



Wagga Wagga
City Council

Progress Report

COMBINED DELIVERY PROGRAM & OPERATIONAL PLAN

October - December 2014



about this plan.

what is this **DOCUMENT**

ALL ABOUT?

WHAT IS A QUARTERLY PERFORMANCE REPORT?

Quarterly Performance Reports are provided to the community as a performance measurement tool for the four year Delivery Program.

This reporting is a legislative requirement as part of the Local Government Act 1993 and provides a framework to enable Council internally to monitor and report against performance and provides Councillors with a comprehensive overview of the progress and status of Council's performance.

our **REPORTING FRAMEWORK.**

INTEGRATED PLANNING AND REPORTING

Integrated Planning and Reporting (IP&R) is the planning and reporting framework that Wagga Wagga City Council uses to work towards achieving the community's vision.

Under NSW State legislation, Councils must prepare a number of plans which provide details on how Council intends to deliver works and services in the short and long term. This is based on the community's priorities which have been identified through consultation and engagement as well as the resources available to council in delivering these items.

The framework ensures Councils illustrate their various plans together, to understand how they interact in planning for the future. The framework opens the way for Council and our community to have important discussions about funding priorities, service levels and shaping local identity and to plan in partnership for a more sustainable future.

As illustrated, the plans are designed to flow so that the broader objectives in a high level plan are translated into specific targets, actions and measures.

HOW THE IP&R FRAMEWORK WORKS

COMMUNITY PRIORITIES

Community Strategic Plan

10 years

Clearly defines what we want as a community.

HOW COUNCIL CAN CONTRIBUTE

Resourcing Plans

Workforce Plan

Ensures we have the right people with the right skills at the right time.

Asset Management Plan

Provide direction and goals for managing Council's assets.

Long Term Financial Plan

Outlines the future finances of Council's operations.

OUR COMMITMENT

Delivery Program

4 years

Identifies the elected Council's priorities for their term of office.

SO, WHAT'S NEXT?

Operational Plan

1 year

Identifies the projects, programs and services to be delivered.

WHAT WE DID

Annual Report

Annually

Highlights Council's achievements throughout the year.

ONGOING MONITORING, EVALUATION AND REVIEW

COMMUNITY STRATEGIC PLAN



The purpose of this plan is to identify the community's main priorities and aspirations for the future and to plan for achieving these goals. The name of our Community Strategic Plan is Ruby & Oliver.

The objectives are balanced across Social, Economic, Environment and Civic Leadership and will need to be addressed beyond the boundaries of our Council – the help of other partners, stakeholders and community members contribute to the implementation of this plan.

The Community Strategic Plan reflects the Wagga Wagga community's long term priorities and aspirations and forms the foundation for all Council operations and subsequent plans.

The plan sets out the specific directions, strategies, targets and measures necessary for achieving the following outcomes:

- We are an engaged and involved community
- We are a safe and healthy community
- We have a growing economy
- We have a sustainable natural and built environment

RESOURCING PLANS



The resourcing plans consist of three components: The Workforce Plan, Asset Management Plan and the Long-Term Financial Plan. Council's resource plans illustrate Council's capacity to deliver on goals identified in the Community Strategic Plan informing the development of the Delivery Program.

The Workforce Plan aims to ensure Council's workforce has the right skills, at the right time and in the right quantities to ensure sustainable service delivery into the future.

The Long-Term Financial Plan outlines the future finances of Council's operations taking into consideration key elements such as rate movements, service levels to our community, major infrastructure, assets replacement and renewals as well as borrowings and cash reserves.

The Asset Management Plan provides Council with a clear direction and goal for managing Council's assets and physical infrastructure.

COMBINED DELIVERY PROGRAM AND OPERATIONAL PLAN



Council's Delivery Program is a statement of commitment to the community from each newly elected council and sets out a four year plan to respond to the community's long-term vision as stated in Council's 10 year Community Strategic Plan.

In preparing a Delivery Program Council considers the available resources and its capacity to deliver services and projects to the community.

The Operational Plan is a sub-plan of the Delivery Program and sets out the projects, programs and activities to be undertaken in a 12 month period. The Operational Plan includes a detailed budget and financial snapshot.

THIS DOCUMENT - QUARTERLY REPORTING



Council produces a quarterly report outlining progress against the adopted Operational Plan, measuring the success of the implementation of Council's Delivery Program.

ANNUAL REPORT



The Annual Report outlines Council's achievements in implementing the Delivery Program and Operational Plan. The report also contains the audited financial statements.

In the year of an ordinary election, the annual report will also include an End of Term Report identifying progress against the measures identified in the Community Strategic Plan.

LEGEND



On track to meet commitments/targets.



Tracking behind schedule - explanation/mitigation actions provided.



Postponed or delayed - explanation provided.

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have access to information</i>		
1.01 ACTIVELY ENGAGE WITH THE COMMUNITY TO ENSURE OPEN COMMUNICATION		
1.1.1 Provide regular information and events to stakeholders on the local and regional economy		
Comments: Regular information regarding the local economy has been disseminated to the public through a variety of mediums including online and hard copy material. Mayoral Breakfasts are held on a monthly basis and organised for a specific sector of the economy.		
1.1.2 Attend environmental stakeholder group meetings		
Comments: Council staff have attended meetings with Riverina Eastern Regional Organisation of Councils (REROC), the Wagga Wagga Urban Landcare Group and the Eastern Riverina Noxious Weeds Advisory Group (ERNWAG).		
1.1.3 Provide community communication including media, multimedia and corporate communication		
Provide Media information and liaison service	40	42
Respond to internal requests for project communication material	100%	100%
Comments: 29 Media releases and 13 media opportunities were issued for the second quarter. Council continues to communicate through Social media sites and the number of Twitter followers has increased to 1587.		
1.1.4 Facilitate community engagement		
Deliver and implement project-specific community engagement plans and training support as requested	100%	100%
Comments: One Neighbourhood Meeting was held in December 2014 at San Isidore with 21 people in attendance. The Community Engagement Officer has been involved in a number of large projects including the Eunony Bridge Road deviation project; with local residents, businesses and road users kept informed of the project via letters and fact sheets and the update of a dedicated web page. Other projects include: Levee detailed design Gasworks remediation Village Flood Study consultations Waste strategies		
1.1.5 Coordinate and administer online community reference panel		
Comments: Work to develop the website and content for The People's Panel took place through November and December 2014. Recruitment for the People's Panel commenced in December 2014 with a story in Council News. The expected implementation of The People's Panel will take place in February 2015.		
1.1.6 Provide online communications		
Continuous improvement of web structure and content	1	1
Training and support in Content management System for Corporate users	3	10

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Council's website continues to be an effective source of information for the community , with our analytics reporting 57,140 sessions and 138,596 page views for this quarter.		
1.1.7 Promote opportunities to build relationships with Planning stakeholder groups		
Planning Advisory Committee meeting held	1	1
1.02 PROVIDE AND DELIVER UP TO DATE INFORMATION TO COUNCIL STAKEHOLDERS		
1.2.1 Continue to provide online alternatives for promoting and disseminating information for visitors and residents to meet the demand of changing demographics of visitors		
Maintain Business Wagga website and provide and maintain an online presence targeted at investors and new residents.	1	1
Maintain Tourism Wagga website and provide and maintain an online presence.	1	1
Comments: Council continues to manage an online presence through two websites. The business site is specifically designed for the business community and promotion of investment. The visit Wagga site is designed to assist and inform the many visitors to the city. The two websites are well patronised with visitwagga.com receiving in excess of 260,000 visits annually.		
1.2.2 Manage council's records management program		
Documents scanned, registered and distributed according to state standards	99%	100%
Retrieve files from archives	36	200
Destroy day boxes	2	20
Sentence and destroy old records from archives	100	350
Create physical files within 4 hours	100%	100%
Conduct records management and Electronic Content management (ECM) training	1	3
Digitise and register old development files	250	230
Comments: The Records Management team have continued to meet their targets for this quarter, and also progress projects for reducing physical files.		
1.2.3 Develop, maintain and improve geospatial information systems		
Helpdesk and information requests completed within determined timeframes	90%	90%
Mapping systems available for use	99%	99%
Rural addresses entered	100%	100%
New land parcels created	100%	100%
Property attributes refreshed and imported	100%	100%
1.2.4 Manage Crown Reserves		
Comments: Annual Crown Reserves Reporting completed and lodged in 2nd quarter		
1.03 DELIVER EXCELLENCE IN CUSTOMER SERVICE THROUGHOUT THE ORGANISATION		
1.3.1 Provide executive services to Director of Environmental and Community Services		
Provide administrative support for Environmental and Community Services manager's meeting	3	3

	Quarterly Target Performance	Actual Quarterly Performance
Co-ordinate and produce the Environmental and Community Services Newsletter "Around the Traps"	2	2
Coordinate items for the Environment and Community Services Directorate for the weekly Executive Team Meeting	12	12
Respond to internal and external enquiries with 48 hours	100%	100%
Coordinate items for the Environment and Community Services Directorate for the weekly Councillor Bulletin	12	12
Coordinate /liaise with managers and Directors for reports for monthly Council, Policy and Strategy and Supplementary meetings	9	9
Follow up with Government and sector enquiries	100%	100%
Administrative research projects	100%	100%
1.3.2 Provide executive services to the General Manager		
Provide administrative support for Quarterly Strategic Meetings between Wagga Wagga City Council and Roads and Maritime Services	1	1
Strategic Meetings between Wagga Wagga City Council and Essential Energy	1	1
Provide administrative support for Quarterly Meetings of NSW Inland Forum and Riverina Regional Cities on a rotational basis	2	2
Coordinate the weekly Executive Team Meeting	12	12
Comments:		
All KPI's have been met for the second quarter of reporting		
1.3.3 Develop, maintain and improve online services capabilities		
Maintain online services systems availability	99%	99%
Identify and implement online lodgement capabilities	4	-
Maintain user profiles and security access for online services	100%	100%
Explanation / Remedial Action:		
Ongoing enhancements will be undertaken within online services when vacant positions are filled.		
1.3.4 Develop, maintain and improve Council's corporate applications		
Maintain Council's corporate applications availability	99%	99%
Implement enterprise search engine for internal staff	25	25
Develop and distribute corporate activity reports	100%	100%
Conduct corporate system training sessions	4	2
Configure and maintain SQL server databases	99%	99%
Maintain corporate names and address register	100%	100%
1.3.5 Deliver a professional level of customer service via the Customer Service Centre		
First Call resolutions	95%	98%
Customer Satisfaction	95%	95%
Percentage of receipt errors (Lesser is Better)	3%	0%
Percentage of application errors (Lesser is Better)	5%	1%
After hours call centre management	100%	100%
Manage outgoing mail	100%	100%
Manage Council's complaint process	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Report on information received from Councils Customer Service Charter respond within one day	100	100
Comments: Customer Service Staff have recently carried out the external Voice of the Customer surveys and Customer Service is currently sitting at 95% customer satisfaction.		
1.3.6 Coordinate booking of Council facilities		
Manage facility availability calendar and respond to requests	100	100
Comments: Community Centre and Hall booking procedures have been recently updated to reflect the current standards. Monthly invoicing has been recently updated and all accounts are now invoiced through finance. This process has made booking invoicing more streamlined and customers can now pay on line.		
1.3.7 Maintain, support and renew Council's information and communication technology		
Percentage of support tickets resolved on time	85%	88%
Provide access to new infrastructure (Mobile communications, desktop/laptop, Server) to staff	100%	100%
Refresh aging ICT hardware	100%	100%
Externally facing presence including web and application Servers availability	95%	-
Maintain Server/Storage and Networking Environment including updates, upgrades to ensure availability	100%	85%
Maintain Existing PC, Laptop, Tablet and Mobile Device Fleet updates, upgrades to ensure availability	100%	75%
Review Microsoft Licensing Options	100%	100%
1.3.8 Provide high quality customer service to a wide range of community stakeholders through the Art Gallery		
Customer satisfaction with service	100%	100%
Coordinate volunteer activities for individuals and groups	100%	100%
Conduct marketing and promotion for exhibitions and programs	100%	100%
Comments: The Gallery has worked closely with key volunteer and community organisations, including the Friends of the Gallery and the Wagga Wagga Potters Club, to present a range of activities and exhibitions; and continued high levels of customer appreciation for our services and programs have been recorded.		
1.04 ACTIVELY IMPLEMENT AND PROMOTE COUNCIL'S BEST PRACTICE GOVERNANCE POLICIES AND PROCEDURES		
1.4.1 Deliver an annual program of internal audits focussing on adding value and improving Council's operations		
Facilitate meetings for the Audit and Risk Committee	100%	100%
Comments: Completion of Annual Internal Audit Plan is on schedule. Audit and Risk Committee Meetings have occurred as scheduled.		
1.4.2 Facilitate Council and Policy and Strategy meeting processes		
Agenda distributed within legislative timeframes of three clear days prior to meeting	6	8
Minutes distributed within seven days	6	8

	Quarterly Target Performance	Actual Quarterly Performance
Community Engagement:		
Public Discussion Forum's were held during the Policy and Strategy Committee Meetings held in November and December 2014.		
1.4.3 Facilitate a legislatively compliant open access to information – Government Information (Public Access) Act (GIPAA)		
Formal applications are responded to within 20 working days	100%	100%
Informal applications are responded to with 15 working days	100%	30%
Comments:		
Wagga Wagga City Council strives to ensure that all Government Information (Public Access) requests are responded to within acceptable time frames, however due to the increasing number of requests being received, these time frames may extend over the coming year.		
1.4.4 Review and manage the Good Governance Framework		
Comments:		
The Anti Fraud Corruption and Prevention Policy and Framework has been reviewed. The Policy has been placed on Public Exhibition and subsequently adopted by Council. Education and Training will occur in the new year promoting the framework.		
The Good Governance Framework is not due for review until the forth quarter, however it has been considered as part of the review of Governance and Risk Management at Council model, which will result in a more integrated approach to Governance and Risk Management at Council.		
1.4.5 Review and manage Privacy Management Framework in compliance with the Privacy and Personal Information Protection Act.		
Facilitate Privacy management training and awareness program	1	-
Ensure privacy breaches are reported to the Office Information Commission within legislative timeframes	100%	100%
Explanation / Remedial Action:		
Staff vacancy for the responsible officer for this item. This will be resolved with the appointment of the Information Management Coordinator.		
1.05 ENSURE COUNCIL'S RISK MANAGEMENT PROCESS REFLECTS INDUSTRY BEST PRACTICE ACROSS ALL OF COUNCIL'S FUNCTIONS		
1.5.1 Implement a program for organisational risk awareness		
1.5.2 Review and update annual Risk Management Plan		
1.5.3 Manage Corporate Business Continuity Plan and Disaster Management Framework		
1.5.4 Review and manage corporate insurances		
Review compliance with Statewide Insurance's Risk management Action Plan	100%	100%
1.06 PROVIDE A SUSTAINABLE WORKFORCE WITH THE CAPABILITY AND CAPACITY TO SUPPORT CURRENT AND FUTURE INFRASTRUCTURE		
1.6.1 Communicate and implement actions from the Equal Employment Opportunity Management Plan		
Comments:		
The Diversity Strategy has been developed in consultation with a diverse range of staff. Currently awaiting endorsement and will then be distributed internally.		
1.6.2 Conduct the annual organisational engagement and culture survey and evaluate and implement improvement strategies		
1.6.3 Design, develop and implement staff learning and development initiatives		
1.6.4 Provide recruitment services to the organisation		
Implement Labour Hire Services Procedure	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
Labour Hire Services Procedure has been approved internally and consultation will take place in 2015.		
1.6.5 Review and monitor the implementation of the Workforce Plan		
Explanation / Remedial Action:		
Staff have been spoken with and priorities have been changed to action a number of the items from this plan.		
1.6.6 Promote future workforce development with options such as traineeships, apprenticeships, cadetships and scholarships		
Scheduled contact and monitoring achieved for Trainees and Apprentices	100%	100%
Active involvement and participation in incorporating traineeships, apprenticeships, cadetships and scholarships into council's workforce	100%	100%
Comments:		
All scheduled contact visits have occurred with current trainees and apprentices.		
Council continues to ensure supervisors and management consider alternate options such as traineeships, apprenticeships, cadetships and graduates through the current position business case process.		
The recruitment process for two trainees and one apprentice is currently in progress.		
1.6.7 Manage the Individual Performance and Development Plan (IPDP) process for all staff		
Eligible staff have an active and up to date IPDP for the 2014/15 financial year	100%	100%
1.6.8 Manage the implementation and updates to the HRIS System		
1.07 STRIVE FOR ZERO HARM AND A CULTURE OF HEALTHY AND SAFETY		
1.7.1 Maintain Workplace Health and Safety (WHS) management system and action items identified in audits		
Review and maintain WHS management system	100%	100%
Implement, review and maintain Council's Health and Wellbeing strategy	100%	100%
Explanation / Remedial Action:		
Implement, review and maintain Council's Health and Wellbeing strategy to be commenced in the next quarter		
1.08 SUPPORT AND ENCOURAGE INNOVATIVE AND CONTINUOUS IMPROVEMENT		
1.8.1 Provide and promote a framework that supports continuous improvement, change management and business improvement models		
Promote and support Look Listen Do it Better and Continuous Improvement activities across Council	100%	85%
Comments:		
The Innovators Committee is working on directorate savings feedback identified by staff in line with the ongoing Service Reviews.		
<i>We are provided the opportunity to be involved in decisions impacting us</i>		
1.09 CONDUCT STRATEGIC AND OPERATIONAL PLANNING AND REPORTING OF PERFORMANCE		
1.9.1 Prepare and publish Council's Integrated Planning and Reporting documents		
Produce quarterly performance report	1	1
Update the Ruby & Oliver community engagement website	1	1
Deliver the 2014 Community Strategic Plan Engagement Plan	100%	50%

	Quarterly Target Performance	Actual Quarterly Performance
Provide end user training for Council's corporate reporting system	1	1
Comments: Council's Annual Report was published in November 2014. The second quarterly performance report has been produced from the Performance Planner System. Initial work has commenced on the Combined Delivery Program and Operational Plan for 2015/16.		
Community Engagement: Councils Annual and Quarterly Reports are published online via Councils website. Copies of the Annual Report are available from the Library and the Civic Centre Reception.		
1.9.2 Manage Councils Asset Management framework		
Asset management system availability	100%	100%
Provide educational opportunities to key stakeholders	100%	100%
Comments: Council is currently working on the revaluation of 11 asset categories, involving relevant stakeholders from across the organisation. Council's system is being used to capture asset data.		
1.1 ENSURE THE LONG TERM FINANCIAL SUSTAINABILITY OF COUNCIL THROUGH EFFECTIVE AND PRUDENT FINANCIAL MANAGEMENT		
1.10.1 Maintain financial asset records		
Maintain property plant and equipment register in general ledger	100%	100%
Comments: - Council's maintenance of Financial Asset records is up to date. - 2014/15 Asset Revaluations are being undertaken, due for completion 30 June 2015.		
1.10.2 Report on Council's financial position		
Report quarterly budget to Council	1	1
Review Cost Statements	3	3
Report Budget Variations to Council	3	3
Comments: Council's financial performance is reported monthly via the Financial Performance Report and quarterly via the Quarterly Budget Review Statement. These reports have shown that the financial position of Council is satisfactory in regard to the original estimates of income and expenditure.		
1.10.3 Conduct Debt Recovery activities		
Percentage of Outstanding rates and annual charges (Lesser is Better)	6%	6%
Comments: Debt Recovery progressing solidly with continued legal action being undertaken for outstanding rates and general debts. The outstanding balance is trending downward with an improvement to the outstanding debt percentage (6.43% in 2013/14) forecast based on current recovery action.		
Community Engagement: A Debt Recovery Policy is being drafted to provide information internally & externally of Council's debt recovery policy and procedures and is expected to be submitted to the February/March Council meeting for approval to be placed on public exhibition.		
1.10.4 Complete Statutory Financial Reporting		
Statutory returns are lodged with the Australia Tax Office	3	3

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Council has met all of its statutory financial reporting for the December quarter: - 2013/14 Financial Statements were lodged with the Office of Local Government :- Business Activity Statements due in the December quarter were lodged in a timely manner .		
1.10.5 Manage Council's investment portfolio		
Comments: Council's investment portfolio has remained stable at approximately \$80M for the December quarter. The current decline in interest rates has decreased the potential interest revenue for Council's investments. An analysis of the estimated interest revenue for the full financial year will be completed in the March quarter.		
1.10.6 Pursue opportunities to apply for eligible grants from State and Federal Government		
Publish a list of funding sources	1	1
Comments: * 2010 & 2012 Flood Events - Completion and submission in July 2014 of Roads and Maritime Services expenditure certificates, finalising approximately \$47M of Natural Disaster grant funding. * Public Works funded Disaster grant works - Completion and submission June/July, finalising approximately \$3M of Natural Disaster funding for the 2010 and 2012 Floods . * CCTV - July 2014 submitted grant application - successful \$500K Grant approved in July 2014. * Henwood Park Amenities Block - Submitted grant application for \$90K under Community Partnership Program - unfortunately Council was advised in December 2014 that we were unsuccessful due to the number of applications exceeding funding available. * Eunony Bridge Replacement project - December 2014 assisted in submission of \$6M grant application (Fixing Country Roads Program). * Eunony Bridge Road Grant - December 2014 assisted in submission of funding application under the Heavy Vehicles Program (Federal Government) and application for works on various rural bridges under the Bridges Program (Federal Government). Eunony Bridge Road Deviation project - Submitted milestone grant payment for \$1.25M for project in December 2014 (New South Wales Government). * Block, tied (3x3), Pedestrian Access and Mobility Plan and Cycleway grant payments - Submitted on a monthly basis Roads & Maritime Services grant works expenditure reports. * Road to Recovery Portal 2014/15 projects - November 2014 - Lodged to the value of \$600K. * Local Infrastructure Renewal Scheme interest subsidy claim and reports for November 2014 lodged (reports required each six months).		
1.10.7 Annually review the Long Term Financial Plan		
Comments: The first Councillors Workshop to commence the 2015/16 Long Term Financial Plan budget review process was conducted on 1 December 2014. The purpose of this workshop was to set the scene for the overall budget including Council's financial sustainability as well as providing an overview of the Fit for the Future framework and Councils performance against the seven benchmarks. There will be a further 2 Councillor budget workshops conducted on 2 February and 2 March 2015.		
1.10.8 Manage Rates Revenue		
Raise rates notices	100%	100%
Property valuation records are maintained and updated	100%	100%
Fees and Charges invoiced as per revenue policy	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Rate Notices issued on time for Second Quarter 2014/15 due November 2014. Non Residential Sewer Notices first instalment (July 2014 to September 2014) issued on time - November 2014.		
1.10.9 Process accounts payable		
Invoices recorded and paid accurately within 30 days	100%	100%
Comments: Council's Accounts Payable team have ensured that all creditors have been paid based on their invoice terms .		
1.10.10 Manage Developer Contributions		
Comments: Project summary for the next ten years submitted to Developer Panel for review and update.		
<i>We use sports, recreation, arts and leisure as ways of staying connected</i>		
1.11 FACILITATE IDENTIFIED COUNCIL EVENTS FOR THE BENEFIT OF THE WIDER COMMUNITY		
1.11.1 Develop and coordinate the delivery of identified Council events that increase participation across all demographics		
Comments: Little Big Day Out was again a huge success. Numbers were a little slower at the start than in previous years, however the event saw a huge crowd of more than 4000 throughout the 4 hours to enjoy the sunshine and fantastic activities on offer. All divisions in Council took on the challenge of ensuring their activity was related to their section as well as being fun and interactive for participants. This was a vibrant and entertaining event.		
1.11.2 Provide advice to business units across Council in regards to event coordination, management and procedures		
Respond to internal enquiries or requests	100%	100%
Comments: Provided assistance to business units across council on a regular basis in relation to event management, development applications, food safety requirements etc. Receiving a high level of enquiries in relation to events from external organisations and event organisers.		
1.11.3 Review opportunities to access additional grant funding to enhance existing events		
Investigate funding opportunities for Council number including, Regenerate, Australia Day, Little Big Day Out and a Very Wagga Christmas	1	1
Comments: Sponsorship for Australia Day has been confirmed. Beyond Bank will again sponsor the Sunday prior to Australia Day.		
Explanation / Remedial Action: Funding		
1.12 DELIVER A BROAD RANGE OF CULTURAL SERVICES, COMMUNITY PROGRAMS AND EVENTS THAT SUPPORT PARTICIPATION, LIFELONG LEARNING AND ENGAGEMENT ALL		
1.12.1 Present innovative visual arts exhibitions of regional and national significance		
Develop and promote regional visual arts culture and practice	9	6

	Quarterly Target Performance	Actual Quarterly Performance
Comments: The Art Gallery has presented twelve new exhibitions during this period , showcasing innovative local talent alongside major national touring initiatives. Highlights have included the Bundanon Trust exhibition 'Arthur Boyd: An Active Witness', 'ACO Virtual' and 'Designing Craft / Crafting Design: 40 Years of JamFactory'; the CSU graduate photography exhibition 'Resolute'; and the Wagga Wagga Potters Club exhibition 'Out of the Fire'.		
1.12.2 Initiate and develop visual arts activities and programs that are accessible and relevant to the community		
Comments: Highlights of the Gallery's public and educational engagement programs in this period included the Operation Art workshop program (delivered with the Department of Education), concerts from the Riverina Conservatorium, the Still Point Turning performance event, and the mental health schools engagement program with the Cunningham Dax Centre.		
1.12.3 Increase access to quality artistic experiences for diverse groups in the community		
Impliment Art Gallery Disability Action Plan	25%	25%
Comments: The Gallery has commenced implementing recommendations from the recent access audit by Vision Australia .		
1.12.5 Develop and deliver an annual schedule of events and programs		
Manage and deliver training and support for Home and Community Care program and Aboriginal Home and Community Care Program across 31 LGA's in line with service agreements	100%	100%
Coordinate the delivery of arts and cultural related number, programs and festivals eg. Youth Week	100%	100%
Develop and maintain the cultural development web pages	100%	100%
Comments: Social Planning team delivered community consultation and event organisation support toward the Ashmont Skate Park launch including a skating workshop for young people. Six Creative Aging workshops were delivered during this quarter , connecting mature aged members of the community to Charles Sturt University student mentors to develop skills in new technologies.		
1.12.6 Initiate, develop, promote and maintain Civic Theatre education and public programs		
Deliver public programs in conjunction with the annual subscription season	100%	100%
Deliver educational programs in conjunction with performances for children and young people	100%	100%
Complete ongoing audience evaluations	100%	50%
Comments: The Wagga Civic Theatre provided two playwriting workshops with award winning playwright Campion Decent . The cast and Crew of Unholy Ghosts taught professional performance to CSU acting students. The community production of Away offered Q and A sessions for local high school students which hundreds attended . Away also had set and costume design by CSU Theatre Design students and two vocational theatre education students from Koorringal High School .		
1.12.7 Encourage and support performing arts activity in Wagga Wagga by facilitating performances by community groups and commercial hirers		
Provide professional box office ticketing services for number in Wagga Wagga and surrounds	100%	100%
Facilitate performances at the Civic Theatre by community groups	100%	100%
Facilitate performances at the Civic Theatre by commercial hirers	100%	100%
Facilitate Twilight by the Lagoon outdoor concert series	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Commercial hirers in this quarter include Lawrence Mooney and Sun Records Allstars Community hirers were Wagga Wagga Film Festival, Groove Factory and RCO - Beatles , All Abilities and Four dance school concerts Twilight by The Lagoon included high school bands in Rock by the Lagoon and Grant Luhrs in Country by the Lagoon . The theatre also held The Great Debate together with Eastern Riverina Arts as part of the Taste Festival . Music at Middyay was also held in November.		
1.12.8 Maintain theatre assets		
Deliver maintenance program	100%	100%
Comments: The Wagga Civic Theatre has maintained the building by repairing the roof , maintaining the mural and repainting the balcony facing.		
1.12.9 Develop and deliver a diverse annual theatre program of touring		
Select and present a range of performances in the annual subscription seasons	100%	100%
Present a range of daytime performances for older audiences	100%	100%
Present a range of performances for children and young audiences	100%	100%
Comments: Main season shows included Unholy Ghosts, Control Alt Delete - The Flying Fruit Fly Circus and the community production of Away. Away, which was directed by Peter Cox had a cast and crew of 40 people including community members, CSU theatre students, theatre staff, high school students. It was nominated for two Canberra Area Theatre (CAT) Awards. The children's season was finished just before this quarter and the last show of the Silver Circle series was The Girls from Oz by Jane O'Toole. At this concert we introduced a free morning tea before the show which was incredible popular and will now be offered at all Silver Circle shows.		
Community Engagement: Workshops were offered as part of Unholy Ghosts (as detailed in the educational report) and the production of Away involved many members of the community to put on the show.		
1.12.10 Deliver the regional museum outreach services and assist in the development of a network of sustainable museum collections in the Riverina		
Delivery the regional museum outreach services and assist in the development of a network of sustainable museum collections in the Riverina	100%	100%
Comments: The Museum in partnership with Oral History NSW delivered a series of oral history training workshops during this quarter.		
1.12.11 Initiate, develop, promote and maintain museum education and public program		
Marketing and promotion for museum exhibitions, education and public programs	100%	100%
Comments: The Museum's public programs between October and December were delivered on time and on budget . The Museum participated in the Fusion14 Street Festival offering an after-hours program in partnership with the Bundanon Trust and in Council's Little Big Day Out event where the Museum hosted delivered a red poppy making stall for children to promote three Museum exhibitions relating to the Centenary of ANZAC (2015). The Museum welcomed approximately 450 school students via our education program.		
1.12.12 Deliver a diverse annual exhibition schedule		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Exhibitions highlights included Faith Fashion Fusion: Muslim Women's Style in Australia, a touring exhibition from the Powerhouse Museum , Sydney; Emporium: Inside Albury's most famous Department Store, a touring exhibition from the Albury LibraryMuseum; Questacon: Science on the Move; A Convict in the Family, a touring exhibition from Sydney Living Museums; and Worth their weight in gold: Wagga women during WW1 an in house curated semi permanent exhibition located at the Museum's Botanic Gardens site.		
1.12.13 Deliver library services and collections		
Number of library visits per quarter	45,000	42,668
Number of new Library Memberships	800	812
Number of new Cyber Memberships using e-resources and other services	380	245
Number of physical items loaned (books, DVDs, magazines. Audio and kits	62,500	64,971
Percentage of Self Loan transactions	75	85
Inter Library Loans Requests	125	120
Report on the foreign language books from State Library of NSW	50	55
Comments: 3rd Quarter Library usage this quarter had 42,668 visitors, 8, 038 website visits, and 14,859 online visits and downloads to electronic resources. There were 2,596 new visitors to the library website during this period. Physical loans were 64, 971 books, DVds, magazines and audio books.		
1.12.14 Provide physical and online access to Wagga Wagga's history through the Local Studies		
Comments: The Local Studies blog posts reflected the 75th Anniversary of the Public Library Act and the history of the library .		
1.12.15 Deliver a broad range of library spaces, programs and activities both in-house and outreach		
Number of display and exhibitions per quarter	5	8
Number of number per quarter on community learning	5	6
Number of partnerships and outreach activities across all age groups.	4	-
Number of inter-generational and family programs	1	2
Number of programs, activities and services for the Indigenous community	1	1
Number of programs for preschool aged children	2	2
Number of programs for school aged children	3	5
Number of programs and information services for youth	1	-
Number of programs and information services for adults	3	3
Number of programs and information services for older people	2	2
Comments: Community Learning activities across all ages groups expanded this quarter through a combination of staff presentations, partnership agreements and external providers.		
1.13 PROVIDE, FACILITATE AND MAINTAIN COMMUNITY AND CULTURE INFRASTRUCTURE		
1.13.2 Develop and care for Art Collections of national significance		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: The Gallery has acquired new print works through the Australian Print Council's annual commission; and a significant donation of glass works has been made through the federal Cultural Gifts Scheme. Ongoing documentation and conservation work has continued to ensure the Gallery collections are cared for and managed appropriately. The exhibition 'Fused: a journey from artists in the National Art Glass Collection' has been well received and provided audiences with a new insight into this nationally significant collection.		
1.13.3 Maintain and renew cultural infrastructure and technology to ensure that the Civic Theatre remains viable and effective		
Maintain technical equipment to a safe and professional standard	100%	100%
Implement Civic Theatre Asset management Plan	100%	100%
Comments: The Civic Theatre has replaced the analogue public address systems and ordered new curtains for the stage and the dressing room windows will be fitted with screens in January 2015.		
1.13.4 Manage the collections of the Museum of the Riverina to National Standards framework		
Implement recommendations from the National Museum Standards program	100%	100%
Maintain infrastructure, operations and procedures to ensure adherence to WHS legislation, policies and guidelines	100%	100%
Implement best practice collection management, research, collection storage and access programs	100%	100%
1.13.5 Implement Public Art Policy		
Maintain Public Art collection	100%	100%
Maintain representation of Wagga Wagga City Council as a member of the Eastern Riverina Arts Board	100%	100%
Comments: Maintenance of the public art collection continued, with a focus on Wollundry Lagoon artworks and Baylis Street. The first EventWorks commission took place at the Little Big Day Out and FUSION 14, with Born in a Taxi performing at both events to a combined audience of 13 000 event goers and received great feedback with their Zebras, Golden Emperors and Angels roving performances. Two commissions have taken place this quarter. Jane Cavanough's sculptural work featuring crows on the Murrumbidgee will be installed in April 2015 as part of the Riverside stage one implementation, and local Wagga artists: Thom Paton and Kyle Pearson were selected for the first ArtWorks project comprising of a street art commission and accompanying workshop located at the Ashmont Skate Park in January 2015.		
1.14 ADVOCATE, PARTNER AND FACILITATE THE DELIVERY OF AFFORDABLE AND ACCESSIBLE SERVICES AND INFRASTRUCTURE		
1.14.1 Facilitate Community Development		
Manage and facilitate relationships with key stakeholders in service provision and access across all demographics	100	100
Provide strategic support across council on matters relating to community welfare and community development including funding applications across the business	100%	100%
Maintain and coordinate usage by community groups and not for profits to council facilities (community centres) to enable access to support programs and increase education and employment opportunities for community members	100%	100%
Facilitate community consultation on matters pertinent to council and community	4	4

	Quarterly Target Performance	Actual Quarterly Performance
Facilitate training on demographic tools and databases to internal staff and community Non-government organisations	100%	100%
Community Engagement: Usage of community facilities has been supported by social planning across a number of forums to ensure community members can engage with various social groups and non government agencies. Community engagement and consultation has also occurred at the Ash		
1.14.2 Plan and facilitate social and community capacity programs and activities including celebratory days across the Local Government Area		
Comments: The City of Wagga Wagga's spectacular Civic Centre Precinct burst into life with the sights , sounds and tastes from around the world at FUSION14 Multicultural Street Festival on Saturday 18 October, 2014 from 4pm - 9pm. The festival is built on the simple philosophy that food and the creative and performing arts are a joyous means of engaging and uniting the whole community. Each year this annual celebration of cultural diversity, community harmony and the arts continues to grow in terms of size and scope reflecting the city's diverse and vibrant community . Wagga Wagga City Council and festival partners Centacare South West NSW , Multicultural Council of Wagga Wagga (MCWW), Riverina Community College (RCC) and St Vincent de Paul Society NSW are delighted to report that an estimated crowd of 10,000+ people of all ages came together to take part in this year's multicultural festivities . The feedback received from festival-goers was very positive.		
Community Engagement: CALD - Ongoing steering committee meetings with community members and agencies who work with people from a culturally and linguistically diverse background were held monthly and closer to the FUSION festival occurred weekly. These meetings informed the eve		
1.14.3 Promote and provide Family Day Care and in-home care as quality child care options for all members of the community		
Service delivery remains within legislative requirements	100%	100%
Conduct monthly educator visits by a trained Early Childhood staff member	100%	100%
Weekly visits for new educators during their first month by a trained early childhood staff member	100%	100%
Fortnightly attendance records for Educators are processed on time	100%	100%
Feedback collected on Service Delivery	100%	50%
Playsession activities are facilitated	100%	100%
All educators participate in mandatory professional development opportunities	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: <p>Wagga Wagga Regional Family Day Care (WWRFDC) currently has 56 approved Educators operating Education and Care services in their own homes and 2 In Home Educators operating in the homes of families on behalf of the approved provider Wagga Wagga City Council.</p> <p>Approximately 353 children are provided with exceptional care each week supporting over 250 families each week.</p> <p>All Educators have received regular support visits especially new Educators from the coordination unit.</p> <p>Approximately 1422 Education and Care attendance records were processed each month in this period.</p> <p>In this quarter Educators were consulted regarding the WWRFDC sleep policy with particular reference to overnight children in care and the Medical conditions policy including asthma anaphylaxis and diabetes. Educators were updated on changes to the Family Assistance Law affecting their Education and Care service .</p> <p>Approximately 100 Educators continue to attend Playsession each month with over 300 children participating in this experience. This quarter WWRFDC celebrated FUSION14 an explosion of cultural energy, Child Protection week and Aviation Month with a visit from the model Aeroplane Club .</p> <p>All Educators have participated in their Mandatory professional development training opportunities for the year .These included Mandatory reporting, Keep them safe Child Protection training and Emergency Evacuation training.</p>		
Community Engagement: <p>A parent survey has been conducted to inform the development of the WWRFDC Quality Improvement Plan. Approximately 10% of families using the service responded to the survey with the main areas of improvement noted as coordination unit feedback and interact</p>		
<i>We protect our heritage and keep what was</i>		
1.15 MANAGE LOCAL HERITAGE		
1.15.1 Provide heritage management controls to assist Development Assessment		
Liaise with Planners and external consultants as required	101%	100%
Comments: <p>Heritage controls continue to operate in the Wagga Wagga Development Control Plan 2010. Liaison is continuing with Council's Heritage Advisor to amend controls.</p>		

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have access to beautiful parks and recreational spaces throughout the community</i>		
2.01 ENHANCE AND MAINTAIN PARKS, RECREATIONAL FACILITIES AND OPEN SPACE		
2.1.1 Enhance and maintain parks and open spaces		
<p>Comments:</p> <p>Deliver Roadside Mowing program: The roadside mowing program for this year has commenced and covers all major roads in Wagga Wagga and the rural villages. The program is being delivered by a combination of Parks staff and contractors.</p> <p>Deliver Parks Mowing Program: Parks staff are delivering the parks mowing program which covers all local parks and reserves. During spring there has been below average rainfall and the program is currently on track.</p> <p>Deliver high presentation parks mowing program: High presentation areas include the Wagga Wagga Botanic Gardens, Victory Memorial Gardens, Collins Park, the Civic Centre Precinct and Baylis Street. Because of their high profile these areas attract higher service levels. Mowing within these areas is undertaken by a contractor with the capability to pick up grass clippings.</p> <p>Deliver cemetery maintenance program: Cemetery maintenance is ongoing with all areas focussed on presentation for Christmas.</p>		
2.1.2 Enhance and maintain recreational facilities		
<p>Comments:</p> <p>Complete Bosley Park boating access project - This project has been 95% completed with all irrigation, turf and environmental control bags installed. The remaining element of the project involving the installation of furniture will be completed early 2015.</p> <p>Upgrade Jim Elphick tennis centre fencing - Work has commenced with 50% of the work having been completed. The remaining sections of fencing will be replaced in January 2015.</p> <p>Complete sportsground lighting at Duke of Kent Oval - The sportsground lighting design has been completed. Construction will commence in early 2015 with final the connection to be completed once the Duke of Kent amenities project is completed.</p> <p>Complete Sportsground lighting at Rawlings Park - The lighting design has been completed. Works will commence in early 2015 and are expected to be completed by March 2015.</p> <p>Deliver annual Playground Replacement program –</p> <ul style="list-style-type: none"> - Chambers Park - Tennyson Park - Schooner Place Park - Tony Place Park <p>Playground consultation has begun using letter box drops and Council online consultation tool the funbobulator. This consultation will be finalised in early 2015 with construction of the playgrounds to be completed by June 2015.</p> <p>Continue fencing program at Nature Reserves - Planning has been undertaken with work to commence at Rocky Hill early 2015. Application for additional grant funding has been made to supplement this program.</p> <p>Redevelop new playing ground at Conolly Rugby Park - This project is a partnership project with Southern Inland Rugby Union. Work has commenced and will be completed during early 2015.</p>		
<p>Community Engagement:</p> <p>Community engagement is included in the initiation and planning phase for all projects.</p>		
2.1.3 Lineal Park Corridor Recreation Improvements		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Planning is underway for stage one of this park. Proposed works will include fencing at each end to prevent vehicle access. Operational works will include a general tidy up of the area, slashing of long grass and removal of dead trees. These works will progressively take place during the first half of 2015.		
2.1.4 Construct Indoor Multi Purpose Stadium		
Comments: Evaluation of the Design and Construct tender submissions is currently being undertaken. A Councillor Workshop is planned for early in the New Year, and is expected that Council report and recommendation will be presented to an Ordinary Council Meeting within the third quarter of the current 2014/15 financial year.		
2.1.6 Estella Playground and Local Open Space Works		
Comments: Estella Playground and Local Open Space Works is on hold until land is released for development.		
2.1.7 Construction for renewal of tolland neighborhood		
Comments: Extensive community consultation is currently being undertaken with a wide variety of community groups and stakeholders involved. As a result of this consultation it is expected that the detailed design process will take place during January/February 2015 with project implementation from March 2015.		
Community Engagement: Community engagement has taken place using the following methods: Signage at the Park Letter Box Drop School Visits Site visit with the NSW Police Murra Murra Consultative Committee Site visit with Clontarf group Online Funbobulator tool		
2.1.8 Conduct Tree Management		
Complete all Tree management Application inspections within 21 days	100%	100%
2.1.9 Parks Operations Managment		
Comments: Landscape plans are currently being prepared for new parks in Estella, Boorooma and Lloyd. A new park is currently being constructed by the developer at Estella Rise Estate and the first stage of the park is likely to be opened to the public during the 2015 calendar year.		
2.02 PROVIDE RECREATIONAL PROGRAMS		
2.2.1 Provide aquatic facilities		
Comments: Term 4 Swim and Survive had 1,475 enrolments as well as 14 adult participants totalling 1,489. 8 schools participated in learn to swim during term 4 with 6030 visitations. The major user groups are back in full summer operation with Wagga Swim Club, Wagga Asthma Swim Club, Wagga Diving Club and Wagga Water Polo all starting back in October. Wagga Water Polo also hosted the NSW Combined High School Girls tournament for a week in November. We continue to open the Program Pool for gentle exercise/hydrotherapy sessions 3 times a day and have aqua aerobics on 5 times a week, Lunch Time Lappers are on twice a week and the Active over 50's aqua based exercise once a week. 4 schools had weekly sport at the Oasis this quarter, with increased use from Wagga Wagga High School for PE lessons. APEX held its biathlon series each thursday night in November and December with good participation. Recreational activities with the inflatables and diving board use occur each weekend day and each day of the school holidays.		

	Quarterly Target Performance	Actual Quarterly Performance
2.03 IMPLEMENT THE RIVERSIDE MASTER PLAN		
2.3.1 Facilitate the development and implementation of the Riverside Master Plan		
Comments: This project is currently tracking on time and on budget. The key element of the project, the Wagga Beach areas was completed and opened for use to the public in December. Following the Christmas break, the contractor will commence works on the area adjacent to the Rocks and St Michaels Oval.		
Community Engagement: As part of the development of the Riverside Strategic Master Plan.		
<i>We are a healthy community</i>		
2.04 IMPLEMENT PUBLIC HEALTH AND SAFETY INITIATIVES		
2.4.1 Install CCTV in Wagga Wagga's Central Business District		
Comments: The contract was awarded to Schneider Electric for the design and installation of the CCTV system. A pit and conduit audit was undertaken with a detailed design received in late December 2014. The Fibre backbone installation will commence in early January 2015 with an expected project completion date of late March/ early April 2015.		
Community Engagement: A letter outlining the work being undertaken in December 2014 was hand delivered to the business proprietors of Baylis and Fitzmaurice Streets. A media release on the December work schedule was developed and released and a specific CCTV web page created		
2.4.2 Deliver companion animal and livestock management services		
Respond to customer requests within 72 hours	90%	100%
Maintain Glenfield Road Animal Shelter operations	100%	100%
Respond to call out for stock and dangerous dogs in accordance with protocols	100%	100%
Comments: Ranger Service staff continue to achieve legislative compliance for the management and investigation of dangerous dogs in the community. Customer requests are responded to initially within 72 hours. The Glenfield Road Animal Shelter continues to house a large number of impounded cats and dogs .The site is maintained as per legislation.		
2.4.3 Deliver regulatory Services		
Maintain controls for parking enforcement	100%	100%
Respond to customer requests within 72 hours	90%	100%
Undertake investigations into legislative breaches	100%	100%
Process street activity applications	100%	100%
Comments: Ranger Service staff continue to monitor and enforce that parking restriction approved by Council in the on street and car park areas of the city. This included private car parks with enforcement agreements with Council. Legislative breached are investigated and appropriate action taken to ensure compliance. Alfresco dining and the display of advertising application continue to be popular with an increase in numbers.		
2.4.4 Redevelopment of Glenfield Road Animal Shelter		
Comments: The new animal shelter is nearing practical completion with some internal works to be completed. It is anticipated the complex will be open to the public in March 2015.		
2.4.5 Deliver public health programs		

	Quarterly Target Performance	Actual Quarterly Performance
Respond to customer requests for sharp collection within 48 hours	100%	100%
Comments: Programs implemented to improve public health include: * The 2015 food calendar * Voluntary Scores on Doors program for food premises wishing to participate		
2.4.6 Implement on -site sewage management plan		
Assess and approve on-site sewerage management applications within 14 days	100%	100%
Inspections for onsite sewer management systems completed	100%	100%
Undertake investigations regarding customer complaints within 5 days	100%	100%
Comments: Inspections and approvals in accordance with Council's On-Site Sewage Management Plan continue to be implemented.		
2.4.7 Undertake Health Inspections to enforce legislative requirements		
Undertake food business inspections in accordance with food regulations partnerships	100%	100%
Undertake legionella control inspections	100%	100%
Undertake commercial and semi-commercial swimming pool inspections	100%	100%
Undertake skin penetration/hairdressing inspections	100%	100%
Undertake mortuary inspections	100%	100%
Respond to customer requests with 5 days	100%	100%
Comments: Public Health inspections have included: * Food, Hairdresser and Tattoo premises * Monitoring of water cooling towers * Commercial swimming pools		
2.05 PROVIDE AND IMPLEMENT AN INSPECTION FRAMEWORK THAT SUPPORTS PUBLIC SAFETY		
2.5.1 Carry out swimming pool inspection audits		
Residential premises inspected for swimming pool safety	100	100
Comments: 100 inspections for pool safety fences were completed in this reporting period. Key Performance Indicator Targets have been met during reporting period.		
2.5.2 Ensure annual fire safety statements are submitted for applicable buildings		
Comments: All Annual Fire Safety Statements are required to be submitted by 28 February 2015. This Key Performance Indicator is on target. Final reporting due next quarter.		
2.06 PROVIDE WASTE MANAGEMENT SERVICES		
2.6.1 Manage Kerbside Waste Collection		
Manage Kerbside Collection Contract	100%	100%
Comments: All contractual conditions complied with this quarter		

	Quarterly Target Performance	Actual Quarterly Performance
2.6.2 Construct a new Waste Cell at the Gregadoo Waste Management Centre		
Comments: All designs have been completed. Tender has been advertised with D&L McCallum approved as the successful contractor. Construction works will commence late January. All works are expected to be completed by end of financial year.		
2.6.3 Complete Cap at Gregadoo Waste Management Centre		
Comments: This work is only required at the closure of a landfill cell. Current cell is still within operation and will be closed after the construction of the new tip cell.		

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have a skilled workforce</i>		
3.01 IMPLEMENT AND DEVELOP STRATEGIES TO ATTRACT AND RETAIN HIGHLY SKILLED NEW RESIDENTS TO WAGGA WAGGA		
3.1.1 Provide assistance for new residents including evocities relocaters		
Respond to local Evocities enquiries	100%	100%
Comments: Continuing to participate in the Evocities campaign including promotion of the program through the Visitor Information Centre and social media campaigns.		
3.1.2 Meet with Charles Sturt University and TAFE NSW Riverina Institute to coordinate strategies and activities for mutual benefit and synergy		
Meet with Charles Sturt University and TAFE NSW Riverina Institute	1	1
Comments: A quarterly meeting between Charles Sturt University and TAFE Riverina Institute was held November 18, 2014. Quarterly meetings are scheduled as per the Memorandum Of Understanding.		
<i>There is growing business investment in our community</i>		
3.02 ENSURE WAGGA WAGGA AIRPORT IS A MARKET LEADER IN DELIVERING REGIONAL AIR SERVICES		
3.2.1 Promote Wagga Wagga Airport as a regional business hub and key contributor to the regional economy		
3.2.2 Manage Airport Public Facilities		
Conduct daily maintenance of Airport Public facilities	100%	100%
Comments: Public safety and facilities presentation remain high priorities for the Airport.		
3.2.3 Manage Airport Car Park		
Ensure the car park is operational	100%	100%
3.03 ENSURE THE LIVESTOCK MARKETING CENTRE IS A MARKET LEADER IN PROVIDING LIVESTOCK SALES AND SERVICES		
3.3.1 Deliver Livestock Marketing Centre operations in compliance with industry and stakeholder requirements		
Convene Livestock Marketing Centre User Group meetings	1	1
Maintain infrastructure and systems to enable auctions and other permitted activities by members of Wagga Wagga Selling Agents Association	100%	100%
3.3.2 Promote the Livestock Marketing Centre as a regional business hub and key contributor to the rural economy		
3.3.3 Construct a new workshop building at the Livestock Marketing Centre		
Comments: This project is complete.		
3.3.4 Implement site access control system at the Livestock Marketing Centre		
Comments: This project is on hold pending final road designs for the Riverina Inter-modal Freight and Logistics Hub project.		

	Quarterly Target Performance	Actual Quarterly Performance
3.3.5 Design and install improved lighting in truck wash facilities at Livestock Marketing Centre		
3.3.6 Design and install lighting over sheep yard loading ramps at Livestock Marketing Centre		
3.3.7 Expanded female toilet facilities in main office/cattle selling ring at Livestock Marketing Centre		
3.04 IMPLEMENT THE BOMEN STRATEGIC MASTER PLAN		
3.4.1 Develop Bomen Business Park through implementing the Riverina Intermodal Freight and Logistics (RIFL) Hub Project		
Comments: Council is continuing to work with it's private sector partner, Traxion, in determining the most efficient way to develop the RIFL Hub project. Traxion is also working on their own business case and trying to secure key customers to ensure the viability of the project.		
<i>Tourism is a large industry in our community</i>		
3.05 PROMOTE A POSITIVE IMAGE OF COUNCIL IN BOTH THE LOCAL COMMUNITY AND THE BROADER IMAGE		
3.5.1 Provide organisational graphic design		
Respond to requests to deliver Council documents as per corporate guidelines and community need	100%	100%
Respond to requests to develop material and support usage of City Brand across Council and the community	100%	100%
Respond to requests for design material to support the delivery and increase community understanding of Council works, services and projects	100%	100%
Comments: Graphic design support has been provided across all directorates throughout the reporting period. Examples include Council News each week, Cultural Guide, Riverside project signage, 2014/15 First Quarter Performance Report, Civic Theatre 2015 Season, Council's Annual Report, Australia Day, business stationery.		
3.5.2 Maintain and administer Corporate and City Brand Guidelines		
Comments: Internal documents have adhered to the Corporate Brand guidelines. All external requests for City Brand usage have been met. A copy of the style guide and a disc with brand assets was supplied during meetings and discussions about the City Brand. To ensure consistency of the Brand's representation, Council staff have offered to review third-party usage of the brand.		
3.06 DEVELOP AND IMPLEMENT TOURISM ACTIVITIES AND PLANS TO ATTRACT VISITORS TO WAGGA WAGGA		
3.6.1 Assist and monitor product and industry development		
Respond to opportunities to develop tourism product such as tours and trails	100%	100%
Maintain a comprehensive Calendar of number and produce the monthly "What's On" Guide	3	3
Comments: The Visitor Economy team continue to work with Riverina Regional Tourism on delivering the TASTE Festival and Riverina Localist program. The October 2014 festival included approximately 40 events in Wagga Wagga and over 120 across the region. The Riverina Localist program was launched in December 2014 at Knights Meats and Deli with 19 Localist offers available in Wagga Wagga. WWCC together with Coolamon & Junee Shire Councils and 365Cups are developing an interactive app for residents and visitors called My AppVenture. The app aims to increase visitation and overnight stays. Three What's On guides were produced during the quarter.		
3.6.2 Provide a co-ordinated calendar of events		
Support number that have the potential to attract local, state and national participation providing an economic benefit to Wagga Wagga	100%	100%
Provide assistance to event organisers to encourage the hosting of number.	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: During October through to December, a large and varied number of events were supported and promoted. A sample of events included, 150th Wagga Wagga Show, Uranquinty Folk Festival, Relay for Life, Riverina Truck Show, Children's Medical Research, Garden and "Outdoor Festival, Twilight by the Lagoon, Australian Formula Powerboat Grand Prix, Dragon Boats NSW, Professional Bull Riders, Wollundry Challenge & Beer & Cider Festival, Australia Day activities, University Games, Stone the Crows, New Year's Eve event and various Christmas Carols events, Markets and Cultural Events.		
3.6.3 Record visitor statistics		
Comments: Daily visitor numbers are recorded at the Visitor Information Centre, also through Visit Wagga website and social media. For the period 1 October 2014 - 31 December 2014 the following statistics were recorded: Visitor numbers to the VIC: 9,898 Visits to the Visit Wagga website: 52,932 (excludes December 2014 as not yet available) Visit Wagga Facebook "likes": 2,013 likes in Oct increased to 2,168 likes in Dec. Visit Wagga Twitter followers: 1,045 followers in Oct increased to 1,102 in Dec.		
3.6.4 Work in collaboration with state and regional partners to increase visitation to Wagga Wagga and the region		
Participate in regional campaigns and promotional activities	100%	100%
Update STDW (State Tourism Data Warehouse) to populate Visit NSW and visit Riverina Websites	100%	100%
Comments: Participating in Riverina Regional Tourism campaigns with the Riverina Localist program and TASTE Festival. Continuing to update State Tourism Data Warehouse information.		
<i>There is Government investment to develop our community</i>		
3.07 PROVIDE FINANCIAL ASSISTANCE TO COMMUNITY GROUPS AND PROJECTS		
3.7.1 Implement the Annual Community Grants Program		
Comments: Grant expenditure documents for 2014/15 projects are being provided by community groups and actioned accordingly. Planning has commenced for the 2015/16 grants program.		
Community Engagement: The program will include an information workshop to provide community members an overview of the program to assist in completing an application. Information will also be accessible on Council's website.		

	Quarterly Target Performance	Actual Quarterly Performance
<i>We monitor the quality of our environment</i>		
4.01 EFFECTIVELY MANAGE WATER RESOURCES		
4.1.1 Conduct water quality monitoring of local waterways		
Monthly monitoring completed	100%	100%
Monthly urban salinity monitoring completed	100%	100%
Comments: Piezometer monitoring schedule of ten sub catchments within Wagga Wagga LGA continued on a monthly basis . Standing water level and electrical conductivity readings are collected from each piezometer and used to monitor urban salinity. Discharge and salinity of the dewatering bore network of Calvary Borefield continued to be monitored monthly.		
<i>We promote environmental sustainability through education and through sustainable practices</i>		
4.02 IMPLEMENT THE RESOURCE RECOVERY STRATEGY		
4.2.1 Provide community education on waste minimisation and recycling		
4.2.2 Construct Resource Recovery Centre at Gregadoo Waste Management Centre		
Comments: Project has been placed on hold		
Explanation / Remedial Action: Project can only commence if elected members resolve to do so.		
4.03 IMPLEMENT ENVIRONMENTAL PRACTICES AND INITIATIVES		
4.3.1 Monitor Council's energy and water consumption		
Comments: Electricity, gas and water consumption continues to be monitored through Planet Footprint's quarterly reporting, including analysis of trends and anomalies.		
Explanation / Remedial Action: Wagga Wagga City Council will liaise with Riverina Water County Council to resolve the situation with the accessibility of our water consumption data.		
4.3.2 Implement energy and water reduction initiatives		
Energy efficiency programs delivered	100%	100%
Water efficiency programs delivered	100%	100%
Comments: Council staff are preparing an expression of interest document to engage a consultant to conduct a detailed facility study in order to identify appropriate energy efficiency projects .		
4.3.3 Develop Greenhouse Action Plan		
Comments: A climate change risk assessment has been completed with internal stakeholders , and a draft document is being compiled.		
4.04 IMPLEMENT COMMUNITY PROGRAMS TO IMPROVE ENVIRONMENTAL SUSTAINABILITY		
4.4.1 Coordinate national environmental events		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: National Recycling Week was celebrated from the 10-16 November. Wagga Wagga City Council supported Planet Ark's 'Seven Secrets of Successful Recyclers' theme through radio interviews and the Sustainable Wagga e-Newsletter. Council staff were also engaged in this national event through a quiz competition.		
4.4.2 Coordinate community education initiatives focussing on environmental sustainability		
Comments: Local schools participated in workshops and tours around the theme of sustainability including sustainable development and urban salinity.		
4.05 MINIMISE DETRIMENTAL IMPACTS ON THE ENVIRONMENT		
4.5.1 Comply with all statutory requirements for solid waste management and sewage treatment works		
Statutory requirements for Environmental Protection Licences are met	100%	100%
Comments: all statutory requirements have been met for the current reporting period.		
4.5.2 Process Liquid Trade Waste applications		
Renew all applications every 5 years	100%	100%
Ensure all relevant new developments are enrolled with an agreement for a period of 5 years	100%	100%
Monitor illegal/non compliant dischargers	100%	100%
Inspect and advise non residential dischargers.	100%	100%
Comments: All submitted applications and Trade waste reviews have all been completed in accordance with Council's Liquid Trade Waste Policy.		
4.5.3 Manage Carbon Pricing Mechanism		
Ensure 100Percentage compliance with the CPM	100%	100%
Comments: All reporting requirements have been met. Council was liable for the 2013/14 year only. A total liability cost of around \$130,000 is required for payment to the Government in February 2015. No other liability requirements are necessary in future years since the repeal of the Carbon Tax legislation.		
4.5.4 Comply with Environmental Legislation		
Environmental complaints and breaches are investigated	100%	100%
Statutory requirements for Environmental Protection Licences are met	100%	100%
Development applications assessed for environmental impacts	100%	100%
Comments: All environmental compliance activities and targets are being met. Environmental breaches are investigated and development applications are assessed for environmental impacts. Annual Returns for the quarter were submitted to the Environmental Protection Authority for the Effluent Reuse Licence.		
<i>We improve the quality of our environment</i>		
4.06 PROTECT AND ENHANCE NATURAL AREAS		
4.6.1 Implement restoration and rehabilitation projects		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Council officers have submitted applications for grant funding that will improve biodiversity and community enjoyment on open space areas such as the Lloyd E2 area and the Narrung Wetland site. Tender documents for the Narrung project have commenced advertisement.		
4.6.2 Implement the noxious weed control programs		
Comments: Council Officers have undertaken comprehensive inspection regime of rural roadside reserves and chemically treated 2400km of roadside reserve for noxious weeds. Community awareness projects have been undertaken at rural supply outlets with a "Weed out Wagga" theme focusing on land managers. Hardware retailers stores were also targeted with a "Grow me instead" theme focusing on residential home owners. Vegetation management officers also manned a noxious weeds stall at the Henty Field days.		
Community Engagement: Community engagement was a performance target		
4.6.3 Develop a Vegetation Management Plan		
Comments: The Management Plan is in draft format. At present the document is being reviewed by internal stakeholders to ensure that the needs of their customers will be met by the performance targets within the plan as well as meeting the requirements of the Local Government Act.		
4.07 MANAGE CONTAMINATED SITES		
4.7.1 Monitor and remediate potentially contaminated sites		
Monitor potentially contaminated sites	100%	100%
Comments: All remediation is complete and car park reinstated. Final paperwork and certifications are being prepared to allow final sign off of the works and opening of the car park		
Community Engagement: Community engagement has been carried out throughout the project in various forms in conjunction with the Media and Communications division of Council.		
<i>We maintain our current and future infrastructure</i>		
4.08 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEALED ROADS		
4.8.1 Renew and maintain sealed roads		
4.8.2 Renew and maintain kerb and gutter		
4.8.3 Maintain Carparks		
Routine maintenance undertaken as scheduled	100%	100%
Reduction in number of customer requests received (Lesser is Better)	2	1
4.8.4 Manage Permanent Road Closures		
Initiate application and subsequent disposal of land within 3 months of Council resolution	100%	100%
Comments: Council initiated road closure applications lodged with Crown Lands within the applicable time frame.		
4.09 PLAN, CONSTRUCT, MAINTAIN AND MANAGE UNSEALED ROADS		
4.9.1 Renew and maintain unsealed roads		

	Quarterly Target Performance	Actual Quarterly Performance
Comments: This annual program is on track for completion by June		
4.10 PLAN, CONSTRUCT, MAINTAIN AND MANAGE STREETSCAPES		
4.10.1 Construct , renew and maintain bus shelters		
Routine maintenance undertaken as scheduled	100%	25%
Comments: Additional funding has been acquired to complete the program, enabling the planning and additional design work for the bus shelters to commence. It is expected that the delivery of project will commence in the third quarter of the 2014/15 financial year.		
Explanation / Remedial Action: Grant funding has been received for seven new bus shelters, three of which have been installed in previous financial years. Since the original application, it has been identified that additional work is required on two of the bus shelters to ensure that		
4.10.2 Enhance and maintain streetscapes		
Complete all street tree customer requests within 30 days	100%	100%
Comments: All street tree customer requests were completed within 30 days.		
4.11 PLAN, CONSTRUCT, MAINTAIN AND MANAGE PATHWAYS		
4.11.1 Construct, renew and maintain footpaths and shared paths		
Comments: Much of the available footpath budget has been expended, primarily addressing trip hazards by grinding and small section footpath replacement. This has the potential to present challenges in maintaining the network for the remainder of the financial year. There is no budget available for large scale footpath replacements due to cost saving measures implemented as part of the 14/15 budget process.		
Explanation / Remedial Action: Much of the available footpath budget has been expended, primarily addressing trip hazards by grinding and small section footpath replacement. This has the potential to present challenges in maintaining the network for the remainder of the financial year		
4.11.2 Implement Pedestrian Access and Mobility Program (PAMP)		
Comments: The program is on hold pending confirmation of grant funding from Roads and Maritime Services.		
4.13 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEWER SYSTEMS		
4.13.1 Implement renewal program for gravity sewer		
Comments: Works are on track to complete all required renewals as part of the blackspot program		
4.13.2 Implement sewer mains rehabilitation program		
Deliver a minimum of 2km of rehabilitated/re lined sewer main	1	100
Comments: To date 1.2 km of sewer main has been rehabilitated as well as 66 house connections have been renewed. This project has already achieved the allocated Key Performance Indicator for 2014/15		
4.13.3 Maintain sewer assets		
Complete maintenance of scheduled sewer assets	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: all maintenance programs are on track.		
4.13.4 Eliminate joint sewer connections		
Respond to all applications received	100%	100%
Comments: This project is to eliminate any joint sewer connections as identified through development applications. Preliminary works for 22 Darlow Street are under way.		
4.13.6 Construct new Bomen pump station		
Comments: Project is currently in planning phase. Catchment analysis has been completed and is currently being reviewed. Officers will engage an external contractor to undertake detailed designs of both rising main and sewer pump station. Construction of works is not likely to commence until 2015/16.		
Explanation / Remedial Action: Officers will engage an external contractor to undertake the detailed design of pump station and rising main.		
4.13.7 Renew Mechanical Pump at Wagga Beach Pump Station		
Comments: This job has been completed		
4.13.8 Construct Forrest Hill Pump Station		
Comments: Designs are 75% complete. Council officers are awaiting further information from developers in order to complete design phase. Construction works will commence 2015 with a completion date established for late 2015.		
Explanation / Remedial Action: Awaiting further information from developers prior to completion of designs. This is holding the process up however officers are still confident of completion within 2015.		
4.13.9 Construct Reticulation System Mangoplah		
Comments: Currently two thirds of the gravity sewer main has been installed (this equates to approximately half of the whole project being completed) with the pump stations and rising main installation will commence on the completion of the gravity sewer main.		
4.13.10 Construction of Sewage Treatment Works Mangoplah		
Comments: Draft Designs have been submitted to NSW Office of Water for comment. Tender documentation is currently being developed for advertising in February 2015		
4.13.11 Upgrade sewerage pump station control system		
Comments: Only 4 of 36 pump stations remain to be completed. Project is on track for completion by 30 June 2015		
4.13.12 Coordinate Pressure Sewer Connections (E1's)		
Complete all submissions through a Development Application process, and referrals from Councils Environmental Health Division	100%	100%
Comments: Undertaken when connection to sewer is required through either a development application or the disconnection from an on site sewer system. All works are currently up to date		
4.13.13 Operation of Sewage Treatment Plants		

	Quarterly Target Performance	Actual Quarterly Performance
Comply with all statutory requirements for management and operations of sewage treatment plants	100%	100%
Comments: All sewage treatment plants have been compliant with the relevant Environment Protection Licence		
Community Engagement: Community expects compliance of plant discharge with relevant Environment Protection Licence.		
4.13.14 Design Oura Sewer Reticulation Scheme		
Comments: Survey work has been complete. concept design phase is 50% complete for connection with the Forrest Hill Treatment Plant. It is likely that this concept may not be appropriate and a new treatment plant may be required for the village of Oura. This project will take a number of years to finalise and complete.		
Explanation / Remedial Action: None required at this stage.		
4.14 PLAN, CONSTRUCT, MAINTAIN AND MANAGE DRAINAGE SYSTEMS		
4.14.1 Progressively upgrade flood pumps		
Install gross pollutant traps around the lagoon	25%	-
Comments: On track for completion in June 2015		
4.14.2 Maintain stormwater assets		
Completed schedule of maintenance for stormwater assets	100%	100%
Comments: All maintenance programs are on track.		
4.14.3 Assess encumbrance of mains/easement applications		
Process all submissions received through a Development Application process within set timeframes	100%	100%
Comments: Items are identified through a development application activity and dealt with in accordance with Council's Sewer and Stormwater policies. All current applications are up to date.		
4.14.4 Duplicate Stormwater Drainage - 1050 Copland St to proposed pumping station - Wagga East Developer Servicing Plan Area		
Comments: This project has been established through a Developer Servicing Plan document. Council officer's are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater . This project shall remain on hold until the completion of the review.		
Explanation / Remedial Action: A project scoping document is required		
4.14.5 Copland St Industrial Land - Pump Station for Drainage Purposes		
Comments: This project has been established through a Developer Servicing Plan document. Council officer are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater . This project shall remain on hold until the completion of the review.		

	Quarterly Target Performance	Actual Quarterly Performance
Explanation / Remedial Action:		
A project scoping document is required		
4.14.6 Implement Stormwater Drainage - New Estella western and southern subdivision piped drainage Pine Gully Road /Old Narrandera Road to Olympic Highway		
Comments:		
This project has been established through a Developer Servicing Plan document. Council officer are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater . This project shall remain on hold until the completion of the review.		
4.14.7 Manage Stormwater		
Develop mitigation solutions for known stormwater risks	100%	-
Implement mitigation solutions for known stormwater risk items	100%	-
Explanation / Remedial Action:		
Additional funding may be required for the development and completion of the risk management plan.		
4.14.8 Complete annual fire trails program		
Comments:		
This program is on track in consultation with RFS		
4.15 PLAN, CONSTRUCT, MAINTAIN AND MANAGE COMMUNITY BUILDINGS		
4.15.1 Manage leasing and licensing of Council owned or controlled real property		
Initiate new lease or licence agreements, within 3 months of Council resolution	100%	100%
Manage rent reviews, outgoings, lessee/licensee insurance certificates of currency	100%	100%
Renew leases and licences	100%	100%
Maintain leased and licensed premises	100%	100%
Comments:		
Leases and licence agreements over Council owned and controlled property effectively managed in relation to renewals , rent reviews and maintenance requirements.		
4.15.2 Property Management		
Initiate acquisitions (by agreement), compulsory acquisitions, disposals within 3 months of Council resolution	100%	100%
Title Research (e.g. ownership, easements, covenants, etc) to inform decision making,within agreed timeline	100%	100%
Maintain Council owned and Council controlled real property data in GIS system within 1 month of implemented change	100%	100%
Review of Development Applications potentially impacting Council property	100%	100%
Comments:		
Property Management requirements met in a timely manner.		
4.15.3 Maintain and renew Council buildings		
Maintain and renew buildings to agreed standard and within adopted budgets	100%	100%
Comments:		
The projects identified for upgrade are the Jubilee Park Clubhouse External Amenities and the Botanic Gardens Amenities in the Kidsville Playground adjacent the Botanic Gardens Restaurant.		
4.15.4 Manage service contracts		
Manage contracts for Security, Cleaning, Fire Safety Systems, Lifts	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Service contracts are being managed to achieve planned outcomes.		
4.15.5 Upgrade Air-Conditioning Control at Wagga Wagga Civic Centre		
<i>We plan for a growing community</i>		
4.17 MAINTAIN AND UPDATE STRATEGIC LAND USE PLANS		
4.17.1 Amend the Wagga Wagga Local Environmental Plan 2010		
Receive and process individual Planning Proposals to amend the Local Environmental Plan that have significant positive economic and social impacts for the whole of the Wagga Wagga Local Government Area separately to the bi-annual amendments.	100%	100%
Consult with internal and external stakeholders in relation to proposals to alter the Local Environmental Plan	100%	100%
Comments: Council continues to process Local Environmental Plan amendments on a twice yearly basis. The 5 yearly review of the Wagga Wagga Local Environmental Plan 2010 has not yet commenced.		
Explanation / Remedial Action: Due to the lack of resources and the extensive projects within the Strategic Planning team, the LEP review has not yet commenced. An action plan needs to be developed to address this.		
Community Engagement: The amendments to the LEP are exhibited for the purposes of seeking public feedback. Amendments are also workshopped with Councillors and the Planning Advisory Committee		
4.17.2 Amend the Wagga Wagga Development Control Plan 2010		
Liaise with all Directorates and Advisory committees to ensure consistent and ongoing review of the Wagga Wagga Development Control Plan 2010	100%	100%
Implement ecologically sustainable development principles and programs	100%	100%
Prepare amendments to the Development Control Plan 2010 that support amendments to the the Local Environmental Plan 2010	25%	25%
Comments: Council continues to review and amend the Wagga Wagga Development Control Plan 2010. Amendments are occurring concurrently in support of amendments to the Wagga Wagga Local Environmental Plan 2010.		
Community Engagement: All amendments to the DCP are firstly workshopped with the Planning Advisory Committee and then Councillors. The changes are then placed on exhibition seeking feedback for the community and other key stakeholders.		
4.17.3 Develop and implement Strategic strategies and policies.		
Maintain contaminated (potential) land register	100%	100%
Maintain and update Property Vegetation Plan register	100%	100%
Comments: Council continues to support the implementation of the Wagga Wagga Spatial Plan 2013-2043. Progress on implementing the action items has not progressed due to resourcing issues.		
Explanation / Remedial Action: Recruitment to two vacant positions will take place in the coming weeks and provide additional resources to meet the agreed outcomes. Project Management Plans have been development or are being drafted for 3 of the key action items.		
4.17.4 Process and issue Section 149 (2) and (5) Planning Certificates.		
Process applications within 5 working days	90%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Update certificate templates to reflect amendments to the Wagga Wagga Local Environmental Plan and Development Control Plan	100%	100%
Comments: Council continues to issue certificates within 5 working days.		
4.17.5 Car Parking Study		
Comments: Council is committed to reviewing the 2008 Car Parking Study.		
Community Engagement: Ongoing discussions are taking place with the Wagga Wagga Business Chamber.		
4.18.1 Assess Council lodged Construction Certificate applications and undertake the role of Principal Certifying Authority		
Construction Certificates (CC) determined within 40 days from the date of approval of the Development Application or date the CC is lodged	60%	97%
Comments: Out of the total of 101 Construction Certificates determined, 98 applications were determined within 40 days.		
4.18.2 Assess and determine Development Applications		
Development Applications determined within 40 days	70%	78%
Comments: Out of the total of 186 Development Applications determined, 146 applications were determined within 40 days		
4.18.3 Assess and determine Plumbing and Drainage Applications and undertake inspections to ensure compliance		
Assess and determine Section 68 applications within 7 days of receipt	70%	86%
Comments: 152 of 177 section 68 applications were approved within the 7 day timeframe. This equates to 86% which is over the 70% target.		