

Community Leadership and collaboration

We have strong leadership

1.1 Ensure transparency and accountability

1.1.1 Report to the Community		On Track
Key Performance Indicator(s)	Target	Performance
Increase the reach of the reporting to our community web page	10%	121%

1.1.2 Deliver value-add internal audit services		Needs Attention
Milestones	Completed?	
Develop and deliver an internal audit plan	Yes	
Comments	Transitional resourcing of the Internal Audit function has resulted in ongoing reporting to the Audit, Risk and Improvement Committee in relation to approval of short and long term strategic internal audit plans, and amendments to same through the planning schedule.	

1.1.4 Process requests for information		On Track
Key Performance Indicator(s)	Target	Performance
Respond to all Government Information Public Access requests within 20 working days	100%	88%

1.1.13 DIAP 3.3 - Managers and supervisors are provided with guidance on inclusion and appropriate practices and resources to support employees with a disability to succeed		On Track
Milestones	Completed?	
Resources promoting best inclusive practice are available to managers and supervisors as required	Yes	

1.2 Plan long term for the future of the City

1.2.1 Perform ongoing promotion of the Community Strategic Plan		On Track
Key Performance Indicator(s)	Target	Performance
Increase the number of community partners who endorse the community strategic plan	5 Number	4 Number

1.2.7 Manage General Land transactions		On Track
Milestones	Completed?	
Develop Land Acquisition and Disposal Policy	No	

We are informed and involved in decision making

1.3 Communicate with our community

1.3.1 Provide communication services and support

On Track

Key Performance Indicator(s)	Target	Performance
Produce Council News	50 Number	50 Number

1.3.2 Administer and coordinate social media

On Track

Key Performance Indicator(s)	Target	Performance
Increase Council's corporate combined social media audience	5%	23%

1.4 Ensure the community feels heard and understood

1.4.1 Manage and facilitate community engagement activity

On Track

Key Performance Indicator(s)	Target	Performance
Conduct community visits by Charlie the community engagement truck	28 Number	34 Number

1.4.2 Develop and inform policy and planning documentation

On Track

Milestones	Completed?
Develop Reconciliation Action Plan	No

1.4.3 DIAP 1.5 - Include images that represent diversity of our community in future plans and publications

On Track

Milestones	Completed?
Increase the number of images of community members with a disability in future plans and publications	Yes

1.4.4 DIAP 1.6 - Review language used in all future documents/signage to ensure it is inclusive and focuses on accessibility, ability and inclusion

On Track

Milestones	Completed?
Style guide is reviewed in line with best practice	Yes

1.4.5 DIAP 4.9 - Conduct annual consultation both internally and externally to monitor Council's progress in delivering commitments outlined in the Disability Inclusion Action Plan and inform the community of these

On Track

Milestones	Completed?
Annual consultation is undertaken	Yes

The city of Wagga Wagga services reflect the needs of the community

1.5 Ensure efficient and effective processes

1.5.14 Ensure compliance to procurement processes

On Track

Key Performance Indicator(s)	Target	Performance
Complete procurement compliance reviews	4 Number	4 Number

1.5.15 Management of plant, equipment and fleet

On Track

Key Performance Indicator(s)	Target	Performance
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Report on expenditure on hired equipment monthly	12 Number of reports completed	18 Number of reports completed
Maintain utilisation of major plant items	70%	66%

1.5.29 DIAP 4.4 - High volume forms are available in large print when requested	On Track
Milestones	Completed?
Review completed of high volume forms for community members	Yes

1.5.30 DIAP 4.5 - Community had streamlined process to provide feedback on facilities and services	On Track
Milestones	Completed?
Feedback process in place and available in various formats	Yes

1.5.31 DIAP 4.6 - Amend style guide to incorporate standard practice to increase accessibility and readability all Council materials	On Track
Milestones	Completed?
Style guide includes requirements for content that is accessible to people with a disability \	Yes

1.6 Be easily accessible to all members of our community

1.6.1 Develop and support online services	On Track	
Key Performance Indicator(s)	Target	Performance
Maintain number of online services transactions	3,800 number of transactions	11,161 number of transactions

1.6.2 Provide customer service	On Track	
Key Performance Indicator(s)	Target	Performance
Satisfaction with customer service	85%	98%
First call resolution for call centre calls	80%	75%

1.6.4 Review website content and information architecture	On Hold
Milestones	Completed?
Complete update of website information architecture	No
Comments	
Will be completed in the 2019/20 financial year.	

1.6.5 Redevelop Council's Website	Needs Attention
Milestones	Completed?
Improve and expand on services delivered through Council's online presence	No
Comments	
The tender evaluation process for this project is currently being undertaken with the project being carried over to the 2019/20 financial year.	

1.6.6 DIAP 4.8 - People with disabilities can contact the city through a number of formal and informal processes to ensure their feedback is received and a timely response is provided	On Track
Milestones	Completed?
Review existing channels for communication in line with accessibility standards	Yes

Safe and Healthy Community

We are safe

2.1 Create safe spaces and places

2.1.1 Implement, monitor and enforce the Street Activity Policy

On Track

Key Performance Indicator(s)	Target	Performance
Street Activity Applications processed within 10 business days	90%	85%

2.1.2 Manage impound operations

On Track

Key Performance Indicator(s)	Target	Performance
Inspect all abandoned vehicles within 3 days	100%	100%

2.1.3 Manage Glenfield Road Animal Shelter

On Track

Key Performance Indicator(s)	Target	Performance
Animals released from the Glenfield Road Animal Shelter	80%	90%

2.2 Promote safety and safe behaviours

2.2.2 Provide education and undertake promotion of public health initiatives

On Track

Key Performance Indicator(s)	Target	Performance
Increase reach of Public Health online resources	20%	20%

2.2.3 Implement the Crime Prevention Plan

On Track

Key Performance Indicator(s)	Target	Performance
Implement identified actions from the Crime Prevention Plan	100%	100%

2.4 Monitor and enforce public health and safety

2.4.1 Undertake policy, plan and program development and implementation of public health initiatives

On Track

Key Performance Indicator(s)	Target	Performance
Percentage of eligible businesses participating in the Scores on Doors Program	80%	80%

2.4.2 Perform compliance and regulatory public health inspections

On Track

Key Performance Indicator(s)	Target	Performance
Process all public health applications within 7 days	100%	100%
Respond to public health customer requests within 7 days	100%	100%
Milestones		Completed?
Complete annual report to NSW Department of Health on public health compliance orders and notices		No

2.4.3 Manage companion animal compliance

On Track

Key Performance Indicator(s)	Target	Performance
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Respond to all regulatory requests for dog attacks within 24 hours	100%	100%
Respond to all customer requests for barking dogs within 3 business days	100%	100%

We promote a healthy lifestyle

2.5 Provide services and facilities that make recreation a part of everyday life

2.5.1 Develop and oversee the implementation recreational strategies

On Track

Milestones

Completed?

Develop the Bolton Park Master Plan

Yes

2.5.2 Manage the Oasis Regional Aquatic Centre

On Track

Key Performance Indicator(s)

Target

Performance

Reduce first aid incidence reports from Oasis Aquatic Centre patrons

3%

3%

2.5.3 Manage Bolton Park Stadium operations

On Track

Key Performance Indicator(s)

Target

Performance

Increase Bolton Park facility usage

3%

0%

2.5.4 Manage bookings for sportsground and facilities

On Track

Key Performance Indicator(s)

Target

Performance

Community satisfaction with sportsgrounds and facilities bookings

85%

100%

2.6 Promote participation across a variety of sports and recreation

2.6.1 Develop, inspect and maintain recreational assets

On Track

Milestones

Completed?

Complete all programmed playground inspections

Yes

2.6.3 Provide events and programs through the Oasis Regional Aquatic Centre

Needs Attention

Key Performance Indicator(s)

Target

Performance

Maintain 290,000 visitors at the Oasis Aquatic Centre per year

290,000 Number

282,790 Number

Maintain 85% class enrolment occupancy within Swim and Survive program

85%

84.5%

Comments

The overall total attendances are lower than our target and this is due to a 3 week shut down of the indoor pools late April / early May in relation to new floor tiling project. The Oasis is continually experiencing lower attendances due to the re-tiling project which is due to be completed in September 2019. Also moving to a 3 session program over the 4 term program has affected our attendances this will improve with time as customers become accustomed to the new timetabling

We have access to health and support services that cater for all our needs

2.7 Promote services that support the community

2.7.1 DIAP 4.1 - Community directory s in accessible format and includes information on service for people with disabilities

On Track

Milestones

Completed?

Growing Economy

We are a regional capital

3.1 Ensure complete and accessible transport networks

3.1.1 Ensure the aerodrome safety meets all operational compliance standards and regulations			On Track
Key Performance Indicator(s)	Target	Performance	
Maintain zero noncompliance notice rate for aerodrome safety	0 Number of non compliances	1 Number of non compliances	

3.1.2 Manage airport security			Needs Attention
Key Performance Indicator(s)	Target	Performance	
Achieve an avoidable breach of accident/security incidence rate of zero at the airport	0 Number	1 Number	
Comments			
Remedial action plan and training implemented. Report submitted to the Dept of Home Affairs.			

3.1.3 Provide passenger and baggage screening services			On Track
Key Performance Indicator(s)	Target	Performance	
Maintain less than 3 systems errors identified with passenger and baggage screening services during monthly performance audits	0 Number of system errors identified	1 Number of system errors identified	

3.1.4 Maintain air and land side infrastructure			On Track
Key Performance Indicator(s)	Target	Performance	
Customer satisfaction with the airport	85%	73%	

3.1.5 Implement the Airport Master Plan			Needs Attention
Milestones		Completed?	
Airport Business Plans endorsed		Yes	
Comments			
Master Plan to be reviewed following the Airport Review.			

3.1.6 Market the Airport as a centre of aviation and business opportunities			On Track
Milestones		Completed?	
Review of Airport Master Plan to create business opportunities for air- and landside tenants complete		No	

3.1.7 Create a safe, efficient traffic and transport network			On Track
Key Performance Indicator(s)	Target	Performance	
Number of heavy vehicle applications within 30 days	90%	100%	

3.1.10 DIAP 2.21 - Promote subsidised schemes and community transport			On Track
Milestones		Completed?	
Schemes and community transport options are promoted through networks		Yes	

3.2 Attract and support local businesses and industry

3.2.1 Manage and enforce parking

On Track

Key Performance Indicator(s)	Target	Performance
Respond to all regulatory requests for parking enforcement within 3 days	100%	93%

3.2.2 Manage the Livestock Marketing Centre

On Track

Key Performance Indicator(s)	Target	Performance
Maintain zero non-compliance at the Livestock Marketing Centre	0 Number	0 Number

3.2.4 Provide support for local tourism businesses and industry operators

On Track

Milestones	Completed?
Increase number of Tourism Partners	Yes

We are a tourist destination

3.4 Promote our City and villages

3.4.1 Attract Visitors

On Track

Key Performance Indicator(s)	Target	Performance
Visit Wagga website visits per year	100,000 Number	154,224 Number
Visit Wagga engagements on social media per year	60,000 Number	39,605 Number

3.5 Accommodate and provide support to visitors

3.5.1 Provide information and support for visitors

On Track

Key Performance Indicator(s)	Target	Performance
Maintain a bounce rate of less than 50% on the Visit Wagga website	50%	50%
Increase average spend at the Visitors Information Centre	5%	36%

3.6 Provide a variety of events, festivals and activities

3.6.1 Manage the Hiring of Museum facilities

On Track

Key Performance Indicator(s)	Target	Performance
External museum bookings	10 Number	10 Number

3.6.2 Manage the Botanic Gardens Zoo

Needs Attention

Key Performance Indicator(s)	Target	Performance
Zero non-compliance at the Botanic Gardens Zoo	0 Number	1 Number

Comments

The recent Department of Primary Industries (DPI) Audit identified inadequacies in the external fencing of the facilities. This needs to be rectified within 12 months. A budget request for the works has been made.

The audit also identified the facilities as a class A facility and has since been used for a training exercise for DPI staff completing audits.

3.6.3 Attract and support events to increase visitation and benefit the community

On Track

Key Performance Indicator(s)

Target

Performance

Attract new events to the City

4 Number of new events to the city

18 Number of new events to the city

3.6.4 Review and update the Events and Visitor Economy Strategy

On Track

Milestones

Completed?

Events and Visitor Economy Strategy review complete

No

We are a centre for education and training

3.7 Provide education and learning opportunities

3.7.1 Provide learning opportunities that promote an inclusive, accessible and supportive workplace

On Track

Milestones

Completed?

Review and amend staff induction program

Yes

3.7.2 Facilitate lifelong-learning opportunities through the Wagga Wagga City Library

On Track

Key Performance Indicator(s)

Target

Performance

Learning opportunities through Wagga Wagga City Library

24 Number

24 Number

Number of participants attending lifelong learning programs at Wagga Wagga City Library

1,000 Number

2,307 Number

Bulk deliveries to hostels, aged care facilities and individual access to specialist collections and services per quarter

36 Number

18 Number

3.7.4 DIAP 1.2 - Provide front of house staff with skills in the use of technological resources to increase accessibility for people with a disability

On Track

Milestones

Completed?

Relevant guides and manuals are located on Council's intranet

Yes

3.7.5 DIAP 3.6 - Provide Equal Employment Opportunity training to all employees as part of the corporate training package

On Track

Milestones

Completed?

Training is provided

Yes

3.7.6 DIAP 3.9 - Ensure online models of training are inclusive of people with disabilities

On Track

Milestones

Completed?

When required training is adapted to ensure online learning supports learners capabilities

Yes

3.7.7 DIAP 3.10 - Provide training to all employees on bullying and harassment

On Track

Milestones

Completed?

Training is provided

Yes

3.7.8 DIAP 3.11 - Provide mental health awareness training to employees

On Track

Milestones

Completed?

Training is provided

Yes

We have employment opportunities

3.8 Provide career opportunities

3.8.2 DIAP 3.4 - Undertake annual employee opinion survey of employees to gauge workplace diversity and employees attitudes to inclusion and accessibility

On Track

Milestones

Completed?

Information used to inform better decision making for employee support

Yes

We are a hub of activity

3.9 Encourage vibrant precincts

3.9.1 Undertake Central Activity District maintenance and cleaning

On Track

Key Performance Indicator(s)

Target

Performance

budget expended for cleaning services in the Central Activity District

100%

148%

3.9.2 DIAP 1.9 - Raise awareness with local services and businesses about how they can become more inclusive in the layout of their design and how they can attract the business of people with a disability

On Track

Milestones

Completed?

information is developed and provided to local businesses to increase accessibility in shops and recreational spaces

Yes

3.9.3 DIAP 1.10 - Promote the recharge scheme with local businesses and shopping centres to increase access for people with mobility devices through promoting locations to recharge their devices

On Track

Milestones

Completed?

Recharge scheme is promoted in shopping centres and high traffic areas

Yes

Community Place and Identity

We are proud of where we live and our identity

4.1 Promote a strong sense of place

4.1.1 Develop, administer and implement the Public Art Plan

On Track

Milestones

Completed?

Commission all identified works for the financial year from the Public Art plan

Yes

4.1.3 DIAP 2.7 Support funding for community groups and services to improve accessibility and apply principles of universal design in buildings and service delivery

On Track

Milestones

Completed?

Community Programs and Projects category is fully expended

No

4.2 Value our heritage

4.2.1 Present exhibitions on local and regional history through museum services

On Track

Key Performance Indicator(s)

Target

Performance

Increase museum visitation levels

5%

20%

visitor satisfaction with annual museum exhibition schedule

85%

90%

4.3 Provide services that contribute to a family friendly city

4.3.1 Register and support quality Wagga Wagga Regional Family Day Care educators

On Track

Key Performance Indicator(s)

Target

Performance

Educator satisfaction with Wagga Wagga Regional Family Day Care

85%

95%

4.3.2 Register and support families through the Wagga Wagga Regional Family Day Care Service

On Track

Key Performance Indicator(s)

Target

Performance

Customer satisfaction with Wagga Wagga Regional Family Day Care

85%

88%

4.3.3 Ensure delivery of quality Wagga Wagga Regional Family Day Care childcare services

On Track

Key Performance Indicator(s)

Target

Performance

Utilisation rate of Wagga Wagga Regional Family Day Care

85%

91%

4.4 Provide services and facilities that make us a centre for arts and culture

4.4.1 Maintain Wagga Wagga Art Gallery and National Art Glass Gallery operations

On Track

Key Performance Indicator(s)

Target

Performance

Increase Wagga Wagga Art Gallery and National Art Gallery visitation

5%

5%

4.4.2 Plan and deliver Wagga Wagga Art Gallery public engagement activities

On Track

Key Performance Indicator(s)

Target

Performance

Public engagement activities per quarter through Wagga Wagga Art Gallery

36 Number

44 Number

Customer satisfaction with Wagga Wagga Art Gallery engagement activities	85%	85%
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4.4.3 Present art exhibitions and displays		On Track
Key Performance Indicator(s)	Target	Performance
art exhibitions and displays	36 Number	32 Number
Community satisfaction with art exhibitions and displays	85%	85%

4.4.4 Manage Wagga Wagga Art Gallery collections		On Track
Milestones	Completed?	
Complete annual collection and audit report for Wagga Wagga Art Gallery	No	

4.4.5 Manage Wagga Wagga City Library operations		On Track
Key Performance Indicator(s)	Target	Performance
Visitors to Wagga Wagga City Library	180,000 Number	163,847 Number
Number of new members at Wagga Wagga City Library	3,200 Number	2,825 Number

4.4.7 Develop and deliver annual touring museum exhibition schedule at the Museum of the Riverina		On Track
Key Performance Indicator(s)	Target	Performance
Visitor satisfaction with annual touring museum exhibition at the Museum of the Riverina	85%	85%

4.4.9 Provide regional museum outreach services and partnerships		On Track
Key Performance Indicator(s)	Target	Performance
Community museum partner satisfaction	85%	85%

4.4.10 Provide and facilitate the hire of the Civic Theatre and Amphitheatre		On Track
Key Performance Indicator(s)	Target	Performance
Civic Theatre and Amphitheatre hires	25 Number	36 Number

4.4.11 Provide educational and skill building workshops through the Civic Theatre		On Track
Key Performance Indicator(s)	Target	Performance
Customer satisfaction with Civic Theatre workshops	170%	195%

4.4.12 Provide additional targeted programming through the Civic Theatre		On Track
Key Performance Indicator(s)	Target	Performance
Customer satisfaction with Hall a Day programming	85%	95%

4.4.15 DIAP 1.3 - A suite of inclusive programs are offered across the City of Wagga Wagga's cultural facilities that include targeted programs, shows and exhibitions for people with disabilities		On Track
Milestones	Completed?	
Programs advertised through database	No	

4.4.16 DIAP 1.4 - Promote programming in cultural facilities to services that work with people with disabilities and included in Council News		On Track
Milestones	Completed?	

We have opportunities to connect with others

4.5 Activate community spaces to promote connectedness

4.5.2 DIAP 2.13 - Increase the number of accessible parking spaces to reflect proportion of permit holder in the community

On Track

Milestones

Completed?

Submit accessible parking report to Council for approval

No

4.5.3 DIAP 2.2 - Audit high usage Council owned community centres and halls and identify barriers to access

On Track

Milestones

Completed?

Scope of work is costed out and presented to Council for consideration for the inclusion in the long term financial plan

No

4.5.4 DIAP 2.12 - Review and implement the Pedestrian Access and Mobility Plan and Engineering guidelines in line with other relevant Council plans to increase connectivity across the city

Needs Attention

Milestones

Completed?

Recommendations are provided to Council for considerations

No

Comments

The current PAMP is out of date and requires review. This review will be undertaken over the next twelve months in consultation with the community and appropriate staff within other Directorates.

4.6 Provide programs and activities to bring us together

4.6.1 Provide community engagement and public programs through the Wagga Wagga City Library

On Track

Key Performance Indicator(s)

Target

Performance

Number of programs for children, youth, adults, multicultural and Indigenous groups

40 Number

44 Number

Number of participants attending Wagga Wagga City Library programs per quarter

12,000 Number

18,831 Number

Customer satisfaction with Wagga Wagga City Library programs and services

85%

85%

Number of displays and exhibitions

24 Number

23 Number

4.6.2 Plan and present annual Museum of the Riverina education and public programs schedule

On Track

Key Performance Indicator(s)

Target

Performance

Customer satisfaction with Museum of the Riverina public programs

85%

85%

4.6.5 DIAP 1.7 - Promote days and weeks that celebrate ability and diversity

On Track

Milestones

Completed?

Publicise inclusive events through Council's social media channels and existing databases

Yes

4.6.6 DIAP 1.8 - Work with local agencies and organisations that provide awards to advocate for an accessibility award to recognise businesses increasing access through redesign, policies and procedures to increase access for people with disabilities

On Track

Milestones

Completed?

The Environment

Plan for the growth of the city

5.1 Ensure sustainable urban development

5.1.1 Develop the Development Control Plan		Needs Attention
Milestones		Completed?
Complete the 2019 Development Control Plan		Yes
Comments		
The Local Strategic Planning Statements (LSPS) have been prioritised. The Development Control Plan is being updated where required. A full rewrite is anticipated once the LSPS has been completed.		

5.1.3 Manage development compliance			On Track
Key Performance Indicator(s)	Target	Performance	
Respond to development compliance requests within 3 business days	100%	100%	

5.1.4 Process drainage diagrams applications			On Track
Key Performance Indicator(s)	Target	Performance	
Process all drainage diagrams applications within 3 business days if all inspections completed	100%	88%	

5.1.5 Process Section 68 applications (private)			On Track
Key Performance Indicator(s)	Target	Performance	
Percentage of private Section 68 applications processed within 7 days	85%	87%	

5.1.6 Assess and determine residential and commercial planning applications			On Track
Key Performance Indicator(s)	Target	Performance	
Percentage of Development Applications within 40 days	75%	69%	
Percentage of Construction Certificates (CC) applications within 40 days of approval of Development Application	100%	75%	
Percentage of Complying Development Applications within 20 days	100%	66%	

5.1.7 Assess and issue Subdivision Certificates			On Track
Key Performance Indicator(s)	Target	Performance	
Percentage of Subdivision Certificate applications within 10 business days	80%	95%	

5.1.8 Assess, issue and provide inspections for Subdivision Construction Certificates			On Track
Key Performance Indicator(s)	Target	Performance	
Percentage of Subdivision Construction Certificate applications within 20 business days	80%	89%	

5.1.9 Assess, issue and provide inspections for Section 68 applications (public)			Needs Attention
Key Performance Indicator(s)	Target	Performance	
Percentage of Section 68 sewerage and drainage applications within 7 business days	80%	83%	

Comments

66% of Section 68 Approvals completed within the specified timeframe.

The Subdivision section are currently down from three technical staff to one.

5.1.11 Assess environmental impacts of development**On Track****Key Performance Indicator(s)****Target****Performance**

Percentage of referrals for advice on environmental condition of development applications completed within 7 days

90%

78%

5.1.12 Deliver strategic planning projects and strategies**On Track****Milestones****Completed?**

Complete Northern Growth Plan by December 2018

No

We protect and enhance our natural areas**5.2 Provide healthy natural areas****5.2.1 Implement the Weed Management Program****On Track****Key Performance Indicator(s)****Target****Performance**

Number of kilometers of road side spraying for priority weeds

2,500 Number

2,500 Number

Number of weed inspections on rural properties

200 Number

163 Number

5.2.2 Protect and enhance the natural environment**On Track****Key Performance Indicator(s)****Target****Performance**

Number of plants planted at National Tree Day

1,400 Number

1,400 Number

Milestones**Completed?**

Implement Plans of Management for areas of environmental significance

Yes

5.2.3 Manage and maintain the Marrambidya Wetland**On Track****Key Performance Indicator(s)****Target****Performance**

Number of tours of Marrambidya Wetlands conducted

21 Number

14 Number

5.2.4 Manage environmental compliance**On Track****Key Performance Indicator(s)****Target****Performance**

Respond to all environmental requests within 3 business days

100%

95%

5.2.5 Undertake environmental monitoring and reporting**On Track****Key Performance Indicator(s)****Target****Performance**

Complete Environmental Protection Licenses within 60 days of anniversary date

100%

75%

Milestones**Completed?**

Publish the State of the Environment Report

Yes

Create and maintain a functional and attractive built environment**5.3 Look after and maintain community assets**

5.3.1 Manage Wagga Wagga City Council's asset data**On Track****Milestones****Completed?**

Complete all programmed asset condition assessments for footpaths, kerb and gutter

Yes

5.3.2 Plan, construct, maintain and manage sealed roads**Needs Attention****Milestones****Completed?**

Complete all programmed works for sealed roads

No

Comments

Lloyd Road will be completed as soon as the drainage design issue is resolved.

5.3.3 Maintain and manage unsealed roads**On Track****Milestones****Completed?**

budget expended for unsealed roads

Yes

5.3.4 Manage Wagga Wagga City Council's quarries**On Track****Key Performance Indicator(s)****Target****Performance**

Maintain zero reportable incidents at Council's quarries

0 Number

0 Number

5.3.5 Concrete maintenance and replacements for kerb, gutter and footpath**Needs Attention****Milestones****Completed?**

Budget expended for kerb, gutter and footpaths

No

Comments

The program will be better estimated and its implementation commenced early for FY19/20. The carry-over amount of \$60,000 will be spent on Oasis Carpark kerb and gutter.

5.3.6 Maintain and manage sewer systems**On Track****Key Performance Indicator(s)****Target****Performance**

Customer satisfaction with sewer requests

85%

82%

Milestones**Completed?**

Budget expended for sewer systems

Yes

5.3.7 Maintain and manage stormwater systems**On Track****Milestones****Completed?**

Budget expended for stormwater

Yes

5.3.8 Manage lease and licence portfolio**On Track****Milestones****Completed?**

Develop Land Acquisition and Disposal Policy

No

5.3.9 Manage Crown Land**On Track****Milestones****Completed?**

Deliver information sessions on Crown Land reforms to all identified key internal stakeholders

Yes

5.4 Create an attractive city

5.4.1 Manage street tree operations		On Track
Key Performance Indicator(s)	Target	Performance
New trees planted	550 Number	950 Number

5.4.2 Maintain open space maintenance and presentation for parks, reserves, gardens and roundabouts		On Track
Key Performance Indicator(s)	Target	Performance
Customer satisfaction with mowing	85%	100%

5.5 Improve the facilities of our spaces and places

5.5.3 DIAP 2.30 - Promote What Council has achieved in accessibility in the community through Council News and online		On Track
Milestones		Completed?
Publish articles that promote City of Wagga Wagga's Achievements in improving accessibility online ad in Council News		Yes

5.5.1 DIAP 2.19 - Double the Master Locksmith Associations Key (MLAK) scheme for three Council owned accessible toilets		On Track
Milestones		Completed?
Increase public facilities listed in the MLAK scheme(6)		Yes

5.5.2 DIAP 2.29 - New signage installed includes provisions for accessibility and where appropriate Braille is included in high usage areas		On Track
Milestones		Completed?
Signs for areas around Council are designed for maximum clarity and access		Yes

5.5.4 DIAP 2.31 - Publicise the availability of accessible facilities through online mapping		On Track
Milestones		Completed?
Sites are updates and maintained		Yes

We create a sustainable environment for future generations

5.6 Educate the community in sustainability

5.6.1 Deliver environmental events and projects		On Track
Key Performance Indicator(s)	Target	Performance
Number of free environmental events for the community	4 Number	8 Number

5.6.2 Provide environmental education and information		On Track
Key Performance Indicator(s)	Target	Performance
Increase Bill the sustainability truck visits	20%	10%
Customer satisfaction with environmental sustainability workshops	85%	85%

5.7 Be proactive with waste management

5.7.1 Manage waste management operations

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Ensure waste capacity does not exceed 100,000 tons	100,000 Tonnes	63,740 Tonnes
Zero environmental licence exceedances	0 non-compliances	0 non-compliances

5.7.2 Delivery of communications and education for the introduction of food organics collection

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Contamination rate in red bin	10%	62%
Contamination in yellow bin	8%	12%
Contamination in green bin	5%	2%

5.8 Minimise our impact on the environment

5.8.1 Provide advice and support on tree management

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Process all Tree Preservation Order applications within 20 business days	100%	90%