



PERFORMANCE REPORT

DECEMBER 2018

Community Leadership and collaboration

We have strong leadership

We are accountable and transparent

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%	100%

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

The City of Wagga Wagga has efficient and effective processes

1.5.15 Management of plant, equipment and fleet

On Track

Key Performance Indicator(s)	Target	Performance
Report on expenditure on hired equipment monthly	6 Number of reports completed	6 Number of reports completed
Maintain utilisation of major plant items	70%	65%

We have access to the City of Wagga Wagga

1.6.2 Provide customer service

On Track

Key Performance Indicator(s)	Target	Performance
Satisfaction with customer service	85%	95%
First call resolution for call centre calls	80%	71%

Safe and Healthy Community

We are safe

We 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%	100%

2.1.2 Manage impound operations

On Track

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

We monitor and enforce public health and safety

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%

2.4.3 Manage companion animal compliance

On Track

Key Performance Indicator(s)	Target	Performance
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

Recreation is a part of everyday life

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%	0% *

We promote participation across a variety of sports and recreation

2.6.3 Provide events and programs through the Oasis Regional Aquatic Centre

On Track

Key Performance Indicator(s)	Target	Performance
Maintain 290,000 visitors at the Oasis Aquatic Centre per year	145,000 Number	145,333 Number
Maintain 85% class enrolment occupancy within Swim and Survive program	85%	84.49%

* Data for the reporting period has not been captured

Growing Economy

We are a regional capital

We have complete and accessible transport networks

Maintain zero noncompliance notice rate for aerodrome safety	0 Number of non compliances	0 Number of non compliances
Achieve an avoidable breach of accident/security incidence rate of zero at the airport	0 Number	0 Number
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

Needs Attention

Key Performance Indicator(s)	Target	Performance
Customer satisfaction with the airport	85%	0%*
Comments		
Endorsement from the AAC is required for upgrades		

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%

We 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%	100%

We are a tourist destination

We have a variety of events, festivals and activities

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.		

*Data for the reporting period has not been captured

We are a centre for education and training

We have a variety of education and training opportunities

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

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Learning opportunities through Wagga Wagga City Library	12 Number	12 Number
Number of participants attending lifelong learning programs at Wagga Wagga City Library	500 Number	877 Number
Bulk deliveries to hostels, aged care facilities and individual access to specialist collections and services per quarter	18 Number	0 Number

Community Place and Identity

We are proud of where we live and our identity

We are 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%	100%

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%	100%

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%	87%

We are a centre for arts and culture

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	18 Number	22 Number
Customer satisfaction with Wagga Wagga Art Gallery engagement activities	85%	85%

4.4.3 Present art exhibitions and displays

On Track

Key Performance Indicator(s)	Target	Performance
art exhibitions and displays	18 Number	14 Number
Community satisfaction with art exhibitions and displays	85%	85%

4.4.5 Manage Wagga Wagga City Library operations

On Track

Key Performance Indicator(s)	Target	Performance
Visitors to Wagga Wagga City Library	90,000 Number	75,076 Number*
Number of new members at Wagga Wagga City Library	1,600 Number	1,371 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%

*This Performance data is not accurate as there has been an error with the way the number visitors has been calculated due to new software being installed, staff are currently rectifying the issue

4.4.11 Provide educational and skill building workshops through the Civic Theatre**On Track**

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Customer satisfaction with Civic Theatre workshops	85%	100%

We have opportunities to connect with others

Groups, programs and activities bring us together**4.6.1 Provide community engagement and public programs through the Wagga Wagga City Library****On Track**

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Number of programs for children, youth, adults, multicultural and Indigenous groups	20 Number	24 Number
Number of participants attending Wagga Wagga City Library programs per quarter	6,000 Number	12,803 Number
Customer satisfaction with Wagga Wagga City Library programs and services	85%	85%
Number of displays and exhibitions	12 Number	11 Number

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

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Customer satisfaction with Museum of the Riverina public programs	85%	85%

The Environment

Plan for the growth of the city

We have sustainable urban development

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%	89%

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%	73%
Percentage of Construction Certificates (CC) applications within 40 days of approval of Development Application	100%	76%
Percentage of Complying Development Applications within 20 days	100%	75%

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%	100%

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%	77%

5.1.9 Assess, issue and provide inspections for Section 68 applications (public)

On Track

Key Performance Indicator(s)	Target	Performance
Percentage of Section 68 sewerage and drainage applications within 7 business days	80%	100%

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%	85%

We protect and enhance our natural areas

We have healthy natural areas

5.2.4 Manage environmental compliance

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Respond to all environmental requests within 3 business days	100%	100%

5.2.5 Undertake environmental monitoring and reporting

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Complete Environmental Protection Licenses within 60 days of anniversary date	100%	100%

Create and maintain a functional and attractive built environment

We look after and maintain our community assets

Maintain zero reportable incidents at Council's quarries	0 Number	0 Number
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5.3.6 Maintain and manage sewer systems

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Customer satisfaction with sewer requests	85%	74%

We create an attractive city

5.4.2 Maintain open space maintenance and presentation for parks, reserves, gardens and roundabouts

On Track

<i>Key Performance Indicator(s)</i>	<i>Target</i>	<i>Performance</i>
Customer satisfaction with mowing	85%	0% *

We create a sustainable environment for future generations

We 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%	100%

* Data for the reporting period has not been captured