infrastructure Renewal Program	
Upper Colo Rd-Replace timber bridge	137,694	Parks	
St Albans Rd-Sealing	435,127	Playgrounds	
Racecourse Road	591,780	Wilberforce Park Wilberforce	50,000
Thorley Str Flood Evacuation Route	1,494,203	Ham Common-pathways	40,000
	4,492,423	Bellbird L'out-Carpark,paths,l'scaping	10,263
Parks & Recreation			100,263
Park Improvement		Roadworks - Ancillary Facilities	
Rickabys Creek Footbrige Construct	168,000	Grose Vale Rd-Replace guard rail-IRP	319,631
Wilberforce Park	34,577		319,631
	202,577	Community Buildings	
Playgrounds		Kitchen Community Ctrs	7,750
Bilpin Park Reserve	33,995	HLC-Replace large plant	20,000
Ian Street Reserve	25,000	Senior Citz-Replace air conditioning	42,000
Mitchell Drive Res-Glossodia	24,000	Replace ceiling tiles-various buildings	27,000
Woodbury Reserve	40,000	Replace security system & cameras	7,361
	122,995		104,111

CARRYFORWARDS 2007/2008

Project / Location	Carry Forward 2007/ 2008	Project / Location	Carry Forward 2007/2008
Landscaping		Parks - Grant Funded Programs	
0 Richmond Lawn Cemetery Richmond	19,764	Y'mundi Res Landscape-Entrance	238
Richmond Park	6,729	LGAG 6 Yarramundi Reserve Rehabilitation	66,861
Woodbury Reserve	14,500	Rickabys Creek Footbrige Construct	82,080
Yarramundi Reserve	20,000	Community Nursery	205
Rickabys Ck Footbridge	40,000		149,384
Swallow Rock	748	Parks - Building Construction	
Charles Kemp Memorial Lower Portland	1,000	Richmond Grandstand Richmond	17,300
Bins/Furniture replacement in parks	15,229	Hanna Park North Richmond	5,000
Flow meters on all pumps-Parks	15,000		22,300
Pughs Lagoon-Richmond	20,000	Parks & Recreation Capital Expenditure	
	152,970	Bushcare Officer Vehicle	5,000
Section 94 - Parks			5,000
W'force Park Landscaping	10,267	Recreation	
W'bury Pk Lndscp Bsh Rgn	8,605	Richmond Pool Richmond	95,000
Pughs Lagoon Stage 2 Impr	2,552	Richmond Pool Richmond	148,771
Rickabys Ck Footbridge	7,297	Richmond Pool Richmond	21,497
Yarramundi-Bush Gen,Track	11,454	H'bury Oasis Swimming Ctr Sth Windsor	26,145
Wilberforce Park	40,000	Indoor Sports Stadium South Windsor	34,455
Woodbury Reserve	40,000		325,868
Yarramundi Reserve	40,000	Emergency Services	
Richmond Park Landscaping	88,227	Mt Lagoon Bush Fire Station Bilpin	10,000
0 Bensons Lane Parks Richmond	35,000	Wilberforce Offices Wilberforce	10,770
Gov. Phillip Park Windsor	15,000	Managing Emergencies	15,364
Bensons Lane - B'ball Amenities Richmond	36,000	Managing Emergencies	3,210
Macquarie Park	15,000		39,344
Colbee Park	4,091	Community Administration	
St Albans Park	20,000	B/Pk Child Ctr-Shade structure	12,600
Bensons Ln Softball Furn	2,273	B/Pk Child Ctr-Compactus	4,400
	375,766	Richmond OCC-Shade sturcture	8,800
		Senior Citz-upgrade kitchen toilets	25,000
			50,800

CARRYFORWARDS 2007/2008

Project / Location	Carry Forward 2007/ 2008	Project / Location	Carry Forward 2007/2008
Bulding Maintenance and Improvements		Water Management	
Administration Building		Waste Management Facility	
Administration Air Conditioning	291,000	Wheel Wash Roadway	19,437
Administration Building Windsor	298,000	Provision for Cell Construction	663,309
	589,000	Waste Drop Off Area	393,233
Community Buildings			1,075,980
Bowen Mountain Amenities Bowen Mountain	2,000	Sewerage Schemes	
Museum-Howes House,Thompson Square Windsor	32,762	Purchase of Plant	50,000
Senior Citizens Centre Richmond	1,319	New Rising Main - Sewer Assets	91,998
Wilberforce Offices Wilberforce	11,730	Sewer pipe relining program	373,496
Tiningi Youth Centre Bligh Park	4,685	Sewer Rehab'n Reticulation Mns General	292,525
Deerubbin Centre	6,184	Bell St Bypass	400,000
New Museum-Construction	22,035	Switchboard and Generators-Sewerage	49,587
Webbs Creek Ferry Toilets	5,791	Sewer Pump Station "O"	50,000
	86,506	Sewer pump station 'G'	228,618
Section 94 - Buildings			1,536,224
Glossodia Community Centre Glossodia	10,771	Design & Mapping	
Glossodia Community Centre Glossodia	76,410	Purchase Leaseback - Plant 14	450
S94 CFC1Kurrajong District Comm Facili	227,573		450
S94 CFC1Kurrajong District Comm Facili	62,220	Regulatory Services	
Memorial Park Kurrajong Rotunda	57,818	Domestic Waste Management	
Memorial Park Kurrajong Rotunda	23,466	Purchase Plant-Garbage Truck - Plant 134	335,000
Cricket Store Room-McQuade Park	32,000	Wilberforce Shed Waste	4,411
Bicentennial Park Shelter Clarendon	15,000		339,411
Breakaway Amenities Freemans Reach	32,000	Sewerage Management Facility	
Deerubbin Park Amenities Windsor	15,000	Purchase of Plant	26,000
Woodlands Park Amens Changerooms W'force	15,000		26,000
	567,258	Regulation & Enforcement	
Building Maintenance		Plant 51 - Regulation & Enforcement	27,000
Pony Club Amenities	1,500	Plant 60 - Regulation & Enforcement	27,000
Bowen Mountain Amenities	2,500		54,000
Council Depot	4,550	Health Services	
Maraylya Park Tennis Shed	1,310	Hand held computer devices	5,000
Howe House (Museum)	1,953		
Howe House (Museum)	10,979		5,000
Windsor Mall	9,645		
Peppercorn Place	5,397		
Peppercorn Place	7,675		
M cquade Park	2,500		
Windsor Function Centre	39,340		
Richmond Band Room	6,350		
	93,699		

CARRYFORWARDS 2007/2008

Project / Location	Carry Forward 2007/ 2008	Project / Location	Carry Forward 2007/2008
Information Services			
Dataworks 3.4 upgrade ESRI/Proc Integrat	3,578		
Internet Connectivity & Bandwidth	5,981	Cultural Services	
Server Replacement Implementation	7,060		
Microsoft Initiatives	15,183	Cultural Precint - Library Services	
Remote Site IT Improvement &Connectivity	13,254	Richmond Library Richmond	1,168
Additional Leasing Acquisitions	5,000	Library Development Grant	231
Additional software Licencing	1,342	Priority Grant Richmond Library Refurbishment	2,368
Helpdesk Initiatives	7,470	Enhancement of Recreational Reading Collection	36,100
EIS Reporting /Extraction & Inquiry, CRM	8,162		
Additional On Line IT Training	7,755		39,867
Internet & Security Third Party Audit	4,373	Cultural Precint - Gallery	
Blackberry &/or mobile trials	26,247		
Automated Software Distribution	5,001	Storage (2D) rack system-Gallery	40,000
D'Works M'ment System Enhancements	66,195	Install sink-Stan Stevens Studio	736
Tech One Finance,HR & Payroll enhancements	32,000	Gallery improve-Achieve Regional Gallery status	64,430
Proclaim Property System enhancements	6,650	Miscellaneous Signs	10,484
E-Commerce initiatives	49,765		
ESRI Mapping enhancements	11,566		115,650
Intranet enhancements	11,040	Visitor Information Centre	
Hawkesbury Internet site enhancements	60,000		
Network Infrastructure upgrade	35,555	Purchase Office Equipment	8,084
Business COntinuity & Disaster Recovery Plan	52,794		
	435,971		8,084
		Fleet Management	
Records Process Improvements	13,790	Purchase Leaseback - Plant 47	28,000
	13,790		28,000
Other miscellaneous carryovers			
Consultancy Fees	2,000		
Consultancy Fees	2,280		
Consultancy Fees	6,978		
Consultancy Fees	20,000		
Maintenance-Buildings	60,865		
Sundry Expenses	450		
Consultancy Fees	40,000		
Flood management study - Lower Mac Donald River	10,000		
Hawkesbury Overland Study Stage 1 & 2	1,190		
Land Management Bushcare	9,348		
	153,111		

CARRYFORWARDS 2007/2008

Project / Location		Carry Forward 2007/ 2008	
Operations Management - Public Works Plant		Publicworks - Chainsaw - Plant 920	2,000
Publicworks - Ute - Plant 94	27,000	Publicworks - Chainsaw - Plant 921	2,000
Publicworks - Table Top - Plant 96	41,000	Publicworks - Chainsaw - Plant 922	2,000
Publicworks - Sweeper - Plant 102	262,921	Publicworks - Chainsaw - Plant 923	2,000
Publicworks - Tipper - Plant 103	58,000	Publicworks - Chainsaw - Plant 924	2,000
Publicworks - Table Top - Plant 107	66,000	Publicworks - Chainsaw - Plant 925	2,000
Publicworks - Plant 112	100,000	Publicworks - Chainsaw - Plant 926	2,000
Publicworks - Table Top - Plant 0114	50,000	Publicworks - Chainsaw - Plant 927	2,000
Publicworks - Table Top - Plant 116	50,000	Publicworks - Chainsaw - Plant 930	2,000
Publicworks - Tipper - Plant 141	50,000	Publicworks - Chainsaw - Plant 931	2,000
Publicworks -Mitsub Grader - Plant 201	330,000	Publicworks - Chainsaw - Plant 932	2,000
Publicworks - Ute - Plant 404	18,000	Publicworks - Chainsaw - Plant 937	2,000
Publicworks - Plant 421	7,500	Publicworks - Generator - Plant 997	1,050
Publicworks - Mower - Plant 423	38,000	Mitsubishi Canter 4T Crew Cab-Plant 117	55,000
Publicworks - Mower - Plant 427	38,000	Publicworks - Caterpillar Grader-Plant 0200	322,900
Publicworks - Trailer - Plant 607	3,750		1,573,411
Publicworks - Mower - Plant 631	14,000		
Publicworks - Blower/Vaccum- Plant 700	850		
Publicworks - Edgers- Plant 704	565		
Publicworks - Cutter - Plant 706	535		
Publicworks - Blower/Vaccum- Plant 710	850		
Publicworks - Cutter - Plant 712	535		
Publicworks - Blower/Vaccum- Plant 713	850		
Publicworks - Mower - Plant 716	650		
Publicworks - Blower/Vaccum- Plant 718	850		
Publicworks - Cutter - Plant 719	535		
Publicworks - Blower/Vaccum- Plant 721	850		
Publicworks - Edgers- Plant 722	565		
Publicworks - Plant 724	600		
Publicworks - Mower - Plant 733	650		
Publicworks - Cutter - Plant 736	535		
Publicworks - Blower/Vaccum- Plant 740	850		
Publicworks - Mower - Plant 741	650		
Publicworks - Cutter - Plant 742	535		
Publicworks - Cutter - Plant 743	535		
Publicworks - Cutter - Plant 744	535		
Publicworks - Cutter - Plant 745	535		
Publicworks - Blower/Vaccum- Plant 746	850		
Publicworks - Edgers- Plant 755	565		
Publicworks - Plant 757	600		
Publicworks - Edgers- Plant 776	565		
Publicworks - Mower - Plant 779	650		

Part 3

Management

Plan

Performance



Business Activities - Operational Action Plan and Performance Indicators 2007/2008

Component 80 - Sewerage
Director Infrastructure Services
Officer: Manager Waste Management

	Budget 2007/08									
	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 \$
Total Income \$	4,235,327	- 4,235,327	- 3,591,688	- 3,407,363	- 3,783,043	- 3,688,688	- 3,973,870	- 3,916,562	-4,086,634	-4,047,502
Total Expenditure \$	3,257,417	3,257,417	710,983	676,013	1,453,509	1,405,478	2,198,236	2,274,601	3,062,478	2,450,672

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%	- 880,119	- 2,592,635	- 2,458,215	- 2,096,581	- 2,054,889	- 1,598,071	- 1,477,765	- 921,740	- 1,437,147
2. To provide and maintain a high quality trade waste service to the community.	10%	- 97,791	- 288,071	- 273,135	- 232,953	- 228,321	- 177,563	- 164,196	- 102,416	- 159,683
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Sewage Treatment Plants and major pump stations alarms responded.	Respond to alarms within 1 hour.	On Target
1.2 Minor pump stations alarms responded.	Respond to alarms within 4 hours.	On Target
1.3 Sewer choke response.	Respond to notification within 2 hours.	On Target
1.4 Licence conditions met.	No breaches to EPA license conditions.	95% compliance - Breaches in Faecal Coliforms 90%ile, Ammonia - N 90% for SWSTP and Oils & Greases 100%ile MHSTP
2.1 Monitor trade waste.	Keep database updated.	On Target

Business Activities - Operational Action Plan and Performance Indicators 2007/2008

**Component 51 - Hawkesbury Leisure Centre
Director Support Services
Officer: Manager Land Management**

		Budget 2007/08									
		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 \$
Total Income \$				- 2,057	- 164	-	-	-	-	- 115,796	- 111,891
Total Expenditure \$		180,000	180,000	181,774	100,166	-	16	109,603	270,971	830,510	772,328

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 wide range of economical sporting and recreational lifestyle activities for the community .	100%	180,000	179,717	100,002	-	16	109,603	270,971	714,714	660,437
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Centre is operated and maintained in accordance with the YMCA Licensing Review Checklist.	95% compliance to Quarterly audit.	The Management of YMCA has indicated that the annual financial statements are to be forwarded to Council in mid July 2008. Previous statements indicate that the 2007/2008 financial year will be close to budget and will be a significant improvement on the 2006/2007 financial year.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 12 - Community Administration
Director City Planning Division
Officer: Executive Manager - Community Partnerships

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 162,118	- 162,118	- 40,090	- 18,819	- 68,100	- 64,490	- 114,599	- 80,225	- 158,571	- 138,640
451,845	451,845	132,241	111,373	239,260	219,989	346,502	324,401	463,376	475,838

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%	43,459	13,823	13,883	25,674	23,325	34,785	36,626	45,721	50,580
2. In conjunction with community committees, resource and support the planning of activities which celebrate community diversity and promote community harmony.	16%	46,356	14,744	14,809	27,386	24,880	37,104	39,068	48,769	53,952
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%	34,767	11,058	11,106	20,539	18,660	27,828	29,301	36,577	40,464
4. Work in conjunction with community and user groups to design and operationalise community facilities (as identified in Section 94 Contributions Plan).	5%	14,486	4,608	4,628	8,558	7,775	11,595	12,209	15,240	16,860
5. Support and resource Council Section 377 committees with delegated responsibility for the day-to-day management of Council facilities and services.	13%	37,665	11,980	12,032	22,251	20,215	30,147	31,743	39,625	43,836
6. Provide Project Management Services.	39%	112,994	35,939	36,096	66,752	60,645	90,442	95,229	118,874	131,507

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 for administration of Community Sponsorship program achieved. In total 144 organisations or individuals were approved for sponsorship to the value of \$50,008.
2.1 Promote events.	Program of activities developed and implemented with NSW Govt time frame	Council has contributed more than \$16,000 to sponsor events including r NAIDOC Week, Disability Awareness Day, Seniors Week, Youth Week, Harmony Day, International Women's Day and Refugee Week.
3.1 Source external investments to expand establish services and activities.	10% growth in community service grant receipts	Funding applications to value of \$696,154 have been submitted. \$183,880 been received for new community transport, women's day event, transition to work, seniors meal program, youth harm minimisation and lawn-mowing + maintenance project (a 15% increase in community service grant receipts).
4.1 Implement works as identified in Section 94 Contributions Plan.	Achieve consultation and design targets within required time-frames	Design and DA for Kurrabung Community Centre completed and approved. Renovations to Dungeon and Richmond Band Room completed (non Sec 94 funded).
5.1 Assist Council's Section 377 Committees.	Requests responded to within 3 working days	47 requests for maintenance responded to within 3 working days from 377 Committees of Council. (a total of 206 for the year to date)1 AGM attended.
6.1 Achieve all funding and statutory requirements as negotiated.	Contracted outputs achieved	Contracted outputs for all externally funded services have been achieved

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

**Component 30 - Heritage
Director City Planning
Officer: Town Planning Coordinator**

	Budget 2007/08									
	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 \$
Total Income \$	-	-	-	-	-	-	-	-	-	-
Total Expenditure \$	49,727	49,727	12,127	2,251	25,315	7,165	37,363	37,738	72,009	42,229

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%	15,913	3,881	720	8,101	2,293	11,956	12,076	23,043	13,513
2. Provide professional comment to Council in response to Development Applications	25%	12,432	3,032	563	6,329	1,791	9,341	9,435	18,002	10,557
3. Provide assistance grants for building conservation	43%	21,383	5,215	968	10,885	3,081	16,066	16,227	30,964	18,158

Key Performance Indicators	Target	Progress this quarter
1.1 Meet demand for Heritage Advisory Service.	100% of all requests actioned	Target Achieved
2.1 Development Application comments received on time.	Comments received within 28 days of referral.	Target Achieved
3.1 All applications reviewed and recommended to Council.	Report to Council within 10 weeks of application.	Council resolved not to provide any further funding no longer applicable.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 31 - Building Control
Director City Planning
Officer: Building Coordinator

	Budget 2007/08									
	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 \$
Total Income \$	- 556,367	- 556,367	- 138,870	- 146,200	- 280,624	- 276,020	- 419,247	- 386,591	- 515,483	- 531,105
Total Expenditure \$	472,748	472,748	118,187	119,410	236,404	239,046	354,606	355,472	467,808	482,955

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%	- 26,758	- 6,619	- 8,573	- 14,150	- 11,832	- 20,685	- 9,958	- 15,256	- 15,408
2. Provide building certification and inspection services.	50%	- 41,810	- 10,342	- 13,395	- 22,110	- 18,487	- 32,321	- 15,560	- 23,838	- 24,075
3. Provide 149D building certificate services.	3%	- 2,509	- 620	- 804	- 1,327	- 1,109	- 1,939	- 934	- 1,430	- 1,445
4. Regulate places of public entertainment.	4%	- 3,345	- 827	- 1,072	- 1,769	- 1,479	- 2,586	- 1,245	- 1,907	- 1,926
5. Provide technical advice to customers, via phone and counter.	11%	- 9,198	- 2,275	- 2,947	- 4,864	- 4,067	- 7,111	- 3,423	- 5,244	- 5,297

Key Performance Indicators	Target	Progress this quarter
1.1 Turn around time for Development Applications.	Average 40 days, Median 35 Days.	Average 28.98 Median 20 days
1.2 Age of current Development Applications- ratio of Development Applications older than 40 days to newer than 40 days.	0.7:1	0.4:1
1.3 Customer satisfaction.	80% overall satisfaction.	meeting target
2.1 Market share of certification and inspection services.	80% of Market.	meeting target
2.2 Cost effectiveness of contestable services.	Full cost recovery.	meeting target
2.3 Turn around time for Construction Certificates	21 days after Development Application consent issued	meeting target
3.1 Ten day turnaround time for 149D Certificates	80% completed	meeting target

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 32 - Development Control Director City Planning Officer: Town Planning Coordinator

	Budget 2007/08									
	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 \$
Total Income \$	- 699,948	- 699,948	- 174,864	- 225,350	- 359,782	- 417,616	- 516,760	- 619,875	- 797,594	- 779,442
Total Expenditure \$	829,597	829,597	207,393	234,139	446,641	408,117	638,183	571,341	816,436	782,312

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 application assessment services.	75%	97,237	24,397	6,592	65,144	- 7,124	91,067	- 36,401	14,132	2,153
2. Provide subdivision certification and inspection services.	6%	7,779	1,952	527	5,212	- 570	7,285	- 2,912	1,131	172
3. Provide 149 planning certificate services.	9%	11,668	2,928	791	7,817	- 855	10,928	- 4,368	1,696	258
4. Provide customer advice including pre Development Application lodgement, telephone enquiries and by appointment.	6%	7,779	1,952	527	5,212	- 570	7,285	- 2,912	1,131	172
5. Statutory contribution to NSW Department of Planning.	4%	5,186	1,301	352	3,474	- 380	4,857	- 1,941	754	115

Key Performance Indicators	Target	Progress this quarter
1.1 Turn around time for Development Applications.	Average 40 days, Median 35 days	Average 28.98 Median 20 days
1.2 Age of Current Development Application, ratio of Development Applications older than 40 days to newer than 40 days.	0.7:1	0.4:1
3.1 Ten day turnaround time for 149 Certificates.	90% completed	94%

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 33 - Sewage Management Facilities
Director City Planning Division
Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 179,153	- 179,153	- 44,400	- 37,003	- 89,353	- 67,766	134,253	105,734	- 141,153	- 138,653
240,925	240,925	57,295	48,532	122,045	97,847	180,453	165,130	240,961	229,379

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%	52,506	10,961	9,800	27,788	25,569	39,270	50,487	84,837	77,117
2. Provide advice to the community on use and maintenance of sewage management facilities.	15%	9,266	1,934	1,729	4,904	4,512	6,930	8,909	14,971	13,609
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Inspections are conducted in accordance with Council's adopted program.	Complete 140 inspections / month	The target of 140 inspections has been exceeded by approx 35% or more each month.
	Approvals to operate SMF are issued within 21 days of inspection.	All approvals were issued within the 21 day period or shorter.
	Rectification work documentation is sent within 21 days from inspection	Rectification documents were issued within the required time limits.
	Annual report completed in June on compliance to Council's adopted program.	Monthly reports are prepared and submitted to the Reg. Serv. Manager.
2.1 Accurate information is given to assist the community with on-site sewage management issues.	90% satisfaction of customers	Customer service levels of satisfaction are being achieved.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 35 - Health Services
Director City Planning Division
Officer: Manager Regulatory Services

	Budget 2007/08									
	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 \$
Total Income \$	43,043	43,043	9,683	10,963	19,616	22,646	30,356	32,455	43,043	44,266
Total Expenditure \$	269,938	269,938	67,500	72,722	151,295	136,997	217,457	205,954	285,556	301,857

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 enhance environmental protection and environmental health standards through education and statutory compliance.	90%	204,206	52,035	55,583	118,511	102,916	168,391	156,149	218,262	231,832
2. Work in partnership with the Dept of Health conducting mosquito surveillance for the detection of the Ross River Virus.	10%	22,690	5,782	6,176	13,168	11,435	18,710	17,350	24,251	25,759
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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	Complaints of unhealthy conditions are responded to within 48hrs or much sooner if able to.
	20 premises are inspected each month	Target numbers have been exceeded most months.
1.2 Conduct Food Handling Training courses.	Three training courses are conducted each year	Three courses have been conducted with high participation rates and 98% satisfaction rating.
	90% customer satisfaction in training course from evaluation survey.	
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	All complaints were responded to with 48hrs of receipt.
2.1 Conduct mosquito surveillance program between December and April at nominated sites.	Completed in accordance with Dept of Health Surveillance Program	Mosquito surveillance was conducted between December and April with high numbers of mosquitos being caught. Awaiting report from NSW Health on the results or the analysis.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 36 - Pollution Control
Director City Planning Division
Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
138,864	138,864	125,650	125,000	127,841	125,159	133,541	127,136	130,864	128,941

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%	27,773	25,130	25,000	25,568	25,032	26,708	25,427	26,173	25,788
2. Financially contribute to the operations of the Hawkesbury River County Council	80%	111,091	100,520	100,000	102,273	100,127	106,833	101,709	104,691	103,153
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Pollution Incidents are investigated.	Appropriate action initiated within 24hrs	All known pollution incidents were responded to within 24 hrs of notification or sooner.
2.1 Contributions to Hawkesbury River County Council is funded.	Contributions forwarded within 21 days of request.	Contribution was forwarded in full within the required time period.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 37 - Development Control & Regulations
Director City Planning Division
Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 31,035	- 31,035	- 5,150	- 9,758	- 13,450	- 18,402	- 22,250	- 36,317	- 40,375	- 51,217
193,324	193,324	44,303	43,433	92,957	90,827	139,035	151,340	201,036	223,778

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. Investigate and take appropriate action in relation to unauthorised development.	50%	81,145	19,577	16,838	39,754	36,213	58,393	57,512	80,331	86,281
2. Control disposal of derelict and abandoned vehicles.	20%	32,458	7,831	6,735	15,901	14,485	23,357	23,005	32,132	34,512
3. Monitor compliance with development approval conditions.	30%	48,687	11,746	10,103	23,852	21,728	35,036	34,507	48,198	51,768
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Conduct inspection of suspected illegal development and implement actions	Action initiated within 72 hrs	Suspected illegal development were inspected within the target period.
2.1 Investigate complaints of derelict vehicles and monitor streets and bushland for the existence of abandoned vehicles and take appropriate impounding action or disposal	Responded to within 72 hrs	Suspected illegal development were inspected within the target period.
3.1 Complaints of non compliance with development consent conditions are investigated and appropriate action taken.	Responded to within 72 hrs	Suspected illegal development were inspected within the target period.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 38 - Animal Control
Director City Planning Division
Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 335,000	- 335,000	- 55,013	- 97,504	- 154,243	- 233,485	- 248,461	- 362,699	- 435,000	- 489,918
563,321	563,321	130,158	121,851	266,351	244,129	403,915	387,130	542,240	565,865

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 adequate care of animals housed at the animal shelter.	50%	114,161	37,573	12,174	56,054	5,322	77,727	12,216	53,620	37,974
2. Carry out patrols of the city area for roaming dogs.	30%	68,496	22,544	7,304	33,632	3,193	46,636	7,329	32,172	22,784
3. Provide education to the community on responsible pet ownership	10%	22,832	7,515	2,435	11,211	1,064	15,545	2,443	10,724	7,595
4. Maintain registration and micro chipping records	10%	22,832	7,515	2,435	11,211	1,064	15,545	2,443	10,724	7,595
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.	80% or more of dogs are rehomed each month and have been for the whole 12 month period.
2.1 Patrols are conducted where complaints are received of roaming dogs.	Within 48 hrs of receipt of the complaint	Patrols have been conducted within 48hrs of complaint being received over the past year.
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	There has been 100% satisfaction by the groups who have attended over the past year.
	Four school visits per year	5 School visits have been conducted.
4.1 Process records.	Registration and micro chipping records to be completed within 14 working days.	This target has been met each month.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 43 - City Planning
Director City Planning Division
Officer: Strategic Planner -Land Use

	Budget 2007/08																			
	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 \$										
Total Income \$	-	30,500	-	1,750	-	10,500	-	10,500	-	30,500	-	90,500	-	190,500	-	90,500				
Total Expenditure \$	-	562,886	-	562,886	-	299,172	-	130,095	-	433,424	-	282,375	-	567,245	-	486,046	-	884,506	-	729,972

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. Maintain and update Hawkesbury Local Environmental Plan.	7.27%	38,704	21,623	8,695	30,747	19,765	39,021	28,756	50,454	46,490
2. Maintain and update Hawkesbury Development Control Plan.	9.53%	50,736	28,344	11,397	40,305	25,910	51,152	37,696	66,139	60,942
3. Service Council committees as required.	7.21%	38,385	21,444	8,623	30,493	19,602	38,699	28,519	50,038	46,106
4. Participate in State Government planning reforms and sub regional planning processes.	4.63%	24,649	13,771	5,537	19,581	12,588	24,851	18,314	32,132	29,608
5. Cor-ordinate/Manage Employment lands Strategy.		-	-	-	-	-	-	-	-	-
6. Preparation work for Land use Strategy		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Prepare Local Environmental Plans as resolved by Council and/ or as directed by Dept of Planning.	Zero successful court challenges against LEP structure	Completed
2.1 Maintain and update Hawkesbury's Development Control Plan.	Zero successful court challenges against DCP structure	Completed
3.1 Service Council's Heritage Advisory Committee.	Quarterly	Completed
4.1 Respond to the Dept of Planning requests for information and assistance.	As Directed by Dept Planning	Completed
5.1 Manage Employment land strategy	Report Final to Council	Draft Strategy completed
6.1 Prepare work for Land Use Strategy		Ongoing

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 43 - City Planning Director City Planning Division

Officer: Strategic Planner-Community

	Budget 2007/08									
	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 \$
Total Income \$	- 30,500	- 30,500	- 1,750	- 10,500	- 10,500	- 10,500	- 30,500	- 90,500	- 190,500	- 90,500
Total Expenditure \$	562,886	562,886	299,172	130,095	433,424	282,375	567,245	486,046	884,506	729,972

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%	22,147	12,373	4,975	17,594	11,310	22,329	16,455	28,871	26,602
2. Build community connections by supporting information linkages, life-long learning and access to local meeting spaces.	4.16%	22,147	12,373	4,975	17,594	11,310	22,329	16,455	28,871	26,602
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%	22,147	12,373	4,975	17,594	11,310	22,329	16,455	28,871	26,602
4.Co-ordinate Community Survey					-	-	-	-	-	-
					-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Civic Index and Diversity Index equation calculated.	June	Incomplete
1.2 Liveability Index equation calculated.	June	Incomplete
1.3 Social Planning Process- priorities for all directorates included in Strategic Plan.	June	Completed
2.1 Tasks for Community Planning Advisory Committee (CPAC).	Quarterly Meetings	Completed
3.1 Complete the Hawkesbury Futures Demographic Study.	December	Completed
3.2 Community Indicators Project (Stage 1)- Consultation Strategy developed and initiated.	June	Incomplete
4.1 Community Survey Phone Survey completed	August	Completed
4.2 Focus group meetings completed	September	Completed
4.3 Report to Council	November	Completed

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 43 - City Planning
Director City Planning
Officer: Strategic Planner- Infrastructure

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 30,500	- 30,500	- 1,750	- 10,500	- 10,500	- 10,500	- 30,500	- 90,500	- 190,500	- 90,500
562,886	562,886	299,172	130,095	433,424	282,375	567,245	486,046	884,506	729,972

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. Review and Finalise Asset Management Plans for Roads, Stormwater, Parks, Building and Wastewater assets	4.77%	25,395	14,187	5,705	20,173	12,968	25,603	18,868	33,104	30,503
2. Asset management improvement action plan finalised	4.77%	25,395	14,187	5,705	20,173	12,968	25,603	18,868	33,104	30,503
3. Develop Asset Management Plan for Waste Services	5%	25,395	14,187	5,705	20,173	12,968	25,603	18,868	33,104	30,503
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Draft Asset Management Plans for Roads, Stormwater, Parks, Building and Wastewater reviewed and finalised	September	Target met
2.1 Prepare and submit asset management improvement plan to SPAC/Council	September	Prepared and referred to Manex
3.1 Prepare initial Waste Services Asset Management Plan	April	To be completed

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 43 - City Planning
Director City Planning
Officer: Strategic Planner- Corporate

Budget 2007/08										
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 \$	
Total Income \$	- 30,500	- 30,500	- 1,750	- 10,500	- 10,500	- 10,500	- 30,500	- 90,500	- 190,500	- 90,500
Total Expenditure \$	562,886	562,886	299,172	130,095	433,424	282,375	567,245	486,046	884,506	729,972

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. Maintain and update Council's land use management information systems.	3.71%	19,752	11,034	4,437	15,690	10,087	19,913	14,675	25,748	23,724
2. Maintain and update Council's Section 94 and 94A Development Contribution Plans	14.02%	74,641	41,699	16,767	59,294	38,117	75,252	55,456	97,300	89,654
3. Service Council Committees as required.	36.71%	195,439	109,184	43,903	155,255	99,805	197,039	145,205	254,770	234,750
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Update Policy Register upon resolution of Council.	Instruct relevant staff to update register within 14 days of Council resolution	Council resolved to adopt four (4) new policies and archived seventeen (17) policies.
1.2 Convert HLEP 1989 into Standard Template Local Environmental Plan	New plan to Dept of Planning by April 2008	Draft plan submitted to Department of Planning. Waiting Section 65 certificate to enable exhibition.
1.3 Maintain and update LEP, Section 149 Certificates, Proclaim and GIS system.	149 certificates 100% accurate, other updated within 7 days of gazetted changes.	Maintenance and additions to Proclaim and GIS occurred in order to improve and maintain accuracy of Section 149 certificate system. One (1) amendment to LEP occurred (Amendment 151).
2.1 Maintain and update Section 94 & Section 94A developer contribution plans.	Reviewed annually	Various discussions held with Department of Planning regarding proposed change to development within Pitt Town Catchment Area. Waiting release of guidelines for new Developer Contribution system from Department of Planning.
3.1 Service Council's Floodplain Management Committee.	As adopted by Council	FRMC meetings held in July, September, November, February, April and June

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 43 - City Planning
Director City Planning Division
Officer: Strategic Planner- Environmental

Budget 2007/08										
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 \$	
Total Income \$	- 30,500	- 30,500	- 1,750	- 10,500	- 10,500	- 10,500	- 30,500	- 90,500	- 190,500	- 90,500
Total Expenditure \$	562,886	562,886	299,172	130,095	433,424	282,375	567,245	486,046	884,506	729,972

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%	65,537	36,613	14,722	52,062	33,468	66,073	48,692	85,432	78,719
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.0 Produce the State of the Environment Report.	November	On Target
1.2 Maintain the State of the Environment Reporting Indicators Database	September	This matter should be finalised by September
1.3 Prepare annual progress report for the Water Savings Action Plan and submit to DEUS.	August	Draft WSAP has been reviewed by Manex a further extension has been granted by DECC due date 30th September 2008
1.4 Prepare annual progress report for the Energy Savings Action Plan and submit to DEUS.	November	Draft ESAP has been reviewed by Manex a further extension has been granted by DECC due date 30th September 2008
1.5 Provide comments and advise to external and internal bodies on environmental issues.	Within 21 days of request	All submissions completed as required within 21 days of request or otherwise stipulated
1.6 Produce and maintain the Operational Plan and quarterly reviews	Quarterly	Operational Plan quarterly reviews completed as required.
1.7 Provide in-house training on environmental issues	One topic per quarter.	Salinity training 24th August- Building in a Saline Environment, Soil Erosion & Sedimentation Control 18th October 2007 , Contaminated Land Mgt Act review to be held in August 2008. for 27 Internal employees
1.8 Coordinate Grant Funding to develop Sustainability Strategy	Completion of 6 month report due 31/10/2007	Completed 5th October 2007
	Completion of final report due 30/5/2008	Final Report sent to the NSW Trust 6th January 2008

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 44 - Road Safety Programs
Director City Planning Division
Officer: Executive Manager - Community Partnerships

	Budget 2007/08									
	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 \$
Total Income \$	- 41,400	- 41,400	-	-	- 6,400	-	- 51,400	- 11,305	- 17,705	- 11,305
Total Expenditure \$	102,223	102,223	24,080	9,912	35,871	9,927	62,447	9,883	86,620	19,706

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 a road safety program which incorporates a comprehensive approach to preventing road trauma through the development of integrated education, engineering and enforcement programs.	10%	6,082	2,408	991	2,947	993	1,105	- 142	6,892	840
2. Identify the mobility needs of vulnerable road users and develop solution to address these needs	90%	54,741	21,672	8,921	26,524	8,934	9,942	- 1,280	62,024	7,561
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Develop and implement Council/RTA Action Plan to reflect local trends, statistics and priorities.	Action Plan developed. Project strategies and timelines met by September	2007-2008 Action Plan completed. Implementation has been deferred due to staff vacancy.
1.2 Links established with partner organisations to develop local interventions and solutions.	Meetings of Road Safety Forum held (with representatives from Police, Health and RTA)	Ongoing staff vacancy has precluded achievement of target for this year.
1.3 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.	Ongoing staff vacancy has precluded achievement of target for this year.
2.1 Oversee the development of a Mobility Plan for the Hawkesbury LGA.	Mobility plan developed with consultation from relevant Council departments and stakeholders by June	Ongoing staff vacancy has precluded achievement of target for this year.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 49 - Parking Control
Director City Planning Division
Officer: Manager Regulatory Services

	Budget 2007/08									
	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 \$
Total Income \$	- 220,000	- 220,000	- 45,000	- 61,880	- 85,000	- 136,480	- 140,000	- 201,839	- 255,000	- 310,025
Total Expenditure \$	191,674	191,674	39,908	31,625	94,866	76,591	137,374	114,337	191,674	159,411

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%	- 22,661	- 4,074	- 24,204	7,893	- 47,911	- 2,101	- 70,002	- 50,661	- 120,491
2. Parking infringements are issued correctly for offences committed.	20%	- 5,665	- 1,018	- 6,051	1,973	- 11,978	- 525	- 17,500	- 12,665	- 30,123
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Streets and car parks are patrolled and monitored for compliance with restriction signage in a safe and reasonable manner	100% Compliance	This target has been met throughout the year past.
2.1 Parking infringements are issued correctly for offences committed.	99% Compliance	This target has been met throughout the year past.

City Planning Division - Operational Action Plan and Performance Indicators 2007/2008

Component 81 - Domestic Waste Management
Director City Planning Division
Officer: Manager Regulatory Services

	Budget 2007/08									
	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 \$
Total Income \$	- 5,514,409	- 5,514,409	-5,070,867	-5,650,615	- 5,419,150	- 5,555,312	- 5,474,853	-5,544,784	#####	#####
Total Expenditure \$	4,908,912	4,908,912	1,128,612	805,109	2,342,918	1,957,425	3,599,742	3,083,450	#####	#####

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.	40%	- 242,199	-1,576,902	-1,938,202	- 1,230,493	- 1,439,155	- 750,044	- 984,534	- 388,565	- 525,905
2. To provide the recycling service for the community.	40%	- 242,199	-1,576,902	-1,938,202	- 1,230,493	- 1,439,155	- 750,044	- 984,534	- 388,565	- 525,905
3. To provide the Kerb Side Collection Service.	15%	- 90,825	- 591,338	- 726,826	- 461,435	- 539,683	- 281,267	- 369,200	- 145,712	- 197,214
4. Provide waste education to the Hawkesbury community.	5%	- 30,275	- 197,113	- 242,275	- 153,812	- 179,894	- 93,756	- 123,067	- 48,571	- 65,738
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Service missed bins.	24 hours from notification	Missed bins have been serviced within 24hrs where our staff have been responsible for the missed collection.
2.1 Manage recycling contracts.	Zero non conformance to contract conditions.	There have been nil non conformances over the past twelve months.
2.2 Increase domestic recycling activities and community participation through education and the provision of increased recycling service.	5% annual increase	Target increases have been met.
3.1 Manage kerbside collection service contracts	100% compliance with contract conditions.	There have been nil non conformances over the past twelve months.
4.1 Education programs are developed and presented to the community to encourage recycling and waste avoidance.	Annual program designed by March	The program was designed and is being implemented.

General Manager - Operational Action Plan and Performance Indicators 2007/2008

**Component 16 - Insurance Risk Management
General Manager
Officer: Manager Risk Management**

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	1,500	-	1,500
699,547	699,547	622,546	633,626	648,109	768,385	673,664	557,477	724,612	627,647

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.	80%	559,638	498,037	506,901	518,487	614,708	538,931	444,782	579,690	500,918
2. To ensure strategies are in place to manage & minimise Council's exposure to public & internal risks.	20%	139,909	124,509	126,725	129,622	153,677	134,733	111,195	144,922	125,229

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	All renewal and proposal forms completed and submitted to the Brokers as scheduled.
1.2 Provide timely, accurate and quality Risk Management and insurance advice.	Advice to satisfaction of customers.	Regular Risk Management & Insurance program updates provided as required and where appropriate to GM and Manex.
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.	Regular Risk Management & Insurance program updates provided as required and where appropriate to GM and Manex.
1.4 Manage Council's insurance claims in a cost effective manner	Monthly claims reviews and status reports of large claims reported to Manex.	Monthly review undertaken within the Branch and large claims updates provided to Manex as available.

General Manager - Operational Action Plan and Performance Indicators 2007/2008

Component 17 - Workers Compensation General Manager Officer: Manager Risk Management

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
619,360	619,360	154,505	199,191	309,010	350,330	498,515	448,520	654,360	583,552

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 ensure a safe workplace environment that meets legislative requirements and guidelines	100%	619,360	154,505	199,191	309,010	350,330	498,515	448,520	654,360	583,552
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Monitor compliance with OH&S Act and regulations.	Monthly workplace inspection returns by 10th of each month.	Monthly Workplace inspections have been detailed through a systems of training Senior and Middle Management. System Audits have revealed occasional opportunities for improvement which have been the subject of Corrective Action within the Council OHS&IM System.
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	An ongoing program of OHS Compliance audits has been developed and rolled out. Audit results are communicated and training initiated.
1.3 Develop and conduct safety training programs as required.	Complete Training Needs Analysis and initiate training for Core OHS elements	OHS Training needs are reviewed as part of the Council wide Staff Position Description Reviews
1.4 Monitor claims performance and provide monthly reports on claims made	Acceptance by WorkCover of monthly claims data.	Monthly Workers Compensation data submitted to WorkCover as scheduled and accepted.
1.5 Provide effective rehabilitation programs for staff with work related injuries and report monthly.	Accurate monthly reports to Manex for employee injury management and return to work programs.	The monthly review of active Workers Compensation claims & associated Rehabilitations is under constant review to ensure meaningful dissemination of information whilst maintaining confidentiality.
1.6 OHS&IM System achieves compliance with WorkCover Model for Self Insurers	Achieve compliance with WorkCover Self Insurers OHS Audit.	OHS&IM Audit 2007 compliant and now working to the 2008 Audit in September 2008.
1.7 Maintain Workers Compensation Self Insurers licence	Complete Annual Self Insurers licence renewal in accordance with Work Cover's Licensing policy by 31st October.	Annual Licence material submitted and accepted as scheduled.
1.8 Achieve compliance with the WorkCover Self Insurers Case Management Guide	90% compliance with Worker's Annual Case Management Audit	Case Management Audit undertaken and as expected a number of 'Corrective Actions' received and a schedule of remedial actions initiated with the result that the entire system will shortly be compliant in preparation of another audit in October/November 2008.
1.9 Information sharing and continuous improvement	Actively support and attend peak bodies and industry group meetings.	Actively participating with other Self Insurers to ensure current knowledge of Licence requirements.

General Manager - Operational Action Plan and Performance Indicators 2007/2008

Component 40 - Strategic Activities
General Manager
Officer: Strategic Planner

		Budget 2007/08									
		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 \$
Total Income \$	-	518	518	-	1,220	2,220	4,736	2,205	6,451	7,311	7,581
Total Expenditure \$	-	553,421	553,421	202,194	82,180	327,035	162,717	441,347	243,178	578,810	371,746

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	40%	221,161	80,878	32,384	129,926	63,192	175,657	94,691	228,600	145,666
2. Support business development activities that facilitate business networks, and encourage entrepreneurial alliances.	30%	165,871	60,658	24,288	97,445	47,394	131,743	71,018	171,450	109,250
3. Effectively and efficiently manage organisational resources to develop corporate capability, maintain integrity and appropriate employee skills.	30%	165,871	60,658	24,288	97,445	47,394	131,743	71,018	171,450	109,250
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.2 Masterplan - Technology Business precinct.	Subject to RAAF Richmond Base Study (Dept of Defence), complete 25% by June	Study released by Dept Defence released 11 August 2007. Masterplan's future, subject to corporate & local land use directions (in light of Dept. of Planning directions), resources & other strategic matters. Dept. Defence report did not provide basis for Masterplan to be instigated. On hold, due to changed priorities during course of reporting period.
1.3 Business Multiplier program	Guide Bridge-to-Bridge Festival program, inc. annual review of B2B working group by June	Council resolution of 11 December 2007 to reform the B2B working group as a Advisory Committee of Council. Constitution of Advisory committee to be considered by Council in fourth quarter. Management review completed, but not reported to Council within last quarter, due to other priorities.
2.1 Contractual relationships with external service providers.	Complete review of all contracts twice p.a., inc. annual review in June	All contracts completed and reviewed in accordance with target.
2.2 Sister Cities relationships.	Activities maintained within budget & annual review in June	All activities within budget and review of program completed in accordance with target.
2.3 Secondary Education relationships	Complete review of UWS Undergraduate Scholarship Agreement 2006-2011 twice p.a., inc. annual review in June	All reviews completed in accordance with target.
2.4 Business Networks	Establish relationships with Govt Departments/Agencies & industry groups to facilitate access to business networks & development opportunities, by June.	Relationships established and on going development in accordance with target including participation in projectseg. tourism (eg. regional strategic council alliances, industry liaison, Toursim NSW, tourism Australia; Greater Blue mtoutains Drive, National Landscapes
3.1 Executive support to Council and Committees of Council.	Reporting to Council & Committees within meeting cycles.	Completed in accordance with target.

General Managers Division - Operational Action Plan and Performance Indicators 2007/2008

**Component 65 - Human Resources
General Manager
Officer: Manager Human Resources**

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 35,250	- 35,250	-	- 4,761	- 28,611	- 4,962	- 4,761	- 27,446	- 38,886	- 34,946
328,077	328,077	81,268	82,448	140,862	156,162	222,130	219,514	314,899	307,362

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 develop, review and implement effective Human Resource strategies, policies and programs that meet the corporate objectives and legislative requirements.	100%	292,827	81,268	77,687	112,251	151,200	217,369	192,068	276,013	272,416
		-	-	-	-	-	-	-	-	-

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 for 2007/2008 commenced within 2 weeks approval by the General Manager.
	Number of appointments where qualification, skills and experience criteria are successfully filled within two months of first public advertising.	Six (6) appointments this quarter. Total fifty five (55) appointments for 2007/2008 meeting qualifications, skills and experience required.
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 on first day of commencement.
	Training database providing monthly reports to Management on training activities of staff.	Training database revamped and now includes all training activities including OH&S. Ability to report quarterly training activities to Management being formalised.
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 disputes 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.	Not implemented.
1.4 Salary Administration and Performance Management systems meeting organisational and legislative requirements.	Annual and probationary performance reviews 95% completed by scheduled dates.	Annual and probationary reviews given to Managers and returned by scheduled dates.
	Performance Management system reviewed and accepted by Management and Staff by June.	Performance management system reviewed and draft of new system provided to GM for consideration.
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	Ongoing liaison with Risk Management for a competency database to be established for all positions.
	Develop & implement a skills audit by December. Develop a skills gap analysis & training plan by June 2008.	Skills audit assessment completed but no gap analysis or training plans developed due to problems with extracting information from spreadsheets.

General Managers Division - Operational Action Plan and Performance Indicators 2007/2008

Component 68 - Corporate Communication
General Manager
Officer: Manager Corporate Communication

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
328,334	328,334	69,020	65,161	142,546	118,352	228,425	174,659	328,346	254,679

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 communicate and inform the community and other key stakeholders, of Council services and issues, in an efficient and effective manner.	100%	328,334	69,020	65,161	142,546	118,352	228,425	174,659	328,346	254,679

Key Performance Indicators	Target	Progress this quarter
1.1 Year 1 Objectives of Communication Strategy Undertaken	95% completed by June	First and second quarterly newsletters produced and distributed. Review undertaken and reported to Council. Community Report and New Residents Guide ready for publication and circulation in July. Assistance provided in implementation of Customer Service and Communication Strategy projects.
1.2 Media relationships reviewed and enhanced	Review of media services contract Sept and March. Regular meetings and contact with all local media.	Media services contract reviewed and results communicated to Hawkesbury Independent. Meetings held with media representatives. Media services contract lapsed due to closure of the Independent Newspaper. Mayoral Column and Council Notices transferred to Hawkesbury Courier until further action determined. Media kits provided for Museum building opening , inaugural exhibitions launch and Youth Week.
1.3 Issues Management Advice and Monitoring	Regular updates provided to General Manager	Various issues monitored and appropriate advice provided to media. Most issues handled by issue of media release and media comment. Provided input to MANEX, and attended pre and post business paper meetings.
1.4 Media stories generated.	50% take up ratio of media releases in local newspapers. 90% of generated media releases published in at least one local newspaper.	152 media comments were provided and 161 media releases were issued during 07/08. Over the year 85.9% of releases were published in at least one local paper. There was a 52.2% total pick up rate across all local media. Part of the week and available breeds lists were distributed from the animal shelter to media. Mayoral columns were written and issued weekly.
1.5 Strategic Cross Functional Working Groups organised and progressed	Project Plans accomplished within timeframes set.	Organised activities for Manager's Meetings. Assisted cross functional teams including, Councillor Elections Committee, Intranet review, Dataworks Review, Website Review, Customer Service /Communication Strategy Coordination Team, and Process Improvement.
1.6 Manage civic events, publications and public relation activities.	Programs reviewed by June	Sports Medal Awards Ceremony, Local Government Week, Community Christmas Function and Australia Day Awards organised and held. Richmond Pool Communication Plan developed and implemented. Natalie Burton Award and School Citizenship programs arranged. Citizen of the Month program continued and new Young Citizen of the Season program implemented. Assistance provided for Hawkesbury Regional Museum Building Opening and Inaugural Exhibitions launch. Hawkesbury Show and UWS Displays undertaken. 2 Quarterly Newsletters issued. New Residents brochure and 2008 Community Report developed ready for production. 44 speeches written for Mayor and Councillors. Organisation's advertising overseen. Internal procedures and 6 staff newsletters written. Fortnightly Councillor Newsletter produced.

General Managers Division - Operational Action Plan and Performance Indicators 2007/2008

Component 69 - Elected Members
General Manager
Officer: General Manager

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
314,131	314,131	75,112	67,325	159,718	151,421	232,814	215,641	306,067	301,041

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%	204,185	48,823	43,761	103,817	98,424	151,329	140,167	198,944	195,677
2. To attend external conferences relevant to Council's strategic direction and activities in a cost effective manner.	33%	103,663	24,787	22,217	52,707	49,969	76,829	71,162	101,002	99,344
3. To identify, report and develop concepts and strategies arising from Councillor exposure to external conferences.	2%	6,283	1,502	1,347	3,194	3,028	4,656	4,313	6,121	6,021
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Monthly payments to elected officials completed on time.	100% compliance	Payments made within appropriate timeframes.
2.1 Number of conferences attended where subject matter relates to strategic concepts in Council's Plan.	100% compliance	Conferences attended relate to strategic matters affecting the Council.

General Managers Division - Operational Action Plan and Performance Indicators 2007/2008

Component 70 - Executive Management
General Manager
Officer: General Manager

Budget 2007/08									
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 \$
Total Income \$	-	-	-	-	-	-	-	-	-
Total Expenditure \$	906,920	906,920	256,731	268,648	497,154	455,580	718,006	671,181	938,852

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%	27,208	7,702	8,059	14,915	13,667	21,540	20,135	28,166	26,581
2. Develop and maintain corporate procedures to ensure a safe workplace.	2%	18,138	5,135	5,373	9,943	9,112	14,360	13,424	18,777	17,721
3. To ensure effective salary and performance structures in place for executive management and monitor divisional performance.	95%	861,574	243,894	255,216	472,296	432,801	682,106	637,622	891,909	841,734
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 To assess compliance with OH&S Act and Regulations.	In accordance to system audit by Work Cover achieving 3 or greater	System audit undertaken by Work Cover in September, 2007. Council achieved a rating of 3 or better in each of the 4 elements audited. Preparations underway for September, 2008 audit.
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 Work Cover Industry average.	On Target
2.2 Resource allocation to facilitate the implementation of OH&S strategies.	Consistent with comparable local government councils per staff unit.	Resource allocation consistent with other Councils.
3.1 The Annual Performance Review is conducted.	June	Review commenced in June and expected to be completed by end of July, 2008 having regard to Council requirements.
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	Continually under review. Balancing resource priorities with reduction.
3.3 To assess the effectiveness of managing financial resources.	Actual performance vs Budget +/- 5.00%	Under review on an ongoing basis, with subsequent financial results considered to be satisfactory.
	Carry forward 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	Community Strategic Plan under review/development as shown targets and objectives have altered to improve objectives and direction.
3.7 To assess the level of customer's satisfaction in dealing with Council.	reduce % complaints : Total correspondence	under review.
	> 80% customer satisfaction within performance area	

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 34 - Sullage Services
Director Infrastructure Services
Officer: Manager Waste Management

	Budget 2007/08									
	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 \$
Total Income \$	- 2,807,032	- 2,807,032	- 2,640,230	- 2,642,606	- 2,681,210	- 2,711,003	- 2,731,879	- 2,775,637	- 2,825,268	- 2,868,301
Total Expenditure \$	2,685,932	2,685,932	630,826	422,418	1,418,674	941,479	2,123,693	1,697,580	2,410,834	2,375,947

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 high quality sullage service to the community	100%	- 121,100	- 2,009,404	- 2,220,188	- 1,262,536	- 1,769,524	- 608,186	- 1,078,057	- 414,434	- 492,354

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	Completed
	Rehabilitation of Blaxland Ridge Effluent Maturation Ponds by June	Completed
1.2 Implementation of Sullage Collection Contract.	100% compliance with contract conditions.	On Target

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 46 - Roads to Recovery
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
896,921	896,921	896,921	-	896,921	-	896,921	-	896,921	-
896,921	896,921	1,341,461	95,623	2,238,382	729,577	2,238,382	952,188	2,238,382	1,352,938

*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 Roads to Recovery works	100%	-	444,540	95,623	1,341,461	729,577	1,341,461	952,188	1,341,461	658,509

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.	PROGRAM COMPLETE
	Reports prepared on time.	Reports Submitted To RRR Authority on time
	Implement adopted works program over 3 years.	The RRR Program has to be fully completed by June 2009.
	Accept funding within 14 days of receipt.	All funding requirements have been achieved.

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 47 - RTA Funding
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 786,000	- 786,000	- 187,750	-	- 375,500	- 375,500	- 563,250	- 563,250	- 751,000	- 751,000
786,000	786,000	246,166	154,015	229,524	254,903	622,590	298,590	817,898	812,295

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 works on Regional Roads to meet our obligations to the Roads Traffic Authority	100%	-	58,416	154,015	- 145,976	- 120,597	59,340	- 264,660	66,898	61,295
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of maintenance works program	June	The RTA Block Grant has been fully expended on Regional Roads
1.2 Roads are maintained .	Maintenance completed in accordance with sound engineering principles	Compliant
1.3 Dangerous situations where known are acted upon immediately	95% urgent repairs made safe within 24 hours and repaired within 1 month	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 48 - Environmental Stormwater
Director Infrastructure Services
Officer: Manager Waste Management

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	1,389	-	1,431	-	1,431	-	1,431
81,671	81,671	-	45,498	31,122	91,326	314,484	214,650	304,496	261,509

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%	81,671	-	44,109	31,122	89,895	314,484	213,219	304,496	260,078
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of gross pollutant traps (GPT's)	Two completed by June	GPT maintenance and cleaning ongoing
1.2 Prepare and implement water quality monitoring framework for GPT's	Quarterly	N/A As per Council resolution Dec 07 - water quality program to start July 08
	Publish Quarterly results on web page	N/A As per Council resolution Dec 07
1.3 Implement community programs	Bligh Park by June	N/A As per Council resolution Dec 07
	Redbank Creek catchment by June	N/A As per Council resolution Dec 07
	MacDonald Valley catchment by June	N/A As per Council resolution Dec 07
1.4 Implement remediation works as identified within the "Bushland affected by stormwater audit"	one site per year	N/A As per Council resolution Dec 07

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

**Component 50 - Parks
Director Infrastructure Services
Officer: Manager Land Management**

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 139,034	- 139,034	- 30,135	- 54,259	- 68,245	- 108,772	- 201,202	- 301,952	- 545,667	- 492,059
3,924,611	3,924,611	1,052,522	929,014	1,800,505	1,589,959	3,122,093	3,024,052	4,207,121	4,042,568

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.	56%	2,119,923	572,537	489,863	970,066	829,465	1,635,699	1,524,376	2,050,414	1,988,285
2. To manage all bushland under Council's care and control.	8%	302,846	81,791	69,980	138,581	118,495	233,671	217,768	292,916	284,041
3. To manage all cemeteries under Council's care and control.	4%	151,423	40,895	34,990	69,290	59,247	116,836	108,884	146,458	142,020
4. Contributions to outside bodies for action recreation.	27%	1,022,106	276,044	236,184	467,710	399,920	788,641	734,967	988,593	958,637
5. To manage trees on nature strips and road verges.	5%	189,279	51,119	43,738	86,613	74,059	146,045	136,105	183,073	177,525
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Open space is maintained for passive recreational purposes.	According to the level of usage, lawns kept below 150mm	Overall the growth of grass this season has meant that lengths did not meet the criteria at times. As the cooler months approached this was rectified.
	All toilets/facilities cleaned and bins emptied weekly (as per works schedule)	Completed as per works schedule.
2.1 Maintain and restore Bushland areas.	Match funds for at least four bush regeneration projects.	Grants received for Yarramundi Reserve, Navau Reserve, Redback Creek Reserve, Settlers Road Reserve, South Creek Restoration Site, Mill Road Reserve(2), George Street Reserve, Bellbird Hill Reserve, Upper Colo Reserve and Half Moon Farm.
3.1 Richmond Cemetery to be managed in a sensitive and effective manner.	Lawns maintained below 150mm	The good growing season has meant that areas have been above this level. Staff are now on top of this and are meeting requirements.
4.1 External recreational providers (377 Committee's) are supported.	Funds allocated quarterly.	Funding distributed - Hawkesbury Sports Council receive funds 6 monthly as requested.
	Land Mgt staff to attend 80% of meetings.	Meetings attended.-Hawkesbury Sports Council, McMahons Park and SWBM Weed Committee(2).
	Quarterly reports to be received within 14 days	Completed as per timeframe allocated.
5.1 Street trees maintained for aesthetic and safety purposes	Develop a Street Tree Master Plan for Key streets in Richmond	With key staff leaving this has not eventuated. It is envisaged that this will be developed over the next year.

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 51 - Recreation
Director Infrastructure Services
Officer: Manager Land Management

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 123,324	- 123,324	- 2,057	- 164	- 55,962	- 46,445	- 121,267	- 116,748	- 115,796	- 111,891
968,211	968,211	181,774	100,166	371,956	343,573	543,674	608,498	830,510	772,328

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. Manage all Council's recreational assets	30%	253,466	53,915	30,001	94,798	89,138	126,722	147,525	214,414	198,131
2. Supervise all the operation of Richmond Swimming Pool	70%	591,421	125,802	70,001	221,196	207,990	295,685	344,225	500,300	462,306
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1. Council's recreational playgrounds and skate parks managed to an acceptable level.	Quarterly safety inspection undertaken of all Skate parks and playgrounds. - Recreation information published on internet and updated quarterly	Quarterly inspections carried out. All four recreation programs were developed and published on the internet.
2.1 Manage Richmond Pool to service the community.	100% compliance to Dept of Health guidelines. Richmond Pool open to the community as per advertised opening hours.	Richmond Pool is being upgraded to meet these guidelines. Richmond Pool have been opened as advertised except on Sunday 13 January 2008 when the pool opened at 2pm instead of 10am. Procedures were amended to ensure that this does not reoccur.

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 52 - Roadworks Maintenance
Director Infrastructure Services
Officer: Manager Construction and Maintenance

	Budget 2007/08									
	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 \$
Total Income \$	- 455,339	- 455,339	- 111,771	- 256,624	- 223,542	- 361,009	- 1,711,799	- 1,855,324	- 2,122,045	- 2,210,057
Total Expenditure \$	3,979,491	3,979,491	918,822	797,191	1,819,491	2,171,346	4,264,202	3,600,074	5,305,772	4,938,162

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 maintenance to ensure a safe and healthy community.	100%	3,524,152	807,051	540,567	1,595,949	1,810,337	2,552,403	1,744,750	3,183,727	2,728,105
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of maintenance program for roads.	Works are completed within budget	Some over expenditure has occurred due to frequent heavy rain and concerns for public safety.
	Works are completed on time	compliant
1.2 Measure the response to road damage.	95% urgent repairs made safe within 24 hours and repaired within 1 month	compliant
	Generate PMS monthly reports for sealed roads.	Reports are generated on a needs basis

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 53 - Roadworks Construction
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Budget 2007/08										
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 \$	
Total Income \$	900,835	900,835	225,043	225,043	450,086	450,086	675,130	675,280	960,173	902,663
Total Expenditure \$	1,208,785	1,208,785	302,196	331,378	650,856	551,709	954,114	970,327	1,257,372	1,178,777

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%	307,950	77,153	106,335	200,770	101,623	278,984	295,047	297,199	276,114
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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.	Compliant
	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.	Some delays have been experienced due to community consultation, poor weather conditions and tendered rate exceeding available budget. Necessitating a redesign.
	95% urgent repairs made safe within 24 hours and repaired within 1 month	compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 54 - Kerb, Guttering and Drainage
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
23,982	23,982	3,193	5,864	6,386	9,057	9,579	86,653	23,973	113,710
249,288	249,288	57,056	165,761	404,913	279,173	606,724	486,501	835,572	646,629

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 undertake the re-construction, maintenance and repair of kerb and gutter and footpath network in accordance with the maintenance Works Schedule.	50%	112,653	26,932	79,949	199,264	135,058	298,573	199,924	405,800	266,460
2. Undertake drainage construction repair and maintenance in accordance with the maintenance schedule and established priorities.	50%	112,653	26,932	79,949	199,264	135,058	298,573	199,924	405,800	266,460
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of the Maintenance Program	June	Kerb & Gutter and Footpaving works have been fully completed. The K & G Budget may also include Drainage Works. The Drainage component has been carried forward due to design issues.
1.2 To monitor the level of service response to dangerous situations where known.	Acted upon within 24 hours	compliant
2.1 Reschedule maintenance and establish priorities.	As requested within 7 days.	compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 55 - Carpark Maintenance
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
145,601	145,601	54,970	50,775	112,655	80,917	158,782	118,011	205,202	151,843

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%	145,601			112,655	80,917	158,782	118,011	205,202	151,843
		-			-	-	-	-	-	-
		-			-	-	-	-	-	-
		-			-	-	-	-	-	-
		-			-	-	-	-	-	-
		-			-	-	-	-	-	-

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 2007/2008

Component 57 - Survey Design and Mapping
Director Infrastructure Services
Officer: Manager Design and Mapping Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 23,690	- 23,690	- 871	- 1,211	- 1,836	- 1,677	- 2,706	- 2,473	- 23,690	- 23,523
537,822	537,822	128,227	103,009	260,366	210,007	378,837	344,147	515,807	499,220

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.	57%	293,055	72,593	58,025	147,362	118,748	214,395	194,754	280,507	271,147
2. Provide Engineering survey for Council's operation program and other projects.	11%	56,555	14,009	11,198	28,438	22,916	41,374	37,584	54,133	52,327
3. Mapping system provided for users with various needs.	32%	164,522	40,754	32,575	82,730	66,666	120,362	109,336	157,477	152,223
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Designs undertaken.	Meet 95% service level	Target partly met. Designs outstanding due to variable constraints needing to be met such as land acquisition, REF etc.
2.1 Field surveys undertaken.	Survey output to meet 95% level of regulation standards.	Target met.
3.1 Complete Data input and maintenance of mapping system.	Assets data entered into system LEP, Linens within 7 days of notification.	Target met.

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 59 - Administrative Building
Director Infrastructure Services
Officer: Manager Building Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
291,592	291,592	62,921	55,514	137,172	110,928	207,465	195,945	287,228	294,397

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%	291,592	62,921	55,514	137,172	110,928	207,465	195,945	287,228	294,397
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of communications	98% uptime	100% achieved
1.2 Operation of air conditioner.	96% uptime	100% achieved
1.3 Operation of Emergency generator.	Zero Failures	Generator has been tested and has not need to come on line

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 60 - Community Buildings
Director Infrastructure Services
Officer: Manager Building Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-							- 27,809	
1,465,726	1,465,726	501,397	314,698	1,023,625	543,832	1,364,671	1,047,190	1,669,447	1,457,790

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. Buildings are maintained in accordance with Works Program.	100%	1,465,726	501,397	314,698	1,023,625	543,832	1,364,671	1,047,190	1,641,638	1,457,790
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of the Works Program.	Buildings are maintained for their designed use within budget.	Work progressing is behind schedule due to other works and down one staff since February 2007
	New construction completed within budget.	Museum completion end Nov 2007, Kurrajong community Centre expected to Nov 2007
	Maintenance performed in a timely manner.	Day to day mainenance completed as required

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 61 - Works Depot
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
155,883	155,883	39,216	33,623	75,948	81,791	117,162	119,563	154,659	153,939

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 functional Works Depot facilities to enable safe and convenient access to Stores, Work Shop, Office and Storage area.	100%	155,883	39,216	33,623	75,948	81,791	117,162	119,563	154,659	153,939
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Undertake maintenance and repairs.	Works completed on time and within budget.	compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 62 - Operations Management
Director Infrastructure Services
Officer: Manager Construction and Maintenance

	Budget 2007/08									
	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 \$
Total Income \$	- 830,076	- 830,076	- 207,480	- 140,769	- 414,960	- 286,157	- 622,440	- 567,029	- 906,787	- 919,089
Total Expenditure \$	1,311,982	1,311,982	328,000	345,147	673,954	693,957	992,345	1,086,364	1,402,337	1,607,638

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. Ensure Plant usage is costed to appropriate projects.	100%	481,906	120,520	204,378	258,994	407,800	369,905	519,335	495,550	688,549

Key Performance Indicators	Target	Progress this quarter
1.1 Adopted charges are balanced with plant reserve fund.	100% Compliance.	compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 63 - Street Cleaning
Director Infrastructure Services
Officer: Manager Construction and Maintenance

	Budget 2007/08									
	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 \$
Total Income \$	- 163,250	- 163,250	- 21,177	- 15,970	- 43,071	- 37,415	- 64,248	- 44,465	- 146,795	- 173,509
Total Expenditure \$	2,314,077	2,314,077	577,451	385,878	813,750	732,974	1,220,351	1,160,851	1,602,226	1,630,007

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 the level of service to maintain a vibrant and clean city for residents and visitors.	100%	2,150,827	556,274	369,908	770,679	695,559	1,156,103	1,116,386	1,455,431	1,456,498
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

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.	Compliant
1.2 Maintain street litter bins to Central Business District and designated areas	Bins cleared between 1-5 times a week.	Compliant
	Damaged bins repaired within 2 days of request.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 64 - Ferry Operations
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 197,731	- 197,731	-	-	- 90,000	-	- 90,000	- 79,788	- 197,731	- 266,242
383,097	383,097	95,342	65,626	187,949	141,653	281,923	209,860	376,935	493,164

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%	185,366	95,342	65,626	97,949	141,653	191,923	130,072	179,204	226,922
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Maintenance carried out to ensure optimal use of operation	100% compliance to maintenance schedule	compliant - Commercial vessel Licence Retained
1.2 Ferry service provided.	100% compliance to contract and specifications	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 66 - Fire Control
Director Infrastructure Services
Officer: Director Infrastructure Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	204	177,000	432	280,833	282,292	280,833	283,119
1,177,173	1,177,173	223,973	198,653	866,856	724,978	1,065,222	975,823	1,229,559	1,216,769

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. Implement the Service Level Agreement with the Rural Fire Service to provide protection to life and property when threatened by fire.	100%	1,177,173	223,973	198,449	689,856	724,546	784,389	693,531	948,726	933,650
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Service Level Agreement is completed and funding provided.	Funding provided within 14 days of request.	Achieved
	100% compliance with conditions of agreement.	Service Level agreement still under review.

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 67 - Emergency Services
Director Infrastructure Services
Officer: Director Infrastructure Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
142,404	142,404	35,521	24,882	59,041	49,601	88,622	82,922	118,404	112,976

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 facilities for local SES units to a standard acceptable to the Director General in accordance with the State Emergency Services Act.	100%	142,404	35,521	24,882	59,041	49,601	88,622	82,922	118,404	112,976
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

Component 88 - Cogeneration Plant
Director Infrastructure Services
Officer: Manager Building Services

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 143,737	- 143,737	- 35,949	-	- 71,898	- 43,230	- 74,770	- 64,845	- 106,460	- 167,055
143,937	143,937	35,700	40,464	71,400	244,892	290,683	338,478	331,623	431,100

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. Manage Cogeneration Plant in an economical viable manner with minimal disruption to tenants.	100%	200	- 249	40,464	- 498	201,662	215,913	273,633	225,163	264,045
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of plant	Less than 4 break downs per annum	Generator being rebuilt
1.2 Maintain temperatures within the complex	No complaints from tenants	Tempure in building maintained except for power interruptions.
1.3 Maintain temperature and humidity within the gallery area to standard requirements.	Stay within preset range	Tempure and humidity maintained within ranges required

Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008

**Component 89 - Hawkesbury City Waste Management Facility
Director Infrastructure Services
Officer: Manager Water & Waste Management**

		Budget 2007/08									
		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 \$
Total Income \$	-	3,362,234	-3,362,234	- 1,127,838	- 736,655	- 1,907,699	- 1,908,927	- 2,678,983	- 2,657,527	- 3,171,683	- 3,438,436
Total Expenditure \$		3,368,176	3,368,176	684,109	378,518	1,720,593	1,249,874	2,717,005	2,212,760	4,380,994	3,521,497

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. Operate and maintain the Hawkesbury City Waste Management Facility.	100%	5,942	- 443,729	- 358,137	- 187,106	- 659,053	38,022	- 444,767	1,209,311	83,061
2. Provide assistance to the Clean up Australia Day activities.			-	-	-	-	-	-	-	-
3. Service the Community- Open every day except Good Friday & Christmas Day			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Maintain and operate the Hawkesbury City Waste Management Facility in accordance with EPA licence	100% compliance, no breaches of license conditions.	95% compliance - Methane at two test site above DECC licence limits - DECC advised and consultant recommendations have been undertaken to mitigate
2.1 Assist volunteers.	Annual assistance given. All waste collected within 96 hrs of the event	Component 81

Support Services- Operational Action Plan and Performance Indicators 2007/2008

Component 10 - Computer Services
Director Support Services
Officer: Chief Information Officer

	Budget 2007/08									
	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 \$
Total Income \$	- 9,859	- 9,859	-	- 6,300	- 9,859	- 6,300	- 9,859	- 6,300	- 9,859	- 10,623
Total Expenditure \$	2,167,655	2,167,655	632,428	577,164	1,139,803	949,433	1,598,952	1,344,521	2,142,559	1,816,156

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 access to Information Services and Technology to meet corporate objectives.	100%	2,157,796	632,428	570,864	1,129,944	943,133	1,589,093	1,338,221	2,132,700	1,805,533
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Meet with IT Committee, web committee, system custodians & sub committees.	Meet a minimum of 3 times per year.	Exceeded the target for the year with 12 meetings.
1.2 Manage the system.	98% System up time for network, email & internet system	Met target for the whole year.
	Review annually IT Policies that affect users.	Met target for the whole year and developed new OMS for Security, email usage and Internet usage
	Agreed leases replaced within two months of expiry date	Met target for the year
1.3 Access to application support and an IT Helpdesk.	100% access from 8am to 5.30pm	Met target each work day of the year.

Support Services- Operational Action Plan and Performance Indicators 2007/2008

**Component 11 - Records
Director Support Services
Officer: Chief Information Officer**

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

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	380
552,061	552,061	137,076	120,546	277,590	243,888	413,685	370,246	552,898	519,452

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%	552,061	137,076	120,546	277,590	243,888	413,685	370,246	552,898	519,072
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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	Met target over the year
1.2 Register inward faxes and customer emails.	Within 1 working hour of receipt	Met target over the year
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	Met the target over the year and it gets substantially exceeded now.
1.4 Postage of outwards correspondence via Australia Post.	Mail posted by 4.30pm	Met target over the year

Support Services- Operational Action Plan and Performance Indicators 2007/2008

Component 15 - Library Director Support Services Officer: Manager Cultural Services

	Budget 2007/08									
	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 \$
Total Income \$	- 159,362	- 159,362	- 8,755	- 9,391	- 139,509	- 187,749	- 149,691	- 157,842	- 168,594	- 168,631
Total Expenditure \$	1,494,624	1,494,624	362,845	321,978	699,875	683,491	1,081,341	1,038,109	1,459,624	1,505,219

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 public library service to the people of the City of the Hawkesbury as well as the wider community	80%	1,068,210	283,272	250,070	448,293	396,594	745,320	704,214	1,032,824	1,069,270
2. Encourage community participation in lifelong learning	15%	200,289	53,114	46,888	84,055	74,361	139,748	132,040	193,655	200,488
3. Effectively and efficiently manage cultural services and promote community use of the Cultural Precinct	5%	66,763	17,705	15,629	28,018	24,787	46,583	44,013	64,552	66,829
Opening Hours: Hawkesbury Central 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 use of the library	5% increase in library visitors	211,718 people visited both libraries during Jul 07-Jun 08 - a 1.2% decrease from Jul 06-Jun 07 (214,309). The nature of Library users has changed such that they are more active and have higher and often very specific expectations of staff, collections and services, and visits are often of longer duration due to the enhanced public space.
	5% increase in new library memberships	3,246 new memberships during Jul 07-Jun 08; 98 fewer than during Jul 06-Jun 07 (3,344). The total membership is 29,755 which is approximately 50% of the Hawkesbury population, which is just above the baseline suggested by the State Library of NSW.
2.1 Enhance access to information and learning tools	5% increase in computer use	38,559 computer bookings recorded for both libraries during Jul 07-Jun 08. A .12% increase from Jul 06-Jun 07 (38,512). May indicate a plateauing trend after exponential increase over the previous three years due to increased space and available PCs. Two new PCs have been introduced into the Technology room during this year, bringing the total to 14. Patrons accrued 910 hours on the Ancestry database during Jun 07-Jul 08 a 27% increase from Jun 06-Jul 07 (716 hours).
	5% increase in inquiries	5,679 enquiries for Jul 07-Jun 08 which is a 20.6% increase on Jul-Jun 07 figures. The trend is that enquiries are of greater complexity and requiring more staff time.
3.1 Increase integration of library and gallery programs	5% increase in integrated programs	Integrated school visits in the library, gallery and museum for K-6 schools. Volunteer Co-ordinator initiated training and associated planning. There was a 12.44% increase in Storytime (2595) and 40% increase in attendance at the Hawkesbury Family History Group meetings (460). Overall Jun 07-Jul 08 activities for library totalled 4768 which is a 9.20% increase from 06-07 period (4366)
3.2 Promote community's use of community rooms located in Deerubbin Centre	5% increase in number of hours community rooms are used	4,530 hours of usage recorded for Community Rooms for Jul 07-Jun 08 which is a 10% increase on Jul 06-Jun 07 figures.

Support Services- Operational Action Plan and Performance Indicators 2007/2008

Component 18 - Financial Planning
Director Support Services
Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
-	-	-	-	-	-	-	-	-	-
447,233	447,233	111,804	107,996	217,375	212,411	326,062	314,594	434,765	433,373

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. Financial Planning - to manage based on a comprehensive financial strategy.	40%	178,893	44,722	43,198	86,950	84,964	130,425	125,838	173,906	173,349
2. Management Reporting - maintain effective and informative internal management reporting to meet corporate requirements.	40%	178,893	44,722	43,198	86,950	84,964	130,425	125,838	173,906	173,349
3. Systems Management - develop and maintain the accounting systems	20%	89,447	22,361	21,599	43,475	42,482	65,212	62,919	86,953	86,675
			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 To ensure a planned approach to Council programming.	Management Plan adopted by June	Achieved for 2007/08 and 2008/09.
	Quarterly Reviews completed within 60 days of end of quarter	Third quarter target achieved, Fourth quarter on target.
1.2 Assess the effective implementation of Council's Long Term Financial Strategy.	Review LTFP annually	Target achieved.
2.1 Ensure that financial reporting is timely, accurate and informative.	Executive reports within 14 days of EOM	Target achieved.
	Managers Reports distributed within 5 days EOM	Target achieved.
2.2 Assess the ability of Council to properly budget for and manage the Resources that are available to fulfil its management plan.	Carried forward < 25% funding	Not on target, carry forwards are > 25%.
	Actual Performance vs budget forecasts +/- 5%	Target achieved.
3.1 Ensure the integrity of the financial systems	Review FSP annually	Target achieved.
	Review project strategy monthly	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 19 - Accounting Services
Director Support Services
Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
3,396,500	3,396,500	813,094	730,346	1,450,288	1,455,772	2,176,183	2,179,133	2,901,277	2,927,553
1,144,436	1,144,436	321,523	187,532	463,344	384,934	598,184	525,464	788,222	784,441

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%	675,619	147,471	162,844	296,083	321,251	473,400	496,101	633,917	642,934
2. Payroll - To ensure the timely and accurate processing of payroll.	25%	563,016	122,893	135,704	246,736	267,710	394,500	413,417	528,264	535,778
3. Debtors - To ensure the timely and accurate processing of accounts receivable.	25%	563,016	122,893	135,704	246,736	267,710	394,500	413,417	528,264	535,778
4. Statutory Compliance - To ensure Council's compliance with external regulatory and taxation legislation.	5%	112,603	24,579	27,141	49,347	53,542	78,900	82,683	105,653	107,156
5. Cash Management - To ensure Council has sufficient cash resources to meet future commitments.	10%	225,206	49,157	54,281	98,694	107,084	157,800	165,367	211,306	214,311
6. Financial reporting - To provide statutory financial accounts to stakeholders in compliance with the legislative requirements	5%	112,603	24,579	27,141	49,347	53,542	78,900	82,683	105,653	107,156

Key Performance Indicators	Target	Progress this quarter
1.1 Assess the effectiveness of payment processing of creditors.	85% invoices paid by due date	Target achieved.
2.1 Assess the accuracy of payroll processing and meet deadlines.	99% accuracy in payroll processing	Progressing to target.
3.1 Assess effectiveness of Debtor accounts settlement.	90% debtors accounts paid within 90 days	Not on target, greater focus will be applied to this area.
	Debtors on arrangements paid within 12 months	Not on target, greater focus will be applied to this area.
4.1 Assess the accuracy and timeliness of S94 Register Updates.	S94 Register reconciled within 5 days EOM	Target achieved.
4.2 Assess the adequacy of and strategically manage Council's reserves.	Reconciliation of reserves within 5 days EOM	Target achieved.
4.3 Assess Council's compliance with taxation and other regulatory legislation.	BAS & Diesel Fuel submitted within 5 days EOM	Target achieved.
	FBT submitted by due date	Target achieved.
	ABS & DLG returns submitted by due date	Target achieved.
5.1 Assess the effectiveness of Council's cash flow management.	Bank Reconciliation within 5 days EOM	Target achieved.
	Unrestricted Current Ratio > 2.00	Target achieved.
6.1 Ensure that financial reporting is timely and accurate	Statutory financial reports submitted by due date	Achieved for 2006/07, on target for 2007/08.
6.2 Ensure that audit recommendations are implemented in a timely manner.	95% audit recommendations implemented by due date.	Progressing and will be on target by second quarter of next year.
6.3 Assess the effectiveness of Council's financial management practices & policies and compliance with prescribed legislation	Unqualified Audit Opinion	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 20 - Rating Services
Director Support Services
Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
22,605,556	22,605,556	22,102,096	22,118,131	22,460,371	22,486,513	22,487,971	22,518,563	22,518,709	22,572,822
713,714	713,714	177,708	148,123	384,979	393,036	586,681	541,009	695,750	702,981

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%	10,945,921	10,962,194	10,985,004	11,037,696	11,046,739	10,950,645	10,988,777	10,911,480	10,934,921
2. Debt Recovery - To minimise Council's exposure to outstanding debts through effective debt recovery procedures.	25%	5,472,961	5,481,097	5,492,502	5,518,848	5,523,369	5,475,323	5,494,389	5,455,740	5,467,460
3. Cashiers - To ensure the accurate processing of receipts.	25%	5,472,961	5,481,097	5,492,502	5,518,848	5,523,369	5,475,323	5,494,389	5,455,740	5,467,460
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Assess the accuracy and timeliness of distributing rating notices.	Rate Notices issued by due dates with 95% accuracy	Target achieved.
1.2 Assess the turnaround time for issuing s603 certificates	Issued within 3 Working Days	Target achieved.
1.3 Assess the accuracy of Council property database	Updates within 5 Working Days	Target achieved.
2.1 Assess the effectiveness of Council's collection process for outstanding rates.	Rate Arrears < 5.00%	Not on target. Actions have commenced to improve this area.
3.1 Assess the effectiveness and accuracy of Council's receipting system.	Ensure cash discrepancies are less than 0.1% of total receipts	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 21 - Investment Debt Servicing
Director Support Services
Officer: Chief Financial Officer

	Budget 2007/08									
	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 \$
Total Income \$	- 1,095,000	- 1,095,000	- 273,750	- 52,561	- 547,500	- 161,620	- 821,250	- 678,564	- 1,095,000	- 1,308,288
Total Expenditure \$	100,000	100,000	24,900	98	49,800	708	74,700	708	100,000	708

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 the investment strategy maximises the return on Council's investment portfolio.	95%	- 945,250	- 236,408	- 49,840	- 472,815	- 152,866	- 709,223	- 643,963	- 945,250	- 1,242,201
2. To ensure the appropriate utilisation of loan facilities in accordance with policy.	5%	- 49,750	- 12,443	- 2,623	- 24,885	- 8,046	- 37,328	- 33,893	- 49,750	- 65,379
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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	Not on target, 2007/08 returns are affected by the share market volatility resulting in lower than benchmark returns.
1.2 Ensure that Council's investment strategy compares with industry standards.	Review Investment Policy annually	Achieved for 2007/08.
2.1 Ensure the prompt and accurate payment of loan interest and redemption.	Payments made by due date.	Target achieved.
2.2 Assess the ability of Council capacity to service outstanding debt.	Debt Service Ratio < Industry Benchmark 10%	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

**Component 22 - Corporate Services and Governance
Director Support Services
Officer: Manager Corporate Services and Governance**

	Budget 2007/08									
	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 \$
Total Income \$	- 37,160	- 37,160	- 9,797	- 11,059	- 18,914	- 23,439	- 28,031	- 33,395	- 41,160	- 47,042
Total Expenditure \$	366,083	366,083	116,120	113,058	214,455	157,155	297,023	209,750	380,131	269,222

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 effective and efficient corporate and governance support.	100%	328,923	106,323	101,999	195,541	133,716	268,992	176,355	338,971	222,180
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Applications assessed under Section 12 of the Local Government Act	75% of applications initially responded to within 2 working days of receipt of each application.	Target achieved
1.2. Applications assessed under the Freedom of Information Act	Applications completed in accordance with statutory requirements.	Target achieved
1.3 Development and review of Corporate Services and Governance policies.	Policies are implemented and reviewed in accordance with legislative requirements.	Target achieved

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 23 - Word Processing
Director Support Services
Officer: Manager Corporate Services and Governance

Budget 2007/08										
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 \$	
Total Income \$		-	-	-	-	-	-	-	-	-
Total Expenditure \$		117,210	117,210	29,303	28,856	58,605	59,397	87,908	92,486	117,210 125,710

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. Compile and distribute Council Meeting agendas, minutes and action items and provide an efficient and effective typing and document presentation and processing system for Council.	100%	117,210	29,303	28,856	58,605	59,397	87,908	92,486	117,210	125,710
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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 posted on website immediately after being distributed to Councillors.
1.6. 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 immediately.
1.7. Preparation of word documents.	Completed and returned within 2 working days.	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 24 - Supply
Director Support Services
Officer: Chief Financial Officer

Budget 2007/08										
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 \$	
-	-	-	-	5,452	5,452	17,952	5,452	17,952	-	8,595
228,171	228,171	57,040	75,079	132,073	123,487	252,166	190,477	318,665	-	295,664

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. Maintain a manageable inventory stock level to satisfy Council's requirements and cost.	30%	68,451	17,112	22,524	37,986	35,411	70,264	55,508	90,214	86,121
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.	70%	159,720	39,928	52,555	88,635	82,625	163,950	129,518	210,499	200,948
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Minimal inventory investment and inventory losses.	95% Inventory Accuracy as reported in stock takes	Target achieved.
2.1 Procurement strategies are aligned with Corporate objectives.	100% compliance	Progressing to target.
2.2 Develop Procurement Guidelines.	December	Progressing to target.
2.3 Training and support of Purchasing system users.	95% competency level maintained	Progressing to target.
2.4 Implement cost effective methods of procurement for low cost items.	Relative reduction in the annual purchase costs	Progressing to target.
2.5 Response to Supply enquires.	General enquiries within 24 hours	Target achieved.
2.6 Response to Quotation requests.	Quotation requests within 10 working days- for non complex needs and 25 working days for complex needs.	Target achieved.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

**Component 25 - Property Development
Director Support Services
Officer: Manager Corporate Services and Governance**

	Budget 2007/08									
	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 \$
Total Income \$	- 1,869,889	- 1,869,889	- 599,717	- 612,724	- 1,046,995	- 1,092,879	- 1,539,535	- 1,553,780	- 1,890,889	- 1,952,272
Total Expenditure \$	826,691	826,691	273,190	201,746	486,697	293,905	596,311	444,175	754,494	590,127

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. Co-ordination and management of Council's property portfolio including the acquisition and sale of property, leasing of property, road closures and openings.	100%	- 1,043,198	- 326,527	- 410,978	- 560,298	- 798,974	- 943,224	- 1,109,605	- 1,136,395	- 1,362,145
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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
1.2 Inspections of Council's leased residential properties.	Each residential 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
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 Council's property portfolio.	85% or greater property rentals paid when due.	Target achieved
1.7 Actioning of Council resolutions regarding property sales and acquisitions.	Initial action commenced within 5 working days of approved Council resolutions.	Target achieved

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 28 - Reception
Director Support Services
Officer: Manager Corporate Services and Governance

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 6,000	- 6,000	- 1,500	- 2,050	- 3,000	- 3,981	- 4,500	- 5,981	- 6,000	- 7,070
220,870	220,870	56,292	60,750	110,435	110,594	166,727	85,034	220,870	169,926

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 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.	100%	214,870	54,792	58,700	107,435	106,613	162,227	79,053	214,870	162,856
Opening hours Monday-Friday 8:30am - 5:00pm		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 The reception desk and switchboard are staffed during business hours.	100% attended during business hours	Target met.

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 29 - Fleet Management
Director Support Services
Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2007/08									
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 \$
- 119,966	- 119,966	- 29,970	- 28,884	- 59,940	- 61,287	- 89,910	- 93,666	- 119,966	- 127,431
437,435	437,435	109,359	92,841	193,584	167,658	290,375	270,135	377,167	378,051

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 manage Council's fleet to meet corporate objectives	100%	317,469	79,389	63,957	133,644	106,371	200,465	176,469	257,201	250,620
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Managed in accordance with policies and procedures.	Vehicles to achieve minimum 25,000 km annualised.	Target achieved.
	Monthly reports completed and communicated.	Target achieved.
	Vehicles to be maintained in accordance with manufacturers recommendations.	Target achieved.
	All vehicles are inspected quarterly to ensure maintained.	Target achieved.
	Vehicles are replaced on time and within budget.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2007/2008

**Component 39 - Gallery
Director Support Services
Officer: Manager Cultural Services**

	Budget 2007/08									
	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 \$
Total Income \$	- 5,175	- 5,175	- 1,125	- 1,409	- 2,475	- 152,811	- 155,181	- 156,680	- 158,856	- 169,882
Total Expenditure \$	388,179	388,179	157,938	104,597	260,535	217,362	387,547	386,078	512,264	477,689

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 free and accessible exhibitions to the people of the City of the Hawkesbury as well as the wider community	80%	306,403	125,450	82,550	206,448	51,641	185,893	183,518	282,726	246,246
2. Encourage community participation in arts and culture	15%	57,451	23,522	15,478	38,709	9,683	34,855	34,410	53,011	46,171
3. Effectively and efficiently manage cultural services and promote community use of the Cultural Precinct	5%	19,150	7,841	5,159	12,903	3,228	11,618	11,470	17,670	15,390
Opening hours Monday to Friday -10:00am - 4:00pm; Saturday & Sunday 10:00am - 3:00pm (closed Tuesdays)			-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Provide a program of exhibitions	Seven exhibitions presented, with up to three of these curated in-house - per annum	Exceeded target with eleven exhibitions presented. Additionally, BloodLines: Art and the Horse shown at Albury, Tamworth, Muswellbrook and Dubbo Regional galleries as part of Visions Tour and Julie Harris Survey shown at Coffs Harbour Regional Gallery
2.1 Increase community participation in arts and culture	5% increase in Gallery visitors	8936 visitors to the Gallery during July - 07 - June 08 which is 83.75% of last years visitors. However, when figures from touring exhibitions BloodLines and Julie Harris: Survey are taken into account there is a 50% increase in visits to exhibitions that profile the Hawkesbury.
	80% satisfaction rating from visitors	Exceeded target. Over 97% visitor satisfaction as reported in Museums & Galleries NSW audience survey. A diverse exhibition program targets different sections of the community to specific exhibitions
	Community groups assisted to stage 24 cultural activities at the Deerubbin Centre per annum	Community groups assisted with their exhibition programs and events in Stan Stevens Studio and Tebbutt Room: Operation Art: Children's Art for Westmead Hospital with week-long children's workshops, TAFE teachers exhibition, MTAS, FOHAC and other local art groups, WARES antiques roadshow. Professional advice and support offered.
3.1 Increase integration of library, gallery and museum programs	5% increase in Cultural Services integrated programs	Integrated school visits in the library, gallery and museum for K-6 schools, Volunteer Coordinator initiated training and associated planning.
3.2 Promote community's use of the Cultural Precinct	16 workshops or audience development activities presented per annum	Exceeded target. During this period, TAFE lecture series, TAFE horse studies group, GEMS morning teas and Christmas parties, 9 exhibition opening events, over 20 artists and curator talks, life drawing and adult-tailored workshops, 9 school visits and 5 school holiday workshops presented.

General Manager - Operational Action Plan and Performance Indicators 2007/2008

Component 42 - Legal Services
Director Support Services
Officer: Director Support Services

	Budget 2007/08									
	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 \$
Total Income \$	-	-	-	15,295	-	-	-	-	-	-
Total Expenditure \$	423,700	423,700	105,280	34,904	211,060	197,577	316,840	239,638	423,700	382,296

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. Support sound corporate governance.	100%	423,700	105,280	19,609	211,060	197,577	316,840	239,638	423,700	382,296
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Timely advice on corporate and divisional matters.	Service levels monitored Quarterly	Not formally completed however, legal advice has been provided in a timely manner.
1.2 Effective project management.	Monthly Monitoring of outstanding matters	Monitored monthly by MANEX

Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 58 - Printing and Sign Writing
Director Support Services
Officer: Manager Corporate Services and Governance

	Budget 2007/08									
	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 \$
Total Income \$	- 32,000	- 32,000	- 7,998	- 6,785	- 15,996	- 11,813	- 23,994	- 17,889	- 32,000	- 24,100
Total Expenditure \$	318,051	318,051	71,511	54,987	144,467	123,122	215,876	169,944	287,293	249,561

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 service for Councillors, Council staff, the public and external customers.	100%	286,051	63,513	48,202	128,471	111,309	191,882	152,055	255,293	225,461
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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.	Targets met
	Others-completed by 12 noon on the Friday prior to meeting.	Targets met
1.2 Provide timely quotations to external organisations for printing and sign writing requests.	Quotations provided within 2 working days of request.	All quotes provided as requested
1.3 Acceptance of competitive quotations provided to external customers.	Acceptance of 80% of quotes provided.	Acceptance rate over 90%
1.4 Preparation of emergency signage for road closures, diversions and the like.	Provided within 1 working day from request.	100% completed
1.5 Provide printing and sign writing services to meet the requirements of Council and external customers.	90% of works completed within agreed timeframes.	Targets met 100%
1.6 Regular cleaning, testing and maintenance of Print Room machinery.	Each item of machinery cleaned and tested monthly and maintained as required by the relevant maintenance schedules.	attained target

Support Services- Operational Action Plan and Performance Indicators 2007/2008

**Component 79 - Museum
Director Support Services
Officer: Manager Cultural Services**

Budget 2007/08									
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 \$
Total Income \$	-	-	-	-	-	-	-	-	-
Total Expenditure \$	198,012	198,012	11,245	595	73,388	934	121,105	25,910	145,937

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 accessible exhibitions to the people of the City of the Hawkesbury as well as the wider community	80%	158,410	8,996	476	58,710	747	96,884	20,728	169,397	83,550
2. Encourage community participation in history and heritage	15%	29,702	1,687	89	11,008	140	18,166	3,887	31,762	15,666
3. Provide high quality heritage programs that contribute to cultural tourism in the Hawkesbury	5%	9,901	562	30	3,669	47	6,055	1,296	10,587	5,222
Opening - the new Hawkesbury Regional Museum opens in March 2008		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Permanent museum exhibition that delivers on the river/land/people thematic structure is developed and installed	Permanent museum exhibition is opened in March 2008	Target met. Official opening of museum building held 9 February 2008. Official opening of semi-permanent and temporary exhibitions 18 May 2008.
2.1 Increase community participation in history and heritage	60 museum volunteers are recruited, trained and involved in delivering history and heritage services from the museum	Target met. 60 active volunteers have been recruited and trained and are delivering history and heritage services at the Museum. Volunteers have participated in collections conservation and significance assessment workshops as well as a learning excursions to other museums. They assisted in promoting the museum at the Hawkesbury Show.
3.1 Develop and promote heritage programs that target audiences outside the LGA	1 heritage activity per quarter is targeted to attract visitors into the City of the Hawkesbury	Target met. 170 people attended on the museum building opening day. NSW Governor Marie Bashir officiated at exhibitions opening. 1,732 visitors from 18 May - end June 08