



COFFS HARBOUR
CITY COUNCIL

**2012/2013 Quarterly Operational Report
October to December 2012
Adopted at the meeting of 28 February 2013**

www.coffsharbour.nsw.gov.au

Introduction

The *2012/2013 Quarterly Operational Report – October to December 2012* is generated from Council's *Performance Planning* software package. It shows the status for the quarter for each of the 41 Services within Council's 2012/2013 Operational Plan.

The *Performance Planning* software utilizes 'traffic lights' to indicate the progress towards achievement of performance measures. A green light indicates that the measure is either on track or achieved. An amber light indicates the status is manageable, and a red light indicates the activity is at risk.

Of Council's 41 Services, 35 are reported as being "On Track" at the end of the December quarter. Of the remainder, four are reported as "Manageable" and two are reported as "At Risk" (reflecting funding and staff resourcing issues related to specific Elements)

Services have subsets – called Elements – which encompass projects and ongoing activities. Council's 2012/2013 Operational Plan identifies 229 projects and a range of ongoing activities carried out as the day-to-day business of Council. The delivery of ongoing activities is measured through the use of Key Performance Indicators (KPIs) which generally compare achievements against set targets or timeframes.

Using commentary and the 'traffic light' graphics, Service Leaders (the officers responsible for each Service) provide an overall assessment of performance based on the progress of the Elements. In addition, comments are provided – in the blue shaded fields - on the progress of significant projects (as identified in the 2012/2016 Delivery Program). Details of relevant ('weighted') Key Performance Indicators (KPIs) are also displayed – shaded in yellow) - to show the progress of ongoing activities.

The organisation is currently reviewing its corporate reporting structure to make it more meaningful and manageable for Council's needs in complying with local government legislation and monitoring operational performance. It is envisaged that the reviewed structure will (from 2013/2014) place greater emphasis on reporting the impacts of Council activities on the strategic goals of the *Coffs Harbour 2030 Plan*.

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Arts and Culture (S01)

The resources available for these services determine to some degree the outcomes, which have shown an increase in attendance at the Art Gallery, possibly as a result of the EMSLA festival. Work has continued on the leasing of the Bunker Cartoon Gallery and there continue to be challenges associated with that facility. The redevelopment work for the new Museum has progressed with DA approval received during this quarter.



ELEMENT: Bunker

The Bunker Cartoon Gallery is on track. Attendances were down in December as the media release for the shows was not published by the Advocate. Sales of art work, compared to the last quarter, were up.

Nine individual exhibitions were opened in this period. the Refugee Youth art show titled Glass without Water, attracted record crowds on opening night with about 150 people in attendance. Volunteer staff are busy undertaking data entry, reception work, devising a newsletter and planning social events.

% increase in attendance at Bunker Cartoon Gallery compared to same period last year		-62.00
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ELEMENT: Gallery

The Gallery has attracted strong audiences through its exhibitions, public programs and education initiatives in this period.

The Gallery opened 4 major exhibitions this quarter. The SCA show attracted a large youth audience while EMSLA (the Gallery's national art prize) and its festival were well received. The Gallery began its first ever concerted school holiday program and almost all sessions were fully booked. Artists ran and staffed the programmes so there was little impost on the Gallery budget and time.


% increase in attendance at Regional Art Gallery compared to same period last year		8.00
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ELEMENT: Museum

Although closed the Museum remains a hive of activity. Terrie Beckhouse attended professional development forums at the Powerhouse museum and at the Australia Museum. The Museum won a volunteer initiated grant of \$858 allowing it to purchase 2 new cabinets to store photographs A coffee table book is being prepared for publication prior to opening the new venue. Volunteer morale is good although they (and paid staff) are anxious to move into the new facility. An late 19th century organ has been donated that has strong provenance to the area. It requires some conservation and plans are under way to hold a major fund-raiser for the organ once the museum is in the new facility.


% increase in attendance at Regional Museum compared to same period last year		0.00
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PROJECTS

<p>Museum redevelopment (P516.07) During last quarter DA was approved which allows the detailed design and construction works to now commence.</p>		50.00%
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ELEMENT: Theatre

Extensive work continued on the Business Plan. The Strategic Plan was adopted by Council at the Dec 2012 meeting. There was good support for the individual shows and also the program overall
High school students attended tech workshop
Helfgott scholarship concert and Gigoryan Brothers event was the highlight for the quarter

Achieving 65% capacity or more in attendance for available theatre sessions during period.		53.79
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City Image - Cleaning (S02)

Street cleaning and public toilets continue to progress on a routine basis, and on budget. Extra cleaning was carried out in the 2nd quarter, with the cleaning frequency increased during the christmas and new year peak period. The amount of customer requests received relating to cleaning are significantly less than last quarter.



ELEMENT: Undertake Street Cleaning


The Street Cleaning Program continues to progress on budget, with 25 customer requests received. 20 requests had been completed, with 5 remaining active at the end of the quarter.

% of customer requests relating to litter and rubbish in public car parks responded to within 2 days		100.00
% of customer requests relating to damage or vandalism in public car parks responded to within 5 days		100.00
% of customer requests relating to litter and rubbish in the CBD and town centres responded to within 2 days		100.00

ELEMENT: Undertake Toilet Cleaning

The Toilet Cleaning Program continues to progress on budget. Five customer requests were received within the 2nd quarter, with all five request completed.



% of customer requests relating to toilet cleanliness in the CBD and town centres responded to within 2 days		100.00
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
<p>Community Services (S03) See element tracking for the details which outline that this service is progressing as required at this stage of the year.</p>	
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ELEMENT: Community Development

This service element is progressing as expected for this time of year with Dec often quite busy in comparison to other months. The service remains meeting expectations.


PROJECTS

<p>Community Capacity Building Programs (P516.01) The provision or involvement in Community Development/capacity building programs is a core and ongoing role for the CD Team. Some projects or activities of this period included; * Support of international day of people with a disability event. * Participation in mental health month activities. * Co-ordination/preparation for Australia Day celebrations. * Review of Sportz Central operations (still occurring) * Participation in regional planning examining issues around homelessness and affordable housing. * Work on the review of Council's Public Art Policy * Briefing to Council and public exhibition of draft Cultural Plan and Policy * Reporting to funding bodies on community builders and ageing, disability and homecare service agreements with Council.</p>		50.00
<p>Aboriginal Projects (P516.02) Coffs Harbour City Council continue support Aboriginal projects such as Coffs Harbour City Council Grace Roberts Community Development Awards unfortunately this years awards were cancelled. However each year council involvement with the local indigenous community continues grows stronger and participation in terms of Aboriginal specific events. Future projects for the next three months; Coffs Harbour Gumbaynggirr Regional Museum project, National Close the Gap Day</p>		50.00


<p>CALD Projects (P516.03) Planning well under way for 2013 Multicultural Festival March 2013. Refugee beach awareness sections completed and these were well attended by the community.</p>		50.00
<p>Arts and Cultural Grants (P516.04) Funding under Council's Arts and Cultural Small Grants Program for 2012/13 has been distributed as outlined in last quarters report. This program has now been completed until the next funding round in September/October 2013. The Cultural Development Officer will liaise according with funded groups as necessary regarding acquital requirements.</p>		100.00
<p>Implement Cultural Plan (P516.05) The Draft Cultural Plan & Policy was presented to Council and placed on public exhibition. The Coffs Culture online forum was also re-opened during the consultation period. Key stakeholders were also contacted by phone to advise of the public exhibition period and encourage any further input. A report is currently being prepared for Council on the outcomes of the exhibition process and requesting adoption of the plan and it is anticipated this will go to the 28/2 Council meeting with the Cultural Plan implementation commencing in March 2013.</p>		90.00
<p>Funding & Grants (P516.08) The sourcing of relevant funding and grant opportunities is a ongoing role of the community development team. Staff continue to source grants where possible, distribute information on to relevant sector networks or groups and where available seek our sponsorship to support the work of the CD Team or broader community partnerships. For example this period work has been undertaken into the development of a sponsorship package to support the Multicultural Harmony Day Festival. Seniors and youth week grants applied for. Investigation of energy efficiency and sport and recreation grants for community facilities with applications being progressed for Sportz Central.</p>		25.00


ELEMENT: Community Facilities

This service continues to be addressed as effectively as the available resources allow with good outcomes continuing within the community facilities area.

% of Council's advisory and facility committees meetings where a quorum was achieved		100.00
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PROJECTS

<p>Community facility improvement (P516.06) Venues for hire website completed. Awaiting on media and advertising assistance. Nana Glen Equestrian work in progress on the repair of facilities due to two major floods - new ring fence, repair of cross country jumps, removal of debris. Nana Glen examination of construction of bulky equestrian storage shed and grant options. Woolgoolga Community Hall - completion of fire evacuation plan, installation of external key code lock safe and improved energy efficient light fittings. Sportz Central examination of new motorised roof exhaust fans to be installed in Feb 2013</p>		50.00
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<p>Community facility management (P516.09) All Management Plan, hire fees and hire agreements under review.</p>		50.00
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Compliance (S04)

Compliance response framework across building, land use, biodiversity and health branches of LUHD continuing with the development of standard letters/procedures and the undertaking of legal training. It is noted that the Rangers workload this quarter was up by 12.5% compared to the same quarter of the previous year.



ELEMENT: Biodiversity

A significant milestone was achieved during the quarter with the finalisation of community consultation and adoption of the Class five fine scale mapping. It has been a relatively subdued quarter in terms of compliance action associated with breaches of the Tree Preservation Order .

Number of Cautions issued		1.00
Number of Penalty Infringement Notices (PINs) issued		2.00

PROJECTS

Implement Compliance Framework - Biodiversity (P230.15) An internal working group within LUHD has been established and continues to work toward refining standard forms and procedures. Group members have been targeted to attend training and enhance their knowledge in evidence gathering and associated compliance actions. Further development of a designated compliance branch is on hold pending determination and establishment of an organisational restructure.		0.00
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ELEMENT: Building

There are no current statistic or measures on compliance activities. Methods of measuring these activities are being developed as part of the compliance project and should allow for analysis by the final quarter of 2012-13


PROJECTS

Develop cross-branch compliance response framework (Building, Land Use, Biodiversity, Health and Environment) (P220.02) The compliance response framework across branches within LUHD is continuing to be developed with specialist created in the branches of LUHD to service each element.		65.00
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ELEMENT: Health and Environment

An attempt to provide a reasonable amount of time to regulated premises inspection has been attempted in this period.

PROJECTS


Implement Compliance Framework - Health and Environment (P240.01) Procedures being written in coordination with other sections		80.00
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ELEMENT: Landuse

There are no current statistics or measures on compliance activities. Methods of measuring these activities are being developed as part of the compliance project and should allow for analysis by the final quarter of 2012-13

% of development-related complaints responded to within 7 working days		0.00
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PROJECTS

Implement Compliance Framework - Land Use (P220.01) The compliance response framework across branches within LUHD is continuing to be developed with specialists created in the branches of LUHD to service each element.		65.00
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ELEMENT: Ranger Services


During the past quarter work loads were up by 12.5% from previous quarters and compare to the same period last year. The Ranger service cuts back on non essential jobs and non core activities to make up the resources to cover these extra work loads. Proactive compliance work by the Ranger team is extremely difficult to resource under these conditions.






Managing illegal camping activities along the coast line was a key activity during the period.

% of overgrown land inspections undertaken within 7 days		90.00
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# of new dog and cat registrations		409.00
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% of Companion Animal complaints responded to within 2 days (not impounding)		86.00
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% of impounding-related complaints responded to within 4 hours		87.00
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% of stock complaints responded to within 4 hours		90.00
% of all Other Animal complaints responded to within 2 days		90.00
% of law enforcement general complaints responded to within 2 days		91.00
% of Emergency callouts responded to within 1 hour		100.00
% available patrol days patrolled		96.50

Customer Service (S05)



ELEMENT: Customer Service

KPIs tracking well.

Switchboard calls 15,871 (from 17,752 Sept quarter) - Reflects start of Holiday period.

KPI: At least 96 % (industry standard) of calls answered (No more than 4% of calls lost) = 95% - this stat is per phone. If a call is not answered on one phone, it would normally be picked up by another operator.

% of calls completed within 2 minutes		99.00
% of total calls answered		95.00
% of drainage diagrams attended to within 2 days		100.00
% of requests for archived building plans attended to within 2 days		100.00

Development Assessment (S06)



The program is continuing to proceed within expectations with the majority of time frames for applications being met. Development activity remains consistent with the previous quarter, overall remaining relatively flat. Complying Development Application numbers remain low, these numbers may increase during 2013/14 with the introduction of the Electronic Housing Code during the 4th quarter of 2012/13.

ELEMENT: Development Advice

Development advice is provided daily by Building and Development officers during core enquiry hours between 8.30 - 10.00am or outside these hours subject to an appointment.




Duty Planner available daily.

All TLC meetings requested were conducted and attended by relevant Council department reps. Number of meetings slightly up on previous quarter, duration of meetings not recorded however would average 1 hour.

ELEMENT: Development Assessment


The number of development applications are slightly up on the previous quarter however are below the forecast figure in the revised KPI target. Processing times are satisfactory with only complex or contentious DAs proceeds >40 days. Processing times for other certificate average - excellent.

% DAs processed within 40 days		93.00
% s172 building certificates processed within 21 days		91.00
% s735A notices processed within 5 days		100.00
% Subdivision plans processed within 5 days		100.00
% Drainage Diagrams prepared with 3 days		97.00
% Drainage Diagrams prepared to standard		100.00
% of Annual Fire Safety Statement Review Reminders issued within 30 days of due date		100.00

% of 149 Certificate applications processed and issued within 5 days of receipt by Council		95.00
% of Priority 149 Certificate applications (where urgent fee is paid) processed and issued within 2 days of receipt by Council		100.00
% of S96 Applications processed within 40 days		84.00

ELEMENT: Development Management

The number of Construction Certificate applications received are slightly up on the previous quarter however is slightly less than the revised target in the KPIs. Complying Development Certificate application numbers remain steady, processing times are excellent.

% of CDC's processed within 10 days		100.00
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Economic Development (S07)



All EDU projects are on track and progressing well and successfully.

ELEMENT: Enterprise Development

Provision of support services to foster employment and enterprise growth in Coffs Harbour

The digital Enterprise Program aimed at helping business with the new digital economy is proceeding well.

The number of business / industries enquiries remains steady.

PROJECTS

Business development Enquiries (P517.07) Numbers down from long-term average.		50.00
Coffs Coast Jobs (P517.08) Numbers improving since end of quarter.		50.00
Enterprise Facilitation (P517.09) EDU has not been able to obtain 'street front' office space to enable this project to continue.		0.00






ELEMENT: Industry Development

Provision of projects and services to further develop industry in Coffs Harbour

A series of workshops with industry sectors is being conducted for inclusion in the Economic Strategy from information received. Action Plans will be developed and implemented by industry sectors and council. Those completed are; Health, Education, Creative Industries, Food - Tourism will be facilitated in March with others to follow.

PROJECTS

Growers Market (P517.10) The Growers Market continues to provide a valuable resource for the community by providing an outlet for local producers to sell their products, educating the community about the benefits of eating locally and seasonally. The Growers Market will be 10 years old in 2013 and we are planning activities to celebrate.		50.00
Manufacturing Network (P517.11) Canvassing for new members on hold since closure of local I&I office.		50.00

<p>Health Strategy (P517.12) Health Website - 1500 new visits during this quarter. 76% new visitors with the majority visiting from Sydney 50%, Melbourne 14% and Brisbane 10%. Also includes international visitors = 5% UK, 5% USA and 2%NZ Health Industry Network Meeting - Industry meeting held 18 December to identify top priorities for the sector. NBN Telehealth Pilot Program - Feros Care successful with their application which will provide telehealth care access for 200 Coffs Harbour seniors that require greater support, due to their chronic conditions, social isolation and or remoteness to adequate health support services.</p>		<p>50.00</p>
<p>Education and Training (P517.13) On going engagement with industry to input into the Economic Strategy and identify priorities.</p>		<p>50.00</p>
<p>IT Cluster (P517.14) This network will be formed as part of the Economic Strategy - workshop to be held in Feb / March 2013</p>		<p>0.00</p>
<p>Innovation Centre (P517.15) The EDU has regular meetings with CHIC and all seems to be going well.</p>		<p>50.00</p>
<p>Creative Industries (P517.16) This network was formed as part of the Economic Strategy - follow up and commencement of projects will begin once the Strategy is complete and adopted by council.</p>		<p>10.00</p>

ELEMENT: Marketing

Provision of marketing services and projects to deliver economic benefit to Coffs Harbour

Switched on Coffs TV is a growing tool for our marketing along with all EDU social media. We have a healthy and growing number of followers and hits from across the globe.







Pamphlet produced to be distributed during Christmas expounding our lifestyle.

Facilitation of off shore power boat race to be held in Aug / Sept 2013.

Ongoing collect and distribution of statistics meaningful to business / investors.

Development of a Economic Strategy.

PROJECTS

<p>City Centre Promotional Activities (P517.01) With the new development of Coffs Central progressing the City Centre is again gaining a new vibrancy and life. Future City Centre projects will work to build on the ambience in the City Centre through the provision of live music, events, aesthetics ect.</p>		50.00
<p>Business E-News (P517.02) Subscriber numbers remain steady, looking to grow the database in 2013.</p>		50.00
<p>Economic Information (P517.03) Economic Profile not to be produced this year.</p>		50.00
<p>Rate-Variation-Funded Programs (P517.04) These projects are progressing well.</p>		50.00
<p>Investment Attraction Activities (P517.05) Content production for Switched on Coffs TV forms part of this program.</p>		50.00
<p>Economic Product Development (P517.06) This project budget is used to develop Switched on Coffs TV a program aimed at promoting Coffs Harbour, its businesses and its social and cultural activities to the world. The results of this are shown elsewhere in this report.</p>		50.00

ELEMENT: Switched on Coffs

Deliver projects as required for the implementation of the Switched On Coffs strategy


Switched on Coffs is going slowly but surely. Switched on Coffs TV is attracting hits from across the globe.



With assistance from EDU Feros Care have received funding for a e health project in Coffs worth \$2.7m.

SCU / CSIRO & NSW Dept Housing are all preparing to deliver digial programs with funding from Gov and assistance from EDU.

This is an exciting project with endless possibilities - it should 'take off' more once Coffs has broadband. First FSAM launch 13 February.

PROJECTS

<p>Virtual Office of Digital Economy (P517.17) This committee has not met in a while as there is a lack of need to involve the complete team in projects - see Switched on Coffs TV and Vteams.</p>		25.00
<p>NBN rollout (P517.18) NBN will be switched on in the 1st FSAM in Feb 2013 and them rolled out across the Cit following that. Official launch should be in Feb 2013</p>		50.00
<p>NBN Hubs & Enterprise program (P517.19) Digital Enterprise Program commenced in November with 7 workshops completed in November/December. Workshops developed included E-Commerce, Websites, Teleworking, Cloud Computing, Videoconferencing and Cyber Security.</p>		50.00
<p>SOC TV (P517.20) Switched on Coffs.tv movies attracted more than1,600 individual views for more than 2,200 minutes during the quarterly reporting period, with multiple views being recorded in Australia, the United States, Germany, United Kingdom, Spain, The Netherlands, Malaysia, Hong Kong, Ireland, Philippines, Canada, France, Taiwan, Indonesia, Lithuania, South Africa, Belgium and New Zealand. The videos were also viewed in India, Brazil, Maxico, Japan, Estonia, Italy, Singapore, Poland, Israel and Saudi Arabia. Most views, aside from in Australia, were recorded in the UK, Canada, USA and Germany, from where many of the city's new citizens originally lived.</p>		50.00

<p>SOC V TEAMS (P517.21) V Teams have been established for industry sectors, community and partners and utilised to help develop the city's new economic strategy. V Teams have also been established for various business groups and a social service provider in the health industry.</p>		<p>50.00</p>
<p>Switched on Coffs Digital Strategy (P517.23) Projects have been reported on in other sections of this report</p>		<p>20.00</p>

Emergency Management (S08)

Ensuring the Council's responsibilities are fulfilled and the community is prepared as possible.



ELEMENT: Provision of emergency management service

% of LEMC meetings attended



100.00

PROJECTS

Emergency Management (P521.01)

The Bellingen SES flood plan has been endorsed by the LEMC.

There has been a change in the SERM ACT where the General Manager is now the Chair of the LEMC. This is being worked through with Bellingen Council as the LEMC covers both Coffs aNd Bellingen LGAs.

100.00

Environmental Management (S09)

Biodiversity is tracking well - the finalisation of community consultation and adoption of the Class five fine scale mapping was a milestone this quarter.
Funding/Resourcing issues with the Onsite Sewerage System Management and Sustainability elements affect the ongoing performance status of this Service.




ELEMENT: Biodiversity Management

A significant milestone was achieved during the quarter with the finalisation of community consultation and adoption of the Class five fine scale mapping. The adoption of the Class five mapping layer provides the foundation to progress further key studies toward the management of biodiversity assets in the Coffs Harbour LGA.




PROJECTS

Biodiversity Action Strategy 2012 - 2030 (P230.07) Strategy approved by Council in 2012 and includes 174 actions		50.00
Priority Habitats and Corridors Framework 2013 - 2030 (P230.08) Awaiting completion of old-growth forest layer and 'stand alone' corridors footprint before combining all layers in to a high value habitats layer. This composite layer will then inform the Priority Habitats and Corridors Framework.		50.00
Koala Plan of Management 2013 - 2030 (P230.09) Unchanged from previous quarter. Development of a new KPOM is dependent on the collection and analysis of koala survey population information and modeling with the current class 5 vegetation mapping to identify areas of 'core koala habitat'.		25.00
High Valued Habitats (P230.10) This project depends on the outcome of an Environmental Levy application (Strategic Planning - Biodiversity) for funding. It can not be started until the old-growth layer is completed by OEH.		0.00
Corridors footprint 2012 (P230.11) A large step in the development of the corridors footprint is the completion of the Class 5 vegetation mapping. Funding to further this project has been requested through the Environmental Levy 2013/14 funding round and is dependent on securing sufficient funds.		15.00

Biodiversity Assets (Ecological Significance) (P230.12) Requires completion of all biodiversity precursor layers before development of this layer can occur. Class 5 Vegetation mapping complete; old-growth layer in prep; corridors footprint yet to be started. Funding has been sought through 2013/14 Environmental Levy funding round (Biodiversity - Strategic planning)		10.00
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ELEMENT: On-Site Sewer Management

Current focus is on low risk systems, resource level don't allow for time frames to be met

# of High Risk Onsite Sewerage Management systems inspected		2.00
# of Medium Risk Onsite Sewerage Management systems inspected		24.00
# of Low Risk Onsite Sewerage Management systems inspected		270.00


ELEMENT: Sustainability




A number of grant funded sustainability projects were finalised in the last quarter of 2012. The finalisation of various projects including the completion of Local Food Futures and the Our Living Coast Regional Sustainability Initiative brings to an end an eventful and successful community engagement on topical matters associated with promoting sustainability within our everyday lifestyle.

The Sustainable Living Festival, with over 5000 attendees, and the Ambassadors program were both extremely popular events. The value of the Ambassadors program was recognised through obtainment of a LGSA environmental award.

Whilst the results from this quarter were effective in promoting sustainable living within the community, such results were only made possible through utilisation of grant funds. As the last of the grant funds are expended the ability to maintain the momentum gained over the past few years will significantly diminish and possibly cease unless further funding is obtained.

PROJECTS

State of the Environment reports (P230.01) Regional State of the Environment Report completed on-time, submitted to DLG with Annual Report.		100.00
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<p>Corporate Sustainability Strategy (P230.04) This project has been on hold due to a loss of funding and insufficient staff resource to undertake the work. Further work will be wholly dependant upon available resource. The Sustainability Action Plan was endorsed by CDT in March 2012 but few actions have been undertaken or completed. The S-Team has continued to meet and undertake projects but more momentum is needed. The review of PDs and PMR system being undertaken across the organisation offers the opportunity to integrate some of the actions within the action plan.</p>		0.00
<p>Community Sustainability (P230.05) The sustainability team finalised grant funded projects in the last quarter of 2012 including the completion of the Local Food Futures project and the Our Living Coast Regional Sustainability Initiative. The team delivered the annual Sustainable Living Festival as well as a range of community education workshops. The Ambassadors program continued and was recognised with an LGSA environmental award. Funding for community education projects has now ceased. Funding will need to be sourced for projects to continue in 2013.</p>		50.00
<p>Climate Change and Mitigation Strategy (P230.06) Council continues to utilise the services of 'Planet Footprint P/L', which is an environmental score-keeping service with regard to Council's electricity (and now water) usage. Regular updates/reviews are being held with PF. Project opportunities (incl grants) continue to be reviewed regularly, however, staff resources are limited.</p>		50.00

Event Management (S10)

Event management activities on track - see Element updates



ELEMENT: Event Management

Event management activities on track for this quarter with a number of events being held and events confirmed for 2013 (Info for Sports Unit - no info given from other areas at time of writing)

Sydney Swans camp confirmed for January 2013

Country v City confirmed for the City and initial meetings taking place for game itinerary

2013 school carnival calendar for the stadium filling quickly

PROJECTS

Buskers Festival (P517.22)

In 2012 the Festival attracted 22,000 attendees over the 9-days. Nearly 100 shows took place over the 9-days including Kids Day, which attracted 1,500 children, and the City Centre Spectacular, which attracted nearly 4,000 people into the City Centre. The Festival also included night time shows in local pubs and clubs and daily shows in the City Centre.



100.00

ELEMENT: Identification and Evaluation

Events team meetings held as required during this period.

Funding confirmed for Fuelarama and Coffs Outriggers

PROJECTS

Events (P375.02)

Statistics for the quarter (October - December)

2 National Events, 1 Regional Events, 1 Local Events

No. of Participants at Stadium Events = 2224

No. of spectators at Stadium Events = 2140

Total Visitor Nights = 11030

Total Economic Impact = 11030 x156 = \$1,720,680



50.00

Flooding and Coastal Management (S11)



Flooding program on track.

ELEMENT: Coastal Management

Significant milestone in completion of Coffs Harbour Coastal Zone Management Plan. Plan to be submitted to council for adoption in early 2013. Woolgoolga Lake, Willis Creek and Darkum Creek Estuary Management Plans also completed.

PROJECTS

<p>Coastal and estuary Management (P560.02) The following projects are currently in progress Woolgoolga Lake Estuary, Willis Creek Estuary and Darkum Creek Coastal Zone Management Plan - Public exhibition phase completed. Coffs Creek Coastal Zone Management Plan- Community Uses Assessment completed. Coastal Zone Management Plan placed on public exhibition. Pipe Clay Lake Education Stormwater Program liaison between different stakeholders, engagement of consultant</p>		50.00
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ELEMENT: Flooding

Floodplain mitigation works including Bennetts Road detention basin and Spagnolo's Road detention basin facilitated. Orara River Flood Study completed. Boambee/Newports Creek Floodplain Risk Management Study commenced.

PROJECTS

<p>Floodplain Management (P560.01) Bennett's Rd detention basin close to completion.</p>		50.00
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Footpaths and Cycleways (S12)



The footpath major repairs program has 80% complete for the 12/13 financial year.
 There is minimal budget left for footpath replacements in 12/13.
 The entire footpath network is currently being inspected, which is expected to take 2 to 3 months.
 This inspection will aid in preparing the footpath major repairs program for upcoming years.

ELEMENT: Execute Capital Works (UNFUNDED 2012/13 - 2015/16)

Capital Works program progressing well. Anticipate full scope will be completed on time.

ELEMENT: Plan and Execute Maintenance works

During the 2nd quarter, Asset maintenance have been carrying out extensive footpath restoration works for the NBN rollout.
 The Footpaths and Cycleways Budget is slightly over budget for the first quarter, however this is due to footpath maintenance works being programmed for the 1st quarter, with the concreting crew focusing on other works during the 2nd quarter.

% of customer requests relating to minor pathway and cycleway maintenance responded to within 5 days		83.00
% of customer requests relating to damage to bus shelters responded to within 5 days		100.00

ELEMENT: Plan and promote Capital Works.

The development of forward Pedestrian Access and Mobility Plans (PAMPS) (10-15yrs projection) as well as proposed Bike Plan for future funding opportunities

Funding for PAMP work and review of LGA Bicycle plan gained from RMS. Projects commenced. Funding for further design review of Coastline Cycleway project north of Diggers Beach Road confirmed.

PROJECTS

Footpaths - Works Planning (P538.01) only maintenance works on footpaths this year seeking funding for hwy footpath cunnighams shed to stadium drive		60.00
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Health (S13)



The ability of the existing resources to meet inspection targets of OSSM systems, food and other regulated premises is suffering under the pressure of addressing direct complaint from residents. There is clearly increasing community expectations for Council to deal promptly with addressing individual complaint based concerns. As a consequence, our regulated inspection activities are falling behind.

ELEMENT: Environmental Monitoring

Compliant based monitoring / response only being done

# of Beach and Estuary water samples exceeding Dept Health Standards and National Guidelines		0.00
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ELEMENT: Pollution/Health Events

All pollution events were responded to

# of street and litter bin complaints received		0.00
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% of street and litter bin complaints responded to within 2 days		100.00
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% of contractor delivery schedule variation relative to agreed service schedule		0.00
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# of Major Land Pollution incidents reported		1.00
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% of Major Land Pollution Incidents responded to within 1 hour		100.00
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# of Minor Land Pollution incidents reported		65.00
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% of Minor Land Pollution Incidents responded to within 2 days		100.00
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% of Major incidents responded to within 1 hour		100.00
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% of Minor incidents responded to within 2 days		100.00
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ELEMENT: Regulated Premises

Although improved meeting expected number of inspections continue to be side lined with dealing with community compliant.

# of public pools registered		123.00
# of inspected pools that don't comply with statutory requirements		0.00
# of non-compliant pools brought up to compliance during period		0.00
% public health complaints responded to within 2 days		100.00
% of premises and businesses registered in NSW Food Authorities Partnerships program inspected during period		19.52
% food handling and contamination complaints investigated within 2 days		100.00
# of Caravan Park Approvals to Operate issued during period		0.00
% of premises inspected for Legionella during period		12.50
% of inspected premises complying		100.00
% of hairdressing and skin penetration premises inspected during period		19.00
% of inspected hair dressing and skin penetration premises complying		100.00

Landuse Planning (S14)

Land Use Planning are progressing projects and delivering outcomes in a timely manner, generally meeting community expectations. The primary focus of the program remains the finalisation of CHLEP 2013 and DCP 2013.

The exhibition period of the draft documents was from 13 September 2012 to 26 October 2012. Council received 99 submissions to the public exhibition. A report was progressed to the 13/12/12 Council meeting. The draft LEP and DCP were endorsed to progress to the Minister to make.






ELEMENT: Growth Management

Progress is being made with the achievement of two Urban release areas being successfully rezoned to accommodate the population growth being experienced.

One further urban release area, North Boambee Valley, is currently being analysed and the necessary studies carried out to progress urban rezoning. Studies to consider the rural residential zoning of the Bonville area will also progress subject to a current tender process that closes at the end of November. The results will be reported to Council in early 2013.

PROJECTS

<p>Rural Residential Strategy (P210.01) Council prepared Tender documents for the project. Tender advertised to close 27 November 2012. Submissions received from consultants to be assessed and reported to Council with a view to appoint the successful consultant; The land included in the candidate area for the study and its merits for rezoning will be addressed by the forthcoming planning studies. Residents/landowners of land which in the study area will be informed of key milestones as the study progresses.</p>		40.00
<p>Review Local Growth Management Strategy (P210.04) The Review of the current endorsed Local Growth Management Strategy is to commence early in 2013. Discussions about the process have been held with relevant internal stakeholders focusing on consideration to determine which of the components of the LGMS that require modification and what priority is there to review each component.</p>		15.00

<p>Bushfire Mapping Review (P210.10) Fine detail - Class 5 Vegetation Study completed, exhibited and reported back to Council at the 13/12/12 meeting. Class 5 Vegetation Map (Version 1.1 2012) and accompanying reports for the Coffs Harbour Local Government Area (LGA) were adopted by Council ie vegetation maps completed and adopted and the endorsement of classifications completed. Progress can now be made on updating the Bush Fire Maps.</p>		20.00
<p>Section 94 Plan Review (P210.11) Council's Developer Contributions Internal Working Group (DCIWG) established with the principal role of the Group being to identify opportunities for the preparation of Developer Contributions Plans, formulate new plans, review existing plans, and to monitor works progress and contributions expenditure. The policy identifies the key roles and responsibilities for members of the DCIWG and formalises contribution plan review timelines. A report was put to Council 25/10/12 to endorse the policy. A further policy on "works in Kind" was developed by the group, considered at the 25/10/12 meeting and endorsed.</p>		40.00
<p>Place Making - Woolgoolga Master Plan Review (P210.12) While the project has not progressed rapidly the issues relating to the review have been assessed in greater detail and the Review of the existing endorsed Woolgoolga Master Plan is scheduled to commence early in 2013. Discussions about the process have been held with relevant internal stakeholders. External funding, to undertake Social and Economic Assessment of Sapphire to Woolgoolga Pacific Highway Upgrade, sought and awaiting feedback on this matter from external NSW Government agency.</p>		25.00


ELEMENT: Landuse Controls


The draft DCP 2012 provides controls to ensure appropriate forms of development; consistent with community aspirations from social, economic and environmental perspectives, legislation and industry (best practice) standards; are achieved.



Additional bodies of work will be required to test some aspects of the draft DCP to enable the controls to be dynamic and flexible through time to respond to a quadruple bottom line.




The Draft DCP was publicly exhibited and submissions received with a report being provided to Council's 13/12/12 meeting.

PROJECTS

<p>Coffs Harbour Standard Local Environmental Plan (SLEP) (P210.02) Council resolved 23 February 2012 to seek Section 65 certificate to allow draft Coffs Harbour LEP 2012 to be exhibited for a period of six weeks. Subsequently on 24 May 2012 Council resolved to publicly exhibit the draft Coffs Harbour DCP 2012 for a period of six weeks, concurrent with draft Coffs Harbour LEP 2012. The Section 65 Certificate was received by 29 August 2012. Amendments were made to draft LEP 2012 to satisfy all conditions of the Certificate, to allow the draft LEP to commence exhibition. Administrative amendments were also made to draft LEP 2012 in accordance with the intent of the following five amendments:</p> <ul style="list-style-type: none"> <input type="checkbox"/> LEP 2000 Amendment No 34 (land in North Coffs); <input type="checkbox"/> LEP 2000 Amendment No 38 (Thakral lands in North Coffs); <input type="checkbox"/> LEP 2000 Amendment No 46 (lands adjoining Bonville Golf Resort); <input type="checkbox"/> LEP 2000 Amendment No 48 (land on the corner of Clarence Street and Pullen Street, Woolgoolga); and <input type="checkbox"/> LEP 2000 Amendment No 49 (land fronting Backhouse Street, Woolgoolga). <p>NSW P&I also advised that a boundary adjustment clause was available for Council to use and certified it for exhibition. The exhibition period of the draft documents and additional clause was from 13 September 2012 to 26 October 2012 and copies of the LEP, DCP and associated documentation were available to be viewed at Coffs Harbour City Council Administration Building, Coffs Harbour Library, Toormina Library and Woolgoolga Library during normal office hours. A free copy of the documents was available on CD and the documents were provided on Council’s website. The draft documents were exhibited and 99 submissions were received. Of the submissions received, 10 were from Government Agencies. With the reclassification of Council land it is a necessary procedure to hold a public hearing. A public hearing was held 14 November 2012, as the draft LEP 2012 proposed to reclassify Council owned lands as</p>		90.00
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<p>Operational lands.</p> <p>A number of briefings with the elected Council were held throughout the course of preparation of the draft LEP 2012 and draft DCP 2012.</p> <p>Explanatory information sheets, including a plain English version of the draft LEP, were prepared to assist with community engagement and were placed on public exhibition with the draft LEP 2012 and draft DCP 2012.</p> <p>A Strategic Management Plan (SMP) was prepared to set out details of changes in the new LEP and the rationale behind decisions made throughout the LEP preparation.</p> <p>A Conversion Plan was prepared to set out details of changes made in the draft DCP and the reasoning behind decisions made throughout the DCP's preparation.</p> <p>To assist with providing simple clear information to the community, a summary brochure entitled Exhibition Explanatory Information was prepared and freely made available to the community, to accompany the draft LEP and draft DCP.</p> <p>A specific website was established to carry the information relating to LEP, DCP and additional boundary adjustment clause for the purposes of the public exhibition.</p> <p>This website was extremely beneficial with visits from 4,585 interested parties. The website also provided a mechanism for the public to lodge submissions to the exhibition. Eleven submissions were generated in this manner.</p> <p>A Business/Industry/Key Stakeholder Information Shop Front was held on the morning of the 18 September and had four attendees.</p> <p>Community Information Shop Fronts were held to assist with providing information on the plan to the community. The five community information shop fronts took place on:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tuesday, 18 September 2012 at Coffs Harbour City Council Chamber <input type="checkbox"/> Wednesday, 19 September 2012 at Red Rock Multi-Use Centre and Woolgoolga Library <input type="checkbox"/> Thursday, 20 September 2012 at Coramba Community Hall and Toormina Library. <p>The Community Information Shop Fronts were attended by a total of 11 people.</p>		
<p>City-wide Developmental Control Plan (DCP) (P210.03)</p> <p>On 24 May 2012 Council resolved to publicly exhibit the draft Coffs Harbour DCP 2012 for a period of six weeks, concurrent with draft Coffs Harbour LEP 2012.</p> <p>The exhibition period of the draft documents and additional clause was from 13 September 2012 to 26 October 2012 and copies of the LEP, DCP and associated documentation were available to be viewed at Coffs Harbour City Council Administration Building, Coffs Harbour Library, Toormina Library and Woolgoolga Library during normal office hours. A free copy of the documents was available on CD and the documents</p>		<p>90.00</p>

<p>were provided on Council’s website. The draft documents were exhibited and 99 submissions were received. Of the submissions received, 10 were from Government Agencies. A number of briefings with the elected Council were held throughout the course of preparation of the draft LEP 2012 and draft DCP 2012. Explanatory information sheets, including a plain English version of the draft LEP, were prepared to assist with community engagement and were placed on public exhibition with the draft LEP 2012 and draft DCP 2012. A Conversion Plan was prepared to set out details of changes made in the draft DCP and the reasoning behind decisions made throughout the DCP’s preparation. To assist with providing simple clear information to the community, a summary brochure entitled Exhibition Explanatory Information was prepared and freely made available to the community, to accompany the draft LEP and draft DCP. A specific website was established to carry the information relating to LEP, DCP and additional boundary adjustment clause for the purposes of the public exhibition. This website was extremely beneficial with visits from 4,585 interested parties. The website also provided a mechanism for the public to lodge submissions to the exhibition. Eleven submissions were generated in this manner.</p>		
<p>E Planning (P210.05) Implementation of project relies on substantial input from IT. Competing IT priorities have limited the availability of IT support. Negotiations ongoing with CIO for options to free up IT resources. Purchased and rolled out tablets; purchased and implemented 3 software modules (one expected to be operational in New Year).</p>		20.00
<p>LEP 38 (Thakral Land) (P210.06) LEP Amendment 38 (Thakral Land) was formally made by the Director General as delegate of the Minister of Planning and Infrastructure, on Friday, 1 June 2012. The North Coffs DCP is also now in force as a result of the LEP Amendment being made by the Minister's delegate. These documents were integrated into the draft LEP 2012 and draft DCP 2012.</p>		100.00

<p>LEP 46 (BIG Resort site) (P210.07) LEP Gazetted 4th May 2012. Letters issued to all submission stakeholders and government agencies. Development Control Plan activated by notification in paper.</p>		100.00
<p>LEP 34 (North Coffs release area site) (P210.08) LEP Amendment 34 (North Coffs) was formally made by the Director General as delegate of the Minister of Planning and Infrastructure, on Friday, 15 June 2012. An area of land was deferred from the LEP . The North Coffs DCP is also now in force as a result of the LEP Amendment being made by the Minister's delegate. These documents were intergrated into the draft LEP 2012 and draft DCP 2012. Council has approached landowners in the deferred area to enable a further report to be prepared for Council consideration. Council await the provision of this additional information from a landowner.</p>		95.00
<p>North Boambee Valley West Planning Proposal (P210.09) The consultant team have made significant progress on the North Boambee Valley project. They have completed their field work and are in the prepared a Draft report on the studies completed and recommend suggested zonings and Development Control Plan. The draft report, studies and plan has been circulated to all relevant Council Departments. Some modifications have been requested. The Draft Plan and studies, once modified will be reported to Council, so that Council can make resolutions concerning progression of the project to public exhibition.</p>		45.00

Library (S15)





Busy period with a number of well-attended public events conducted and continuing work on the Digital Library Project and Pharos post-implementation activities. Internet/network connectivity issues at the branches, in particular at Woolgoolga, have caused some disruptions during the period. Library Strategic Plan adopted by Council in October, work on the Action Plan has commenced.

ELEMENT: Customer Services

Lending and reference services going well and a busy period for programs and events. Public information sessions on Digital Library resources have been popular. Library has experienced some post-implementation issues with its Pharos public computer booking and print/copy management system and is working with the vendor to fully resolve them. As with the previous quarter, the library's wifi service continues to be well used with continued high growth in users/sessions.


% increase in loans compared with same period last year		-2.60
% change in membership compared with same period last year		6.10
% change in number of visits compared with same period last year		0.40
% change in number of web visits compared with same period last year		32.00
% increase in public computer/internet sessions compared with same period last year		50.60
% change in HLS membership compared with same period last year		9.70
% increase in attendance at Storytime sessions compared with same period last year		-17.70
% increase in attendance at Yourtutor sessions compared with same period last year		-2.80
# increase in attendance at other sessions compared with same period last year.		16.90

PROJECTS



NSW Comparison/State Standards (P514.02) Scheduled for Q3.		0.00
Radio Frequency Identification (RFID) system (unfunded) (P514.04) Library Development Grant application submitted - successful grants announced in March/April 2013.		0.00
Library Strategic Plan (P514.05) Due to unexpected staffing issues in Q2-Q3 the action plan schedule has slipped - action plan to be reviewed/updated in Q3.		10.00
Library Policy review (P514.06) Due to unexpected staffing issues in Q2-Q3 this has been placed on hold. Should be in a position to commence library policy review in Q4.		0.00

ELEMENT: Resources and Technical Services

Work continues on developing our Digital Library facilities (grant-funded project) along with our usual collection development/management activities. Internet connectivity issues experienced during the quarter, particularly at the Woolgoolga branch which caused disruptions for customers and staff, situation has improved and we continue to monitor the issue and work with relevant vendors.

% increase in number of database searches compared with same period last year		-7.70
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PROJECTS

Library Catalogue/Member Services (P514.01) Upgrade not yet scheduled due to critical staff vacancies at the library. Investigating Civica managed services proposal.		0.00
Digital Library system (unfunded) (P514.03) New digital library resources in use apart from 5 e-readers which should be available to customers in Q3.		50.00

Lifeguards (S16)



Service is functioning well with very good figures in the education area from schools

ELEMENT: Education

Education program very busy, the fourth term of the school year is by far the busiest term and 725 certificates were handed out.

Education on beach safety conducted with Korean nationals at Woolgoolga, International students at SCU and new immigrants from Anglican care.

# of students participating in school based Surf Safety Program		725.00
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ELEMENT: Lifeguarding

Busy season, best visitation and weather in some 5-years. Rescue numbers have been steady, as have other incidents. The only down side to the season has been the two fatal drowning at Woolgoolga & Emerald beach.

Beaches were very busy with large crowds and great weather. The need for a third Lifeguard at Park & Sawtell beach is very real during these very busy times,.

# of patrol variations		0.00
# of drownings		2.00
# of Rescues		12.00
# of other incidents		263.00
# of After Hours emergency responses		2.00

Parks and Facilities (S17)

Works are being carried out to budget with the exception in General Parks and State Parks - working towards more balanced budgets in these areas in the next quarter.
 Many events took place in the Bot. Gardens which is impacting on staff hours available for maintenance activities, which has been flagged as an issue that needs resolution either through a budget adjustment or a reduction in service levels.
 Japanese Garden is progressing very slowly due to lack of funds, however the sections already completed are very presentable to the public.
 Funding application for 40k for RFS Mitigation funds has been completed - awaiting approval in Febr.



ELEMENT: Botanic Gardens

General standards met. Set new boards on board walk, continued with Japanese development, installed new bubblers




# of patrons visiting Botanic Gardens		16,209
# of weddings		8.00

PROJECTS

Botanic Gardens maintenance (P522.01) General maintenance works have continued, all standards met.		50.00
Botanic Gardens events (P522.02) WE hosted a great number of events this 1/4 including Light the night Fun Run Buskers BGANZ Conference Botanica Peter Pan		50.00
Japanese Garden (P522.05) work is progressing as per plan.		50.00


ELEMENT: CBD Gardens and Roundabouts

CBD gardens and roundabouts of Sawtell, Woolgoolga and Coffs Harbour all on track for this period regarding programmed maintenance, programmed planting and being within allocated budgets. Majority of expected results achieved. Floral displays and excellent results achieved for the maintenance and aesthetics of the three CBD garden areas and roundabouts.

% of mowing schedule deviation relative to baseline schedule		0.00
% of mowing schedule actuals deviation relative to budget		0.00
% of floral display schedule deviation relative to baseline schedule		0.00



ELEMENT: Cemeteries

All burials undertaken to standard. Ongoing maintenance continues

# of complaints relating to Cemeteries		1.00
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ELEMENT: Nursery


Councils 2 Nurseries are progressing well with sales peaking during Nov and tapering off during Dec as expected from prior experience. Propagation programs are continuing to compensate for sold stock especially for Morgans tree farm as it take considerable time to produce a variety of bag sized plant stock eg 25 ltr take around 20 wks. Continue review of business plan for future expansions and sustainability of nursery as a viable entity.

% of plant stock availability for Council's maintenance programs and projects		60.00
% of plant stock availability for external sale		70.00

ELEMENT: Play Parks

For all Playparks 2 mthly safety audit for defects undertaken in Dec 2012.
 Vandalised Totem and wetpour softfall area at Brelsford park repaired as part of insurance claim
 Routine maintenance undertaken; all play parks and responded to - 6 CRs. Brelsford pk remains 7 day maint schedule.
 Safety audits completed as per program.
 Reflect work orders completed 236 with 55 uncompleted for this qtr and 66 total uncompleted (ie 11 from previous audits.)

% of requests responded to within 7 days relating to work on playgrounds		100.00
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% of Work Orders relating to playgrounds completed within the period		77.00
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ELEMENT: Reserves and Bushland

Routine and reactionary works undertaken as per programs

Reserve trees CR's 49 completed.

Tree clearances Kratz dr and Jane circuit fire trails

BBQ's cleaned 1 weekly and roster undertaken for Oct and Dec school hols

Chemical Wickwiping program postponed due to drought conditions (rescheduled for Jan 2013)

General parks budget is running 11% over at 6 mth stage .


Sawtell rockpool anti fouled and algae treated x 2wkly


Dec spring clean picnic furniture/shelters Dec 2012


Reserve mowing on hold to allow for wickwiping program.


Reflect assets record system launched in Sept 2012 and progressing with many teething problems Oct-Dec qtr. (many since resolved)


Continuing with NDF repair works June 2011 and Jan/Feb 2012


% of mowing schedule deviation relative to baseline schedule		17.00
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% of mowing schedule actuals deviation relative to budget		19.00
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% of requests responded to within 7 days relating to works on footpaths and boardwalks in reserves		100.00
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% of Work Orders relating to footpaths and boardwalks completed within the period		75.00
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% of requests responded to within 7 days relating to works on beach accessways		100.00
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% of Work Orders relating to beach accessways completed within the period		38.00
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% of requests responded to within 7 days relating to beach cleaning		0.00
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% of Work Orders relating to beach cleaning completed within the period		0.00
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PROJECTS

<p>Reserve Fire Risk Management (P522.03) The 10 Oct 2012 inspection/audit and report was completed with copy placed into dataworks and also one forwarded to Rural fire Services and tabled at their BFMCM.</p> <p>Terry Herbert attended the BFMCM on Oct 10 2012</p> <p>Application for \$40K RFS fire mitigation grants has been has met the first stages of approval and now requires HR cert number in BRIMMS. Job numbers have been created, however not active till final approval process completed in Feb 2013</p> <p>These funds will address some of the improvement findings identified from previous audit's.</p>		50.00
<p>Bush Regeneration (P522.04) Bush Regeneration program control works are on track with 42% of the overall budget expended at the end of the 2nd quarter.</p>		42.00

ELEMENT: Street Trees

Received 93 CR requests for tree maint/safety response with 100% responded to and 73 completed.
 Undertaken routine safety prune for CBD palms and Hardacre st palms leading to Botanic gdns
 Callouts minor during this qtr.
 Woodchipper operating at 100% and EWP at 110% as per Management plant report.
 Commissioned new up to date Resist-o-graph equipment to better test and assess trees for decay/hollows and solid holding wood which provide computerised readings and reports. This equipment came with training /inductions.
 Budget is currently running under as team has been concentrating on EL weed tree spp removals , Private works, Banner installation ,Reserve tree response and service to other council sections such as rural maintenance, sewer and water properties such as asset line vegetation (tree) removals.





<p>% of street tree planting schedule deviation relative to budget</p>		0.00
<p>% of Work Orders relating to street trees < 6 years old completed within the period</p>		100.00
<p>% of requests responded to within 7 days relating to street tree maintenance on trees < 6 years old</p>		100.00

% of Work Orders relating to street trees > 6 years old completed within the period		82.00
% of requests responded to within 7 days relating to street tree maintenance on trees > 6 years old		78.00

ELEMENT: Weed Services

Excellent results in the identification and control of new weed incursions, noxious and environmental weeds within the LGA on both Council controlled lands and private lands (private works). Works carried out within allocated budgets.

Achieving targets specified in the Weeds Action Plan (WAP) . Control of Tropical Soda Apple (TSA) within LGA. Media releases - television advertisements. Weeds awareness field days and Weeds Workshops. Control of Noxious and environmental weeds on Council controlled lands. Control of weeds on private properties (Private works).

# of Section 18A weed notices issued		21.00
# of Section 18 weed notices issued		4.00
# of Section 20 weed notices issued		5.00
# of Section 20 ENTRY notices issued		0.00

Property (S18)



The issues raised in the individual elements are symptomatic of a lack of a functioning asset management system and insufficient funding. These issues are being addressed as quickly as current resources allow.

ELEMENT: Building M&R

As previously reported Asset management M & R funding is deficient, and at best only adequate to meet the demands of daily breakdown, damage, repair and graffiti removal. This approach to asset management is not sustainable particularly given the aging infrastructure and buildings.

The compilation of accurate and up to date records will better enable staff to forecast future M & R requirements.

Efforts to finalise the Asset management framework are all but realised. The final step involves consultation with the AMS software designers to verify the accuracy and completeness of the proposed framework. In the 3rd quarter staff will focus on validating existing records and populating the AMS .

% of building maintenance and repair work service requests responded to within 24 hours		93.00
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PROJECTS

Public Amenities Upgrade Program (P110.02) New Park Ave carpark toilets completed and opened.		100.00
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ELEMENT: Commercial Property


All matters and advice dealt with in a timely manner . Refer to specific projects for detail.

PROJECTS

Harbour Foreshores (P310.02) Internal council project team is working with community reference group and State Government to prepare a plan for the upgrade of the area between the Yatch club and the Jetty to be placed on public exhibiton.		50.00
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Commercial Asset Management (P310.03) On hold awaiting outcome of CBD master plan due in early 2013.		0.00
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Land Acquisitions for Detention Basins (P310.04) Compulsory acquisition of land required for Bennetts Rd. detention basin approved by DLG. Contracts for acquisition of land for upper Shepherds Lane basin exchanged.Discussion with RMS continuing.		80.00
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Sale/Development of 23/31 Gordon Street (P310.05) Due to possible inclusion of the site in the CBD master plan marketing has not been pursued.		50.00
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ELEMENT: Leasing and Property Management

The objective of the leasing portfolio is to ensure lease arrangements for Council properties generate the optimum return for Council and the community. Overall satisfactory progress is being made in this area with occupancy levels being constant and income as projected.

Leasing of community facilities and buildings to community and sports organisations in the 2012/2013 Q2 period accounts for 22 % of the overall number of managed agreements but only 11% of rental income. The rental rates for these agreements represents the ongoing support extended by council to the various community and sports groups by way of minimal/peppercorn rental.

As previously reported there is no consistent approach to leasing and licensing of community land and/or to community/"not for profit" groups.

Work continues on drafting a Community Facilities Leasing policy to guide future leasing and licensing arrangements for Council owned community building having regard to cost recovery, ongoing maintenance and appropriate and consistent rent levels. The target date for presentation of a draft policy to executive management was December 2012 however the proposed draft is being circulated amongst Community Services staff for feedback prior to finalising a proposed policy.

% of valuation and property information requests responded to within 14 days		100.00
# of leases managed		440.00
% Rent revenue deviation relative to budget		0.00
Ratio of Community-based leases to the rent revenue generated		22.00
% of available, lettable office space held under lease		100.00
% Room hire revenue deviation relative to budget		2.00
% deviation of Community Village actuals relative to budget		7.00

ELEMENT: Public Swimming Pools

Councils four public swimming pools are all operating satisfactorily and lessees are largely complying with lease conditions.

Council subsidises the operation of each pool and reviews this subsidy amount on an annual basis.




The subsidy arrangements at the Coffs Harbour pool remain unchanged pending receipt of sufficient trading data to enable a proper examination of performance. The proposed report to Council for a subsidy review for the current financial year is yet to be tabled.

As previously reported Council will need to consider long term replacement and/or improvement of the Sawtell and Woolgoolga facilities as population growth and aging infrastructure compromise the current level of service provided by the facility. Similarly it has been previously reported that the Nana Glen pool pumping, filtration and chemical dosing system is not a commercial grade installation and will likely require major repairs or replacement within the near future. Investigation by specialist contractors.

All but the Sawtell facility have participated in an industry benchmark survey to ascertain operating efficiencies and strength/weaknesses. The results of the survey are due in February 2013. It is proposed to incorporate the results of the benchmarking into the future review of subsidy payments.

A pool consultant has been approached to advise the scope of works required to correct the Nana Glen plant issues. It is expected that they will conduct an inspection during the next quarter.

Staff continue to monitor and measure the leak at Woolgoolga pool. Further investigation is required to identify a long term solution to the problem. A pool consultant has been approached to further these investigations with a view to effecting further repairs during the off season..

% Lease agreements in place for Council public swimming pools		100.00
% of pool Lessees have current pool supervisor and management qualifications		100.00
% of Public swimming pools operating within Council’s financial contribution		100.00




Roads and Bridges (S19)

The Roads and Bridges maintenance programs are running to budget.
Daily inspections continue to be carried out on the road network, with maintenance works planned and undertaken on a priority basis.
High numbers of pothole customer requests continue to be taken in the 2nd quarter.
The majority of pothole complaints are located on local roads.



ELEMENT: Execute construction works PROJECTS







Regional Roads - Works Planning (P531.01) Extensive maintenance works were carried out in the first and second quarter, therefore the program is trending over budget. The regional roads maintenance budget at this stage is currently manageable, and will be continually monitored. Majority of the works carried out in the 2nd quarter consisted of - pot hole patching, - re-sealing - shoulder grading - mowing		60.00
Local Roads - Bitumen Seal (P535.01) In progress but recent rains will delay progress in the interim.		35.00
Local Roads - Asphalt Resurfacing (P535.02) Works will commence in Feb 2013		0.00
Local Roads - Dust Seal (P535.03) No funds.		0.00
Local Roads - Gravel Re-Sheet (P535.04) On track. No problems but rain will delay works in the interim.		35.00

Local Roads - Council Funded Rehabilitation (P535.05) Priority given to Grant funded works.		0.00
Local Roads - Roads to Recovery Rehabilitation (P535.06) Program progressing well.		65.00
Bridges - Works Planning (P536.01) several bridge construction projects underway		60.00
Bridges - Rate-Variation-funded works (P536.02) all bridge construction funded by rate variation		60.00

ELEMENT: Plan and Execute Roads and Bridges Maintenance

The Roads and Bridges maintenance programs are running to budget.

Daily inspections continue to be carried out on the road network, with maintenance works planned and undertaken on a priority basis.

% of customer requests relating to potholes on high traffic roads responded to within 5 days		90.00
% of customer requests relating to potholes on local roads responded to within 5 days		95.00
% of customer requests relating to failed pavement on local roads responded to within 5 days		93.00
% of customer requests relating to minor bridge maintenance responded to within 5 days		100.00
% of customer requests for boat ramp availability responded to within 5 days		100.00
% of customer requests relating to Jetty Structure damage or vandalism responded to within 5 days		100.00

Sewer (S20)



All systems operating well, with considerable effort being put into sewer rehabilitation and planned maintenance of pump stations. The works involved in the decommissioning of the Sawtell WRP are generally progressing to plan.

ELEMENT: Reclaimed Water Disposal/Reuse

The use of reclaimed water was high over the period due to the hot dry weather. At times the Northern area was hard pressed to keep pace with demand.

ELEMENT: Waste Water Collection

A lot of work has been carried out on Sewer Rehabilitation, Pump station planned maintenance and upgrades and is proving beneficial.

ELEMENT: Waste Water Treatment

Replacement of screens and baffles at Corindi WRP. Old Woolgoolga STP sheds finally demolished.


Operation of all plants on track.

% of tests complying with EPA licences		98.30
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PROJECTS

Sewerage performance (P820.01) Ongoing, collection of relevant data on track.		50.00
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Sawtell Sewerage Treatment Works Decommissioning (P840.01) Project is on Track with most design components complete. Construction of the twin pipes in stage 1 is approximately 80% complete. The next two reporting quarters will see much construction activity.		50.00
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Sport (S21) Management of the BCU International Stadium is adequate for the current funding available. Overall management of sports grounds adequate for the quarter.		
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ELEMENT: BCU International Stadium



Management of this facility is adequate for the current funding available.
No funding opportunities available to improve infrastructure for this period.

PROJECTS



BCU Stadium Seating Upgrade (P375.09) This project is subject to available funding (federal) There are currently no available funding sources available for this project.		50.00
Stadium Agreements (P375.10) All Stadium signage agreements issued and most have been returned. Stadium naming rights agreement will be reviewed from January 2013 when Nikki Greenwood returns.		50.00







ELEMENT: Development Planning and Facility Management

Overall management of sports grounds adequate for the quarter.

% of scheduled COFFSAC meetings attended		100.00
% of maintenance requests acted upon within 5 days		100.00

PROJECTS

Strategic Relationships (P375.01) Attended all COFFSAC & Sports Meetings required. Attended & minuted all Country vs City meetings organised as part of the Organising Committee.		100.00
External Funding (Government) (P375.03) There were no budgeted major works on sport facilities managed by Council's Sport Unit in this quarter, and therefore the Sports Unit has not submitted any applications		50.00

<p>External Funding (Assisting Community) (P375.04) Consultation with Woolgoolga Croquet Club, the newly formed Coffs Harbour Rowing Club was undertaken in this quarter about future facility design and provision. To date none of these projects have developed to the point where they are ready to submit funding applications. Discussions with woolgoolga netball association have continued regarding their court surface deterioration.</p>		50.00
<p>External Funding (Sports Contributions) (P375.05) Council has not undertaken any major works on sporting facilities in this period, and therefore there has been no co-contributions from sports on Council projects. Please note the infrastructure improvements undertaken by local sport sport groups in following section.</p>		50.00
<p>Sports Marketing (P375.06) Negotiated with the Sydney Swans to hold a Training Camp in Coffs Harbour in late January 2013. Training sessions and Kids Clinic to be held at BCU International Stadium Secured Nitro Circus event for 11 May 2013 at BCU International Stadium. Quarterly e-newsletter was sent out in early December updating the community on sporting news and activities over the past quarter. Online events calendar is continuously updated and now provides a list of various sporting events scheduled around the city for 2013. Media releases co-ordinated with Media Officer for all major events the Sports Unit coordinates. Media Releases during this quarter included the following: 18 October 2012 - Teams Named for NRL Pre-Season Clash 30 November 2012 - Get Your Tickets for 2013 NRL Clash 18 December 2012 - Rabbitohs v Knights Game to Go Ahead</p>		50.00
<p>Strategic Plan update (P375.07) Looking at doing a fesibility study on a Centre of Excellence at the Stadium. Firstly need to source funding to complete this.</p>		50.00
<p>Plans of Management Review (P375.08) Still unfunded therefore unable to start.</p>		50.00
<p>Fitzroy Oval Floodlighting Installation (P375.11)</p>		100.00

Stormwater (S22)

detention basin works underway
 no flooding in recent storms
 flood warning system issued appropriate low level warnings



ELEMENT: Stormwater and Flood Mitigation

Bennetts road detention basin almost complete
 Flood warning system operational
 Fawcett st drainage complete

% of responses to requests relating to drainage likely to cause property damage undertaken within 2 days		100.00
% of responses to requests relating to flood damage due to poorly maintained drains undertaken within 2 days		100.00

PROJECTS

Drainage - Works Planning (P545.01) bennetts road detention basin almost complete fawcett st drainage complete spagnolos road watermain relocation almost complete seeking grant funding for basin in 13/14 when grants open in april		60.00
Rate Funded Floodworks (P545.02) same as drainage works		60.00

Tourism (S23)



Tourism overall performing well, some challenges to be presented in following 12 months with Destination NSW changing funding structures across the state.

ELEMENT: Conferencing

Conferencing market is currently difficult with poor feedback coming from industry “famils” about some CC product

ELEMENT: Leisure tourism

Leisure tourism marketing activity tracking well. Key activitiy: TVC campaign development.



% increase in contribution to Industry participation Marketing Campaign		80.00
% increase in Business Tourism economic impact		0.90
% increase in brand awareness of Region from national phone survey data		0.90
% increase in online database membership		0.90

PROJECTS


Marketing Campaign Plan (P130.01) Marketing prospectus on track - noting requirements from Destination NSW may require destination management plans to be developed with limited time frame		0.30
Rabbitohs Sponsorship (P130.02) SSFC sponsorship to complete March 2013. Possible negotiation for trial match available		0.80

ELEMENT: Visitor Information Centre

Review of VIC services current under review

% increase in VIC revenue		1.00
% increase in VIC visitors		0.90

PROJECTS

<p>Visitor Information Centre Review (P130.03) VIC operations currently under review.</p>		0.30
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Waste Management (S24)



Apart from the reduced recovery of 'product' from the mixed waste bin processing, waste operations remain reasonable stable. Key problems are in the strategic areas on how to move forward.

ELEMENT: Collection

Waste collection system is well established with with only the odd addressable issue.

% of complaints responded to by contractor within 2 days		100.00
# of warning stickers issued (Coffs Coast)		66.00
# of bins removed (Coffs Coast)		0.00



PROJECTS

Processing Contract - Coffs Coast (P260.01) Nil meeting required during period		0.00
Waste Education - Coffs Coast (P260.02)		50.00
Waste Minimisation Promotion - Coffs Coast (P260.03) Continuous program by contractor		100.00
Northern Beaches Transfer Station Construction (P260.05) Proposed to consider this project as part of waste review.		0.00

ELEMENT: Disposal

Landfill operation continues with its licence. The landfill lid trial is also continuing. Landfill lid odour assessment was very favourable.

PROJECTS

EPA licence compliance - Coffs Harbour (P260.04) Nil variations or non compliances to licence during period.		100.00
Waste and Sustainability Improvement (P270.01) Existing programs at various stages. No indication from EPA on current year funding - still in review stage.		70.00

ELEMENT: Processing

Although the processing plant is back in full operation the percentage of reject material has increased with the additional sorting and the amount of recovered product is down.

% of organics diverted from landfill (Coffs Coast)		94.21
% organic fraction recovered from mixed residual waste (Coffs Coast)		34.80
% diversion of domestic organics from landfill (Coffs Harbour)		94.21
% diversion of domestic mixed residual from landfill (Coffs Harbour)		87.50
% total of all waste streams diverted from landfill		74.75
Scheduled flare run time for period (hours)		1722.00
Actual flare down time (hours)		486.00
Methane %		52.37
Methane as CO2 equivalent destroyed (tonnes) for period		2311.25

Water (S25)

The water supply system has been operating well. Due to the dry hot weather at the end of the year, flow in the Orara and Nymboida rivers was fairly low and abstractions were ceased to comply with licence conditions. There was still plenty of storage in the dams at this stage - recent rains have greatly increased river flows.




ELEMENT: Water Reticulation

New telemetry installed at Red Hill Balance Tanks and Reservoir and the new Moonee Reservoir.
Cross connection installed at Macaulies Res. to facilitate the relocation of mains at Spagnolos Rd Detention basin.

PROJECTS


Water performance (P720.01) Ongoing, collection of relevant data on track.		50.00
Regional Water Supply - CVCC Liaison (P720.02) Good liaison with CVCC on Regional water Supply		50.00
Regional Water Supply - River Monitoring (P720.03) There has been recent monitoring carried out at low flows and a report has been produced.		50.00
Reticulated Water Service (P740.01) watermain renewals underway salamander st almost complete kratz drive about to commence		60.00
Reticulated Water Infrastructure (P740.02) all works within budget, quality and time frames		60.00
Main Duplication (P740.03) survey and design underway construction not planned until 14/15		0.00


<p>Coramba Water Main (P740.04) not yet at the design phase not an urgent project could be deferred until resources are available</p>		<p>0.00</p>
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<p>Drinking Water Quality Management Plan (P740.05) project well underway risk management workshops planned feb/march project should be completed this year</p>		<p>60.00</p>
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ELEMENT: Water Treatment

Plants operating well. New lime and alum dosing pumps installed at Nana Glen by workshop.

<p>Percentage of tests complying with Guidelines</p>		<p>100.00</p>
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<p>% compliance with water abstraction licence conditions</p>		<p>99.00</p>
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PROJECTS

<p>Water Efficiency (P720.04) Busiest quarter for water efficiency with National Water Week from 20th - 26th October.</p>		<p>50.00</p>
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Airport (S26)

All services on track

ELEMENT: Airport

All projects on track or completed.

% of Monthly tenants meetings attended		100.00
% of GA and RPT Focus Group Meetings attended		100.00
% increase in passenger traffic		2.50
# of new non aviation leases		0.00

PROJECTS

Airport Land (P310.01) Additional DA information nearly complete and ready for lodgement.		30.00
Airport Business Management (P350.01) CASA audit completed 21st December. No non-compliance issues		100.00
Security and Safety OTS (P350.02) No non-compliance issues		50.00
Security and Safety CASA (P350.03) No random CASA drug tests this period.		50.00
Airline Liaison (P350.04) Extensive liaison with all current airlines and Tiger during this period.		50.00

Airport Strategic Planning (P350.05) Updating Master Plan. Developing a land use plan for surplus GA land. Route development planning ongoing.		50.00
Airport Works (P350.06) Apron extension project commenced. Construction of RPT access road commenced.		75.00
Airport Runway Overlay (P350.07) Design plan completed. Supervising Engineer appointed. Tender documents prepared.		25.00

Civil Contracting (S27)

Stage 2 of the commercialisation of CityWorks is in progress



ELEMENT: Private works administration structure and management of business risk in civil contracting activities

Risk is managed through procedures within the Project Management System that commences prior to tendering and continues through to the completion of the project.

Quarry operations licence and legislation compliance (%)		100.00
# of private works jobs.		4.00

Corporate Information Services (S28)

All major projects are on track. Some tweaking of the KPIs for the service needs to be undertaken to produce meaningful measures.



ELEMENT: GIS

Service performing well. Work on the ePlanning data progressing. Analysis of the options for external web based mapping service has commenced.

% of GIS mapping requests responded to within 3 days		43.00
% of Subdivision updates in GIS responded to within 5 days		87.00

PROJECTS





GIS Strategy (P420.01) This has been now been scheduled to commence March 2013		0.00
Review and Upgrade Dekho (P420.34) Not due to start.		0.00
External Web Based Mapping System (P420.35) Not yet started.		0.00

ELEMENT: Hardware Support

Hardware replacements proceeding to schedule. No major hardware issues reported during the period.




PROJECTS

ITIL Framework (P420.05) No progress on this as yet.		0.00
Helpdesk Service Strategy (P420.08) Initial planning and development meeting to be held late January.		10.00



Mobile Computing rollout (P420.13) IPADS delivered to Councillors and training undertaken. Further tablets rolled out to Works supervisors and Building assessment staff. This will continue with other areas of Council as needs arise and funding permits.		100.00
Infrastructure replacement (P420.14) IT Infrastructure replaced generally in line with the schedule.		100.00
DR Site (P420.17) Fibre cable upgrade to the DR site from the Administration Building. Most equipment procured and being commissioned. Having difficulty locating appropriate technical training in the equipment.		60.00
Chargeback Model (P420.23) IT Steering Committee considered this item at the Sept meeting but was not approved. A project team is to review all corporate overheads (inc IT) and the method of distribution.		100.00


ELEMENT: Records and Information Management

Service performing to expectations. The DA scanning project progressing well with no problems experienced during the period.

% of File requests actioned within 24 hrs		92.00
% of correspondence registered within 48 hours		94.50
% of DAs registered within 24 hrs		100.00



PROJECTS

ECM Upgrade or Replacement (P420.02) Test System was upgraded in Dec. Training is due to commence Jan 2013. The upgrade of the production system is scheduled for March 2013.		60.00
Records Management Strategy (P420.03) Project plan commenced.		0.00




Scanning of Hardcopy DAs (P420.12) Scanning and registration under way. All equipment in place and performing well. This is a multi-year project and funding will be needed to complete in in future years.		33.00
Archival Disposal module in ECM (P420.32) Not Yet Started.		0.00
Business Classification System (P420.33) Not yet started.		0.00










ELEMENT: Software Support


Service is performing well. Dataworks upgrade commenced. Various other major system upgrades in the planning stages.

% Level 1 software service desk requests resolved within 3 days		93.00
Overdue software service requests as a % of open software requests		100.00

PROJECTS

SharePoint upgrade to 2010 (P420.07) A shortage of staff resource has delayed the completion of this project. The external sharepoint sites have been upgraded in the test environment.		70.00
Property and Rating System Upgrade (P420.09) Not due to start til Sept 2013.		0.00
Ingenuity Replacement (P420.10) System chosen and the reported to Council. Live date for Payroll is due in Feb 2013. This is now a project being managed by Human resources and Org Development Manager.		100.00
Business Analytics – Dashboards (P420.11) These will be developed in conjunction with the 2030 KPI review team.		0.00
Upgrade Microsoft Software (P420.15) This is a yearly project which must occur for Council to be licenced.		100.00

HR Data Collection (P420.16) All position numbers reviewed and entered into the system. This now reflects the organisation structure as it currently stands.		100.00
IT Organisation Review (P420.18) All Team Leader PDs updated and positions filled. Special Projects Officer PD also assessed and position filled.		100.00
IT Steering Committee (P420.19) Steering Committee formed, TOR produced, committee has been meeting regularly		100.00
IT Procurement Policy Review (P420.20) IT Steering committee adopted the equipment list concept about IT supported products. This will allow Managers to have approved equipment supplied in a much quicker timeframe.		100.00
Development of Coffs Water SLA (P420.21) 3rd draft completed and waiting sign off		90.00
SLAs all Business Units (P420.22) Once the Coffs Water SLA has been finalised, this will become the basis of the general SLA.		70.00
Upgrade financials (P420.24) Upgrade successfully completed over the weekend of the 16 June 2012.		100.00
AMS Integration (P420.26) The Director of City Services has advised that there is no need for the work order process and therefore it is unknown what integration is required from the AMS to Finance. The web service that was purchased for this process has been installed and tested and documentation sent to Infomaster.		100.00
Developer Contributions (P420.27) Still awaiting information from other areas of Council. All GIS work that has been received has been completed.		95.00

Name and Address Register (P420.28) Awaiting the upgrade of Dataworks to ECM 3.08 to allow this to occur. This is scheduled for March 2013.		0.00
Further Integration ECM and Property (P420.29) Not yet started.		0.00
Integration ECM and Finance (P420.30) Not yet started.		0.00
Web Enabled ECM (P420.31) Not yet started.		0.00
Security Review (P420.36) Initial discussions held with consultants about the services they offer in this area. Awaiting quotes.		15.00
Intranet Redesign (P420.37) Not yet started.		0.00
Database Review (P420.38) Not yet started,		0.00
Contract manager integration with Finance (P420.39) Not yet started.		0.00

Corporate Planning (S29)

Integrated Planning and Reporting review progressing. 2030 Plan review on schedule, Delivery Program/Operational Plan review to commence in earnest in the New Year.
Corporate Relations activities on track.



ELEMENT: Corporate Relations

LG Election process completed with GM's report provided to the Minister.
Civic Management budget in surplus (including LG Election expenses surplus)
1 Citizenship ceremony..

% of civic relations expenditure deviation relative to budget



0.00

PROJECTS

GM Projects (P010.02)

Mayoral Letters to: Sasebo (Oct, Nov); funding application for Koala Triage Facility.
Assist with 2030 Review project (ongoing)



50.00

Civic Activities (P010.06)

8 November – Citizenship Ceremony 12 people



50.00

Local Government Election (P010.07)

General Manager's Report on Election provided to Minister for Local Government.
Election process completed.



100.00

ELEMENT: Integrated Planning and Reporting






Annual Report adopted 22 November.
2030 Review progressing on schedule, with re-drafted structure released to Councillors and Leadership Team for input.
Future management of 2030 (including Indicators) to be determined.
Review of Operational Plan Project/KPI reportable structure ongoing.

Delay in production of Quarterly Reports for performance objectives (days)



0.00

PROJECTS

<p>Integrated Planning and Reporting (IPR) (P010.01) Prepared September Quarterly Performance Report (adopted 22 November). IPR Working Group meetings - 3 October, 16 October, 12 November. Integration model to be incorporated in IPR documents for exhibition in April 2013. Focus on dialogue between Asset Mgt and Long Term Financial Plan. CHCC 2011/12 Annual Report prepared (based on adopted 2030 EOT Report) - adopted by Council on 22 November. Ongoing work with CIO on Performance Planning development for 2012/13 (Service-based Op Plan/new PP model); ongoing review of Project/KPI reportables. 2nd MIDROC Integrated Planning forum in Port Macquarie 19 November - opportunity to explore regional/joint development of Indicators. Assist 2030 Review working group.</p>		30.00
<p>2030 Community Engagement (P230.02) Community engagement ongoing as part of 2030 review. Photographic competition, online forum, ongoing media releases, rates notice flyer included in engagement process.</p>		50.00
<p>2030 Community Indicators (P230.03) The community indicators have been included in the updated 2030 plan. It was determined that it was more appropriate to include the indicators developed to measure progress towards achieving 2030 goals in the community strategic plan rather than manage two separate documents.</p>		95.00
<p>2030 Review (End of Term) (P230.13) EOT adopted by Council 23 August 2012. Used as the basis of the CHCC 2011/12 Annual Report adopted 22 November 2012. No further action.</p>		100.00
<p>2030 Review (P230.14) The project is progressing in accordance with the agreed scope and timeframe. There are currently no identified issues with the potential to impact project milestones.</p>		70.00

Design (S30)



Overall program on-track. Milestones achieved in completion of Coffs Harbour Coastal Zone management plan, Spagnolos Road Detention basin design, incorporation of Regional Skate Plaza/Youth space into Brelsford Park master plan and City Centre Prosperity plan.




ELEMENT: Design

Survey and design programs on-track. Sawtell to Coffs rising main, Jetty Foreshore concept design, R2R reconstruction projects key focus of resources.

% of schedule deviation relative to baseline schedule		0.00
# of complaints relating to Design		0.00
% of street light installations deviation relative to program		0.00
# of planning studies where engineering advice provided		2.00
% of annual Aus-Spec Standards reviews completed and revised standards posted on website		0.00
# of Technical Liaison Committee consultations undertaken		10.00
# of Development Applications		66.00
# of Construction Certificate applications		10.00
% of Construction Certificate applications processed within 21 Days		100.00
# of applications for inspection of infrastructure		95.00
% of inspection of infrastructure applications processed within 2 Days		100.00
% of Subdivision Certificate applications processed within 7 Days		100.00

Area of new sealed roads created (Square metres)		1225.00
Length of footpaths & cycleways created (Metres)		465.00
Length of stormwater drains and box culverts created (Metres)		141.00
Length of water mains created (Metres)		176.00
Length of sewer reticulation created (Metres)		210.00
Number of sewer manholes created		6.00

PROJECTS

City Park Project (P110.01) Brelsford Park master plan included in City Centre Prosperity plan for consideration by community and Council.		50.00
Open Space (P560.03) Friends of Park program details completed. Application submitted to Environment Levy program for funding to commence implementation in 8 urban parks. West Woolgoolga playing fields planning and design continued.		50.00
Street Lighting Energy Efficiency (P562.01) Investigating Solar LED lighting installations with RMS as part of Pacific Highway upgrade project.		50.00

ELEMENT: Traffic Management

Pacific Highway Sapphire to Woolgoolga Upgrade and Woolgoolga to Dirty Creek Range Upgrade project liaison on-going. Traffic Committee works facilitated. Hogbin Drive traffic modelling completed.

PROJECTS

Transport Planning (P560.04)		50.00
Road Safety (P560.05)		50.00

Digital e-leadership (S31)



Many initiatives are underway. Major focus on making information accessible and spatially enabled.

ELEMENT: Digital e-leadership

CoffsConnect website project phase two scoped and with the developers. Open Block product reviewed.

% compliance for online accessibility		100.00
% of monthly online tool reviews completed		100.00
% of daily website updates completed		100.00
% of bi-annual website reviews completed		100.00

PROJECTS

Implement Online Services (P010.05)

The main achievement this quarter was the adoption by Council of the Social Media Policy. There is still considerable work to make the organisation social media savvy but the process has begun.



25.00

- Phase 2 of Coffs Connect website - upgrading Event Calendar management and search capabilities
- Social Media Policy adopted by Council
 - Senior Leadership Team taken through policy and guidelines in a workshop
 - Councillors taken through social media policy and guidelines in a workshop
- Coffs Coast Digital Enterprise Wordpress Site - support for EDU in setting it up
- Received report on options for mapping Council data based on geographic location
- Investigating processes to handle Publications / Proactive Release / Policies / Forms via the website
- Training conducted for depot staff for MyRoadInfo
- Support for 2030 Strategic Review Wordpress site and 2030 Photographic Competition Facebook presence
- Support for Procurement Roadmap Intranet Needs
- Investigate training options for social media

<p>Other activities</p> <ul style="list-style-type: none"> • Attended Community Engagement Training conducted by Council in-house • Attended the MNC PR Cluster Meeting • Ran a workshop for attendees at the IT 2012 Conference 		
<p>On-line forms (P420.06) Review of several forms engines under way, concentrating on mobile solutions at present.</p>		10.00
<p>Develop Social Media Policy (P420.25) Policy adopted by Council at its meeting of October 25, 2012</p>		100.00

Environmental Laboratory (S32)

Operating successfully, complying to all relevant standards, increase in clients for quarter with slight increase in budget forecasts for external revenue.



ELEMENT: Laboratory

% deviation of profit relative to budget



0.00

PROJECTS

Business Planning (P519.01)

Business plan still has to be finalised with a format that ensures uniformity with City Services Business Units.



75.00

Marketing (P519.02)

Lab Mgr and Tech Officer QC now able to devote more time to this as the lab now has a part time Tech Officer filling a long term vacancy.



50.00

NATA audits (P519.03)

September / October Technical Audits now finalised after a few minor conditions were addressed.



100.00

NATA proficiency (P519.04)

Participate in interlab and Global Waterchek programs as scheduled.



100.00

NATA records (P519.05)

QC Officer will concentrate this quarter on audits, database updates, NATA QC to ensure compliance with our NATA Accreditation.



75.00

NATA Manuals (P519.06)

QC Officer will concentrate on these updates this quarter as Lab now fully staffed with a new TO employed three days per week filling the vacancy.




80.00

NATA endorsement (P519.07)

All reports NATA endorsed plus an increase with our scope of accredited tests.



100.00

Improved systems (P519.08) Some updates plus new pieces of equipment are required this year and these have been included in the budget.		75.00
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Finance (S33)

See element comments.










ELEMENT: Corporate Support

Branch is up to date with tasks. Budget preparation, Developer Contribution Plans report, new grants system finalisation/implementation, environmental levy finalisation for 2013/14, etc.


# of late grant acquittals		0.00
Delay in production of Grant Management System reports (days)		0.00
Delay in production of Bank and Investment Balance report (days)		0.00
Delay in production of Quarterly budget reports (days)		0.00
Delay in production of monthly budget reviews (days)		0.00


PROJECTS

Section 355 Committee Audits (P430.04) Audits completed in relation to the year ended 30 June 2012.		100.00
Long Term Financial Plan (P430.05) The new LTFP software has been installed and it is operational, for preparation of the 2013/14 LTFP.		25.00
Rolling Capital Works Program (P430.06) Sufficient information from various departments is required to develop the rolling capital works program. It needs to be determined what information is available from the asset system and whether this can then form the basis of the rolling capital works program or if a separate data base needs to be created then sufficient time will need to be dedicated to the development of the program.		20.00

Assets Accounting (P430.07) An unqualified audit was received. Timeframes were met.		100.00
Formulation of new General Ledger Structure (P430.08) Work Plan has been approved by Senior staff		5.00
User Pays (P430.10) Work on this project is undertaken in the 3rd Quarter.		0.00
Budget Preparation (P440.01) Draft budget has been updated to include loan, salaries, plant, depn, bridge, reserve info. Currently going thru each program to update Lineitems budgets to reflect current trends. Will meet with Craig in next week to discuss timing of Cr briefings		50.00
Grants Commission Return (P440.03) 36 applications received for 2013/14		50.00
Environmental Levy (P440.04) 36 submissions received including external and internal.		50.00
Developer Contributions (P440.05) All Plans to be put to Council in Feb 2013 with amended schedules for calculation of contribution basis. Review of Regional, District & Neighbourhood plan is progressing.		50.00


ELEMENT: Expenditure


% of accounts paid within 30 days of invoice receipt		100.00
# of expenditure related complaints received		0.00
% of payment runs conducted weekly		100.00
Delay in production of financial reports (days)		3.00

Delay in production of investment reports (days)		30.00
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PROJECTS

Statutory Financial reporting (P430.01) Financial Statements were submitted to DLG on 12/11/12.		100.00
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Investments Policy (P430.02) Not crucial - little change likely.		0.00
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Key Financial Indicators (P430.03) Task was completed in January 2013.		0.00
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FBT return (P430.09) 4th quarter project		0.00
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Valuation of Land & Building Assets (P430.11) Expect to meet timeframe for completion of 2012/13 Financial Reports.		25.00
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ELEMENT: Revenue

Rates and Annual Charges outstanding % for the quarter ending 31/12/2012 was 7.02% which is an improvement on the previous quarter (which was 7.14%).

Outstanding Rates and Charges ratio (%)		7.02
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Governance (S34)

Elections in Sept saw Oct/Nov very busy with Councillor induction training and the delivery of the business papers via ipad. The Councillor induction training was structured to cover all areas of Council business and was reasonably well attended.

Council elections saw the finalisation of the 'old' Governance and Audit committee and the advertising for the new Committee which will be in place for the next four years.

The recruitment of the Internal Auditor was finalised in November and the successful candidate commenced early Dec.

There was an increase in insurance claims through this quarter. Preliminary analysis shows this is a recurring trend for Q2. More detailed analysis to occur.






ELEMENT: Governance

Key activities this quarter have been the implementation of the Councillor induction program and the production of the Council Business papers via Diligent Boardbooks and ipads was also rolled out. The recruitment of the new Internal Auditor was finalised and he commenced at CHCC early December.

% of Council Agenda's displayed on website in accordance with timeline (Friday prior)		100.00
% of Council Minutes displayed on website in accordance with timeline (Friday after)		100.00
# of reported errors in Council Minutes		100.00
% of GIPA applications finalised within 20 days		100.00
% of new staff provided with Code of Conduct and Privacy Training within period		100.00
% of code of conduct complaints finalised		0.00

PROJECTS





Disclosure of Interest (P410.01) Disclosure of interest returns completed for all councillors and designated persons and tabled at the Ordinary Council meeting on 25 October 2012.		100.00
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<p>CBD Masterplan works (P410.02)</p> <p>The CBD Masterplan has been on exhibition. 195 submissions were received making over 960 comments. Overall the response has been very positive.</p> <p>The plan will now be updated based on the feedback with a completed plan being presented to the council on 28 Feb for final adoption.</p>		100.00
<p>Legal/Governance Management (P411.03)</p> <p>Monthly updates provided to Executive on the status of current litigation matters and legal spend.</p>		50.00
<p>Investigations (P411.04)</p> <p>Nil investigations in second quarter.</p>		50.00
<p>New Councillor Induction (P411.08)</p> <p>Structured Councillor induction program commenced in Sept 2012 and completed in Dec 2012. During this time weekly training sessions were conducted across all aspects of Council business.</p> <p>Ongoing training and development to continue for all Councillors.</p>		100.00


ELEMENT: Internal Audit

The internal audit program has been on hold pending the commencement of the new Internal Auditor. Now that this has occurred the new Strategic Audit Plan (SAP) will be redrafted with the agreed timeframes.

Advertising for the independent members of the Governance and Audit Committee occurred through December. The successful candidates will be advised through Q3.

<p>% of audit reports presented to Governance & Audit Committee at the next available meeting</p>		100.00
<p>% of Audit Results reported to the Governance & Audit Committee quarterly</p>		100.00
<p>% of Governance & Audit Committee meeting agendas distributed 7 days before the meeting</p>		100.00
<p>Delay in production of Strategic Audit Plan (days)</p>		0.00


PROJECTS



<p>Strategic Audit Plan (P411.01) New Internal Auditor commenced early Dec 2012. Discussions held with outgoing Auditor regarding SAP and status. New draft SAP commenced commensurate with the hours remaining in this financial year.</p>		<p>10.00</p>
<p>Corporate Audit Schedule (P411.02) Recruitment of new Internal Auditor has seen the Audit schedule recommenced. Planning for Cash Handling Audit started. This will occur Q3.</p>		<p>10.00</p>

ELEMENT: Risk Management

Several operational risk assessments were conducted through Q2
 Discussions held with each Director regarding risks in their directorate
 Q2 saw an increase in motor vehicle claims, full analysis to occur as to the reasons behind this
 Work continued on the ERM risk register. This will be presented to the Governance and Audit committee at its first meeting in Q3

PROJECTS

<p>Risk Inspections and Audits (P411.05) Risk Assessments (Events) - Star FM jelly pool Brelsford Park, Coffs Ck cyclists -v- Coffs Ck Discovery Group user conflict, Coast Out event, Sustainability Expo, Santa Arrival City Centre, Festival of Sails, Artside the Box. Contracts/Agreements reviewed - First Five Minutes, Sydney Swans, Electronic Housing Code Project, Airport Tarmac Consultancy Service, River Care, Corowa Weeds Conference, Regional Art Gallery woodworking classes, ARTC Licence for Swr Boambee Ck Bridge, Brelsford Park Grandstand Artwork, Fre Parking Agreement, Fisher Asphalt Terms & Conditions, Aquatic Biodiversity Survey, NRL City -v- Country Game, TAFE HEAD Agreement. Risk Inspections - Jetty Foreshores/metal light poles, Centennial Oval Woolgoolga, Private encroachments into Council Reserve Pitt St, C'Hbr, Regional Art Gallery exhibition deliveries, Coffs Harbour Swim'pool disability hoist, Brelsford Park playground.</p>		<p>50.00</p>
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<p>Claims (P411.06) 2012/2013 Claims</p>					50.00
	Claim Period				
Claim category	1/4	2/4	YTD		
Public Liability	29	30	59		
Professional Indemnity	1	Nil	1		
Motor Vehicle	11	23	34		
Property (CHCC)	Nil	4	4		
1/4 TOTALS	41	57	98		
<p>Public liability claims are down 30% on 2011/2012 ytd figures.</p> <p>Motor vehicle claims are up 21% on the previous years ytd figures, and for the second year the 2/4 has seen a 100% increase in claims over the 1/4.</p> <p>The increase in claims in the 2/4 appears in part because of summer mowing and resulting windscreen claims (9). However in the balance of the claims (14) council drivers are at fault 9 times to a third party 5.</p> <p>Professional Indemnity and Property claims are consistent with previous years - allowing for spikes from major storm/flood events.</p>					
<p>Integrated Management Systems (P411.07)</p> <p>During Quarter 2, Coffs CityWorks won its first private tender using the Integrated Management System (IMS) and Project Management System (PMS) and are now constructing a sealed fire trail at Southern Cross University, Coffs Harbour campus. Additionally, the Plant Management System was audited for health and safety compliance, the StateCover Audit Review and Forward Plan, including actions to integrate the IMS/PMS across Council, was approved by CDT and the IMS/PMS is now applied to all capital works over \$250,000.</p> <p>In the coming quarters, Coffs CityWorks is seeking pre-qualification with Essential Energy to provide trenching and underboring, preparing to start construction of the Cook Drive and Pacific Highway Intersection and Governance is developing a project plan to integrate the IMS and PMS across Council.</p>					50.00

Holiday Parks (S35)

Businesses have performed well during Christmas period, making some recovery from a 'soft' pre-Christmas period. Revenues are up against budget but trading profit for period is unclear due to hold up of Council invoices. Wage costs and utilities continue to be of concern and are being constantly monitored. There is a noticeable shift in the market away from higher end products with customers preferring to use budget cabins or traditional camping as their preferred holiday option. Projects continue to progress on schedule but Draft Plans of Management are being slowed by external sources including crown Lands







ELEMENT: Holiday Parks

Key activities this period: Continuation of development of Plans of Management for Woolgoolga Beach and Lakeside, Park Beach & Sawtell SISM's being implemented as per schedule but are awaiting loan applications to PRMF to proceed.

% positive response rate to survey question "how did you rate your stay?"		93.40
% positive response rate to survey questions regarding Service quality		96.40
% positive response rate to survey questions regarding Facility quality		95.00
% positive response rate to survey questions regarding Product quality		89.80
% increase in revenue for all business operations		8.10
% increase on room nights sold across all products		2.40
% of state park contributions deviation relative to program budget		0.00
\$ value of contributions within State Park not included in 2012/2013 program		10300.00
% of trading profit deviation relative to budget		-8.20

PROJECTS

<p>Business Development (PCPS.01) Implementation of strategies as per the plans are on track. Not a great deal of work being done until loan funds are sourced in April-May</p>		50.00
<p>Environmental Activities (PCPS.02) Environmental initiatives progressing. David Laarhoven engaged to undertake planning for environmental project at Sawtell Beach Reserve and assist with Gumnut applications</p>		50.00
<p>Business Planning (PCPS.03) Lakeside SISM adopted by exec Team. draft PoM with Lands awaiting permission to place on public exhibition. Woolgoolga Draft PoM completed along with briefing paper to Crown Lands - awaiting meeting with Lands officials to progress Draft PoM to public exhibition.</p>		70.00
<p>Woolgoolga Reserve Plan of Management (PCPS.04) Draft Plan of Management completed. Waiting on Crown Lands who have requested briefing paper (completed) for presentation to Minister.</p>		87.00

Human Resources (S36)

All activities are on track.



ELEMENT: Incident Reporting

Targets met during the quarter

% of incident reports converted to requests for action within 3 days		100.00
# of incidents		0.00

ELEMENT: Manage Workers Compensation

Targets achieved during the period

% of workers compensation deadlines for reportable incidents achieved		99.00
% of workcover and council procedures in relation to Rehabilitation services adhered to		100.00
Average cost per workers compensation claim		0.00

ELEMENT: Organisational Development




On track during the period

PROJECTS

Organisational Development (P450.02) Projects and tasks are ongoing, and have been implemented during the quarter, subject to changes in other HR matters adding to the project list.		100.00
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ELEMENT: Payroll

On track during the period

# of payroll session executed without error		100.00
# of fines due to superannuation legislation breaches		100.00
% of documentation from staff and superannuation companies processed with 5 days		100.00

ELEMENT: Recruitment

On track during the period




Average time from requisition submission to HR to position advertisement (days)		100.00
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PROJECTS

Recruitment (P450.01)		0.00
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ELEMENT: Staff Services

On track during the period.

# of complaints relating to HR services		0.00
% of staff requests for assistance attended to within 5 days		100.00
# of legislative breaches		0.00

ELEMENT: Training

on track

% of staff certification currency		90.00
Average \$ spent on training per employee		1,000.00
% of employees completing training compared to total # employees		20.00

Media (S37)

Media

Carried out Media Training with Councillors as part of their induction process. Covered local media and their needs and limitations, interview techniques for radio, newspaper and TV. Included filmed interviews with professional cameraman. Very well received by the councillors who attended.

Following the election, there was heightened interest in the new Mayor, which has been reflected in the number of interview requests and photo opportunities. In October there were fewer media releases produced, but November reflected the annual pre-Xmas rush.

Media Officer and Website Administrator were also invited onto an internal working group that is behind the ongoing review of the Community Strategic Plan, the Coffs Harbour 2030 Plan.

No Councillor Bulletins were produced for the period - apart from the Councillors Welcome Bulletin - as no material was provided by the Exec Team. However, two 'Meeting the Future' newsletters were produced for staff to help explain the options being considered to ensure Council's future financial viability.

Media Officer also worked on promotion and publication for Australia Day during this period.






Website

The main achievement this quarter was the adoption by Council of the Social Media Policy. There is still considerable work to make the organisation social media savvy but the process has begun.



- Phase 2 of Coffs Connect website - upgrading Event Calendar management and search capabilities
- Social Media Policy adopted by Council
 - Senior Leadership Team taken through policy and guidelines in a workshop
 - Councillors taken through social media policy and guidelines in a workshop
- Coffs Coast Digital Enterprise Wordpress Site - support for EDU in setting it up
- Received report on options for mapping Council data based on geographic location
- Investigating processes to handle Publications / Proactive Release / Policies / Forms via the website
- Training conducted for depot staff for MyRoadInfo
- Support for 2030 Strategic Review Wordpress site and 2030 Photographic Competition Facebook presence

<ul style="list-style-type: none"> • Support for Procurement Roadmap Intranet Needs • Investigate training options for social media • Other activities <ul style="list-style-type: none"> • Attended Community Engagement Training conducted by Council in-house • Attended the MNC PR Cluster Meeting • Ran a workshop for attendees at the IT 2012 Conference 	
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ELEMENT: Media

# of media releases produced		37.00
# of Mayoral newspaper columns produced		6.00
# of "Your Council Working For You" Independent Features produced		12.00
# of Council corporate newsletters produced		3.00
# of Councillor newsletters produced		1.00

PROJECTS

<p>Media Advice (P010.03) Carried out Media Training with Councillors as part of their induction process. Covered local media and their needs and limitations, interview techniques for radio, newspaper and TV. Included filmed interviews with professional cameraman. Very well received by the councillors who attended.</p>		50.00
<p>Media Response (P010.04) Following the election, there was heightened interest in the new Mayor, which has been reflected in interview requests and photo opportunities. In October there were fewer media releases produced, but November reflected the annual pre-Xmas rush.</p>		50.00

Plant and Fleet Management (S38)

All work is up to date and progressing well.



ELEMENT: Provision and management of plant for Council

% of plant usage deviation relative to budget		0.00
% of plant replacement deviation relative to program		0.00
% of Fringe Benefits Tax liabilities deviation relative to budget		0.00

PROJECTS

Plant Management Hire rates (P435.01) 3rd quarter project		0.00
External Truck and Plant Hire (P435.02) Third quarter project		0.00
Plant Review (P435.03) Plant review completed monthly. Issues raised at time addressed and resolved by relevant Managers. Issue generally relate to time-sheets not being filled out adequately - reminders issued.		50.00

Procurement (S39)



Refer all KPIs and Project comments for overall snapshot of Procurement.

ELEMENT: Contract Management utilising Contracts Manager Database

Major contracts have been well managed using the Contracts Manager database. 7 new contracts have been added in the Qtr and 3 have reached Practical Completion and are under maintenance. The total value of contracts remains high at \$210M mainly due to the 20 yr Waste Services contract with Biomass at the England's Road Waste Depot.

Value of Progress Payment Certificates approved in Quarter and issued		\$2,201,025
Value of contract variations approved in Quarter and recorded		\$132,140

ELEMENT: Provision of Inventory/Stores Management


The Stores Section has achieved the following in the past October-December 2012 Quarter:

1. Introduced covered Steel Pipe Racking in the yard to house all white and blue PVC Pipe. Over the years there has been no coverage in the yard for PVC Pipe and as a result it has been affected by all external environmental conditions e.g. Sun & Rain.
2. With the assistance staff on workers comp/re-hab all yard stored products have been re-labeled for stock codes and descriptions.
3. Random stock counts in all stores has been undertaken with the assistance of re-hab staff and the results have been very good.
4. Moving forward with Inventory Supply Co-ordinator Neale Powell who is in the process of developing a Stores Stock Catalogue for staff with photos of products. Expected completion in next Financial Year 2013/2014.

Issues confronted in this quarter were as follows:

1. Concerns over Operations Staff issued with Orange Protective Clothing Uniform that some are still wearing it even after the Rural Projects have been completed. Need for clarification from Works Management.
2. Need to have certain sections of the external stores yard resurfaced/repared with Bitumen Emulsion.

% of weekly stock register updates completed		100.00
% of purchase order requests processed within 2 days		100.00
# of procurement related complaints received		3.00
% of "Slow Moving & Non-Moving" stock product reports completed for all stock locations		100.00

% of surplus non-stock goods and materials (inclusive of Abandoned Vehicles) recorded and disposed of via Auction and Sale process		100.00
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ELEMENT: Provision of Purchasing Management

The Purchasing section staff in the October - December Quarter have been heavily involved has part of the PMMS Roadmap Steering Committee. The three Purchasing staff collectively were on annual and sick leave for approximately all of the 12 week period so projects were put on hold until the 1st quarter of the 2013 Calendar Year.

Key activities this period:

1. As part of the PMMS Roadmap Team contributed to the development of appropriate Tendering/Quotation documentation for Council staff use.
2. Again as part of the Roadmap responsible for developing a Standing Offer/Preferred Supplier Agreement document to use for negotiation with local suppliers and simultaneously compliment the increased use of Corporate Credit Cards.
3. The Senior Purchasing Officer was included on the PMMS Roadmap team to re-develop the Council Lincs Procurement site with the assistance of Council's Web Designer and IT Support staff
4. Purchasing & Supply Manager, Senior Purchasing Officer and the Purchasing Officer all contributed to a rather smooth development and transition of Purchasing Order Category Codes.

PROJECTS

Development of Procurement Roadmap (P430.12) The ongoing procurement project is progressing per roadmap. Expenditure category codes have been developed and implemented with further improvements to procurement processes continuing to be developed.		25.00
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ELEMENT: Tender Management utilising Contracts Manager and TenderLink Databases

Tendering services have been well managed using the TenderLink electronic tendering system.

The PMMS Procurement Roadmap team will be reviewing the integration of Contracts Manager with Dataworks (or new ECM system) in the future to avoid duplication of effort in recording information.

Strategic Asset Planning (S40)

Collection / updating of asset data continues, however the loss of Manager Asset Systems several months ago continues to impact on implementation of improvements in this area. External resources to assist in migration of Water and Sewer Data into Asset Management System is proposed. Works Order system has been developed (to capture asset data including quantity, type, cost, etc) to improve planning for future asset requirements. Assumptions and data sources for "second cut" Asset Management Plans is being finalised to enable a range of scenarios based on various funding regimes to be evaluated as to the future condition of infrastructure.



ELEMENT: Asset Data Management

Loss of staff impacting on delivery

% of new, acquired and upgraded/renewed assets recorded in the asset system		75.00
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ELEMENT: Asset Planning


Strategic planning underway

Set Asset condition assessment programs		20.00
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Asset condition assessments carried out in accordance with programs		30.00
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PROJECTS


<p>Asset Management Strategy Council-wide (P512.01) Resource limitations (including resignation of key staff member) means progress has been slow. Second cut deterioration modelling (which has produced required funding for maintenance / renewal for 10 years) have been undertaken for Roads, Bridges, Stormwater and Recreation Services. Strategic Business Plans for Water and Sewerage Assets are complete and have been adopted by Council. Building data is currently being collected which will enable more detailed modelling and determination of funding requirements.</p>		30.00
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Telemetry and Optic Fibre (S41)		
Workload High but just managing. Interview new staff Jan 13.		

ELEMENT: 2030 Switchboards

Still high workload as per projects new staff to be interviewed for the additional resources.
 Key activities this period: Lismore contract completed. Broadwater contract completed. Coffs Water water boards ongoing.


PROJECTS

2030 Switchboard Sales and Revenue (P421.03) Switchboard production load still high with a number of jobs lined up. New jobs have been quoted. Awaiting orders. Lismore contract has been completed, Broadwater switchboard completed and delivered. Still high workload and tring to expand at same time.		50.00
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ELEMENT: Fibre Optic Network

December fibre works very Busy, all projects where complete on time and budget. Key activities this period: extgen to Telstra exchange fibre completed. Solar inverters fibre completed. Tweed heads fibre works completed.


PROJECTS

Fibre Optic Project Sales and Leases (P421.01) Completed fiber to Telstra Exchange for Nextgen on time and budget. Awaiting to licence format so can bill. Quoting on additional fiber works World Rally, Lismore and further fiber work in Inverell. Still high work load but just managing. Solar inverters fiber install complete on time and in budget.		50.00
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ELEMENT: Technology Support/ Installation and Con

Workload high, just managing.

PROJECTS

Other Consulting Services Sales (P421.02) CCTV project for inverell stage 1 complete and starting stage 2. Additional works have been add along the contract. The fibre link to Karangi WTP and microwave link has been completed for Coffs Water. Still high workload on CCTV and other works. Interviews for new staff have been approved.		0.00
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