



Attachments

Ordinary Meeting

Notice is hereby given that an Ordinary Meeting of Council will be held at Council Chambers, 1 Belgrave Street, Manly, on:

Monday 9 May 2011

Commencing at 7:30 PM for the purpose of considering items included on the Agenda.

Persons in the gallery are advised that the proceedings of the meeting are being taped. However, under the Local Government Act 1993, no other tape recording is permitted without the authority of the Council or Committee. Tape recording includes a video camera and any electronic device capable of recording speech.

*Copies of business papers are available at the Customer Services Counter at Manly Council, Manly Library and Seaforth Library and are available on Council's website:
www.manly.nsw.gov.au*

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**Planning And Strategy Division Report No. 8 - Quarterly Update Report on the Management Plan 2010-2013
for the period 1st January to 31st March 2011
Management Plan Matrix Third Quarter Update to 31 March 2011**

Outcomes, Measurement and Actions for Governance

Key Outcomes	Measurement	Actions	Progress 1st January 2011 to 31st March 2011
Support services provided to Councillors. (PA 1.1)	Staff reports submitted in time for inclusion in Agenda Council. Action items arising out of Council meetings carried out within agreed timeframe.	Production of Business Papers. Provision of Councillor Information packages. Monthly Briefing Report to Councillors. Management of Corporate Diary and Civic Events.	Business Papers being produced and placed on the web by close of business Thursday before the meeting. Councillors' Information Package emailed by close of business Thursday each week.
Access by the community to Council reports and information. (PA 1.1)	Production and public availability of Business Papers and Minutes to deadline. Percentage of <i>access to Council information</i> requests processed within 14 business days. Ensure Council's Access to Information processes meet legislative requirements.	Meeting agendas available to public via web by COB Thurs prior to meeting. Meeting minutes available to public via web by COB Thurs after meeting. Implement new legislative requirements of the <i>Government Information (Public Access) Act 2009</i> in a timely manner.	Agenda uploaded to web and available to the public by close of business Thursday before the meeting. Minutes finalised and uploaded to the web by close of business Thursday after the meeting. Procedures amended in a timely manner in accordance with any amendments to the GIPA Act.
Servicing of Council's Special Purpose Committees and Working Groups. (PA 1.1)	Percentage of service targets met.	Timely production of Agendas and Minutes; management of membership; maintenance of attendance register; and reporting to Councillors of Minutes and Items for Brief Mention. Publish Agendas and Minutes on Council's website.	All actions relating to the Special Purpose Committees including agenda and minutes preparation, membership and reporting to Council as well as uploading to the website carried out in a timely manner.
Access to Council facilities.	Utilisation rates of facilities.	Ensure that Council Chambers and	Chamber services have

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<i>(PA 1.1)</i>		meeting areas are serviced.	hosted the following functions and business meetings in The Cove & Councillors' Room and in the main Chambers: 22 x Committee Meetings; 77 x Meetings e.g. staff training sessions, interviews, staff meetings; 4 x functions, including offsite Functions; 7 x Council Meetings/Clr Workshops; 8 x Citizenship Ceremonies Special Functions/Events, Including overseas guests. All meetings, events, functions etc have been well administered and serviced through the staffing and planning undertaken in this area.
Timely community engagement on key issues and two way information flow between Council and the community. <i>(PA 1.1)</i>	Annual Precinct satisfaction survey. Number of referrals from Council to community and feedback received on these referrals.	Servicing Precinct Community Forums, Special Purpose Committees and Working Groups. Implement the Community Engagement Policy. The conduct of four community focus groups to develop a Strategic Issues Paper to be referred to a reinvigorated community Panel for its feedback and comment prior to the development of the Ten Year Community Strategic Plan.	The Community Precincts resumed their monthly meetings in February and have been active on a number of issues. The Precinct Coordinator organised a meeting of the executives from all 8 active Precincts at the end of February where they heard from Council's Traffic Manager and Council's Manager of Compliance. They also received information about the State Government's discussion paper on sea level rise.

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Active engagement in information and cultural exchanges with other Councils and government organisations nationally and internationally. (PA 1.1)	Number and content of Sister Cities Programs conducted. Overseas visits and exchanges.	Implement the Sister Cities program as endorsed by the Sister City Committee. Celebration of 20 th year anniversary with Odawara, Japan, and 10 th year anniversary with Jing'an, China in 2010. Further development of new Friendship City program with Yeongdo, Korea.	Council's Sister Cities Committee (SCC) held its first meeting of the year on February 23 rd 2011. Advertising for the 2011 Manly/Odawara Student Exchange Programme commenced in February, and student interviews were held in March. Constant contact has been maintained with our Sister City (Taito-ku) and Friendship City (Odawara) in Japan since the tragic earthquake and tsunami on Friday 11 th March 2011. Words of comfort and support from Council and Council's Sister Cities Committee have been sent to all friends at both City Councils in Japan and to other groups the SCC work closely with in Japan. Whilst there are no matters to report for Council's other Sister and Friendship Cities – all projects and programmes that have been proposed, or scheduled, during 2011 are being progressed.
General promotion of Council services and activities, including meeting Council's statutory requirements for reporting to the Division of Local Government. (PA 1.2)	Implementation of 12 month and 5 year Communications Strategy. Number of media inquiries serviced.	Production and distribution of Council's Annual Report, Management Plan and other relevant reports as necessary. Ongoing media liaison.	The communications team were kept busy during the first quarter of 2011 producing general promotional material for council events and initiatives. The Council News appeared each Saturday and enquiries from the

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	<p>Number of items appearing in media.</p> <p>Statutory Reports prepared and submitted to Division by due timeframe.</p>	<p>Production of weekly Council News.</p> <p>New forms of communication considered and utilised as appropriate.</p>	<p>media were responded to in a timely and efficient manner. Communications staff have worked hard in preparing material for upcoming major projects such as <i>Manly2015</i>.</p>
<p>Manage Council's finances in accordance with all relevant statutory requirements.</p> <p>Develop a long term sustainable Financial Plan that supports investment in infrastructure. (PA 1.2)</p>	<p>Annual audit of Council's finances.</p> <p>Key/ major infrastructure projects/Climate change programs funded.</p> <p>User Charges & Fees to be set comparable with market pricing.</p> <p>Targets: Outstanding Rates / Total Rate Income ratio < 3.5%</p> <p>Movement In Rates & Annual Charges from Previous Year < 7%.</p>	<p>Administer rate system, collect other revenues, pay creditors and suppliers, and provide service support to all Divisions in administering their budgets.</p> <p>Review Investment Policy to ensure compliance with legislated requirements and maximize investment return.</p>	<p>Rates, charges and interest levied for 2010/11 = \$33.5 Million. 76.4% of Rates have been collected to 31 March.</p> <p>Council's approach is a conservative one, investing in short-term deposit with a maturity of less than 12 months and in accordance with The Minister's revised Investment Order.</p>
<p>Develop a sustainable Purchasing Policy for all Council purchasing.</p> <p>Savings on procurement through participation in the SHOROC Procurement Group. (PA 1.3.1)</p>	<p>Estimated savings and efficiencies generated.</p>	<p>Joint tendering for common bulk supplies and services through SHOROC Procurement Group.</p> <p>Ensure sustainability objectives are part of Council Tendering Policy including "Green Purchasing" where appropriate.</p> <p>Ensure that all staff are aware of their obligation under Council's Purchasing and Procurement Policies.</p>	<p>Council participated in ten (10) SHOROC Tenders YTD 2011.</p> <p>Council is a member of the LGSA Sustainable Choice Program.</p> <p>All tenders advertised are now on Manly Council Tenderlink website.</p> <p>Staff have undertaken an annual Training Program in Purchasing and Procurement.</p>

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Service & technology support. (PA 1.3.1)	Continual improvement in technology solutions. Risk mitigation of Council's technology investments.	Technology Infrastructure, Records Management and administration. Identification and mitigation of risk for Council's technology investments.	Ongoing improvement in technology solutions with the upgrade to Council's core application suite "Authority" and TI has completed the rollover of the staff desktop fleet.
Staff development. (PA 1.3.1)	Implementation of Corporate Training Program. Percentage of permanent fulltime staff assessed on an annual basis. Bi-Annual Staff Climate Survey.	Salary Administration System. Staff Consultative Committee. Work/Life Balance Program. Corporate Training Program. Individual training and development plans that support the overall corporate training program.	Working party established to update competency progression criteria for positions within Award Band 1 and 2. Expressions of interest called to elect new Joint Consultative Committee. Work/Life Balance Activities conducted included Yoga, discounted swimming tickets, and charity fund-raising BBQs. 424 staff participated in professional development activities i.e. – 324 internal training, 87 external training, & 13 attended conferences/seminars. Annual performance review process complete.
Manage risks. (PA 1.3.1)	Reduction in the number of claims received per annum.	Pro-active Risk Management, Insurance & OH&S.	20 claims were received, the same number as the corresponding period in 2010. 4 were minor motor vehicle claims and 12 have

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			<p>been denied.</p> <p>Council received a claims experience rebate of \$11,500 on its motor vehicle policy and a rebate of \$32,000 on the property policy.</p> <p>The draft ERM high level risk assessment has been completed and circulated for managers' comments.</p>
<p>Real time monitoring of assets and infrastructure information. (PA 1.3.1)</p>	<p>Percentage implementation of new assets system.</p>	<p>Assets and Infrastructure Management and Reporting System. Revaluation of Assets to "Fair Value" in accordance with Department of Local Government schedule.</p>	<p>60% has been completed for Asset management reporting system (Due June 2011)</p> <p>100% completed for Roads, Drainage for the last financial year. Requirement for this year is plant & equipment. (50% completed to date).</p>
<p>Facilitate Internal Audit function. (PA 1.3.1)</p>	<p>Matter submitted / considered by Internal Audit Committee.</p>	<p>Establish Internal Audit Charter. Develop an annual Internal Audit work plan.</p>	<p>The Audit and Risk Committee met once during the quarter. Implementation of the Internal Audit Work Plan is progressing with audits on Credit Card Usage, Records Management Review Implementation, and Legal Services Expenditure completed.</p>
<p>Clear and concise financial and management reporting. (PA 1.3.1)</p>	<p>Number of submissions received on Annual Financial Report.</p>	<p>Review Financial and Management Reporting systems.</p>	<p>Monthly management reports "Power Budget" issued to Managers within 1 week after month end. Quarterly budget</p>

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			review reports produced within 7 days at end of each quarter.
All areas of operation to be delivered with a focus on customer service. (PA 1.3.2)	Council's Annual Customer Satisfaction Survey and analysis of data for key areas.	All operational / work plans to incorporate customer service standards. Provide centralised access to Council's products and services via Council switchboard, cashiering and service counter at Manly Town Hall.	Little Manly and Ocean Beach permit parking renewals were completed in this period. The number of 149 Certificates produced spiked due to new legislation being introduced. These services generated large numbers of customers attending the customer service counter.
Quality customer dispute resolution process maintained. (PA 1.3.2)	Number and type of complaints received and processed. Analysis of complaints received to assist in the identification of areas for service improvement. "TellUs" complaints management figures reported via Monthly General Manager's Report to Councillors.	Review of Council's complaint management process against relevant standards. Complaint information recorded and areas for service improvement identified and reported as required.	TellUs continues to be a useful tool for receiving and resolving complaints. During the last quarter TellUs received 138 items, all of which were resolved to the satisfaction of Council's protocols.

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Outcomes, Measurement and Actions for People and Place

Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
Compliance with NSW planning reforms and amended planning legislation. (PA 2.1)	Percentage completion of new LEP by 2011, reported quarterly in Management Plan matrix.	Development of a Local Environment Plan (LEP) and Development Control Plan that is consistent with the amended planning legislation and directions.	Strategic Land Use Planning Branch successfully bid for NSW Planning LEP Acceleration funding (\$163,400 for 1 year, subject to monitoring). This pays for outstanding studies and recruitment of experienced GIS/strategic planning staff to deliver the LEP. The consolidated DCP and site specific DCPs will continue to be progressed in time for LEP/DCP public exhibition in November 2011. The funding project plan aims for the finalised LEP to be submitted to DoPI in March 2012.
Development and adoption of a Community Strategic Plan and 10 Year Resourcing Strategy by June 2011, including a Four Year Delivery Program and a One Year Operational Plan. (PA 2.1)	Adoption by Council for implementation from 1 July 2011 onwards.	Development and adoption of a 10 Year Community Strategic Plan and Resourcing Strategy, a Four Year Delivery Program, and a One Year Operational Plan.	A draft 10 years plus Community Strategic Plan, as well as a four year Delivery Program, and one year Operational Plan has been prepared by the Strategy Unit to meet the legislative requirements of the LGA and incorporating directions from community engagement, and Council's previous Management Plan, policies and across Council's divisions.
A strategic approach to dealing with heritage in Manly. (PA 2.2 and 5.2.3)	Percentage completion of Comprehensive Heritage Review / Adoption by Council.	Completion of the Comprehensive Heritage Review and inclusion of recommendations in Council's development control plans as	Review of heritage items is ongoing. Additional potential items are continuing to be referred to the Heritage Committee prior to

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		appropriate.	<p>consultation with owners, for inclusion in the schedule of listed items. The Heritage Inventory is to be updated for existing items of natural and Aboriginal heritage significance, with specialist input, to strengthen the existing Statements of Significance. Items include the Ocean and Harbour foreshores. This high priority project will support the LEP and DCP projects.</p> <p>In preparing the new Manly LEP the transfer of the current heritage list to the new LEP schedule format has been carried out. The schedule is being updated to reflect items which are no longer listed or no longer exist.</p>
<p>Consideration of Social Capital issues within Council's strategic and forward planning Initiatives. (PA 2.2)</p>	<p>Social capital initiatives recorded within new Integrated Strategic Plan (ISP).</p>	<p>Social needs of the Manly community are considered and documented within new integrated strategic planning (ISP) framework.</p>	<p>The outstanding social issues from the 2004-2009 Social Plan have been reviewed in interim Council's 2010-2011 Social Plan by the Human Services Planning and Policy Committee during 2010, and sent to the Department of Local Government as required by 30 November 2009.</p> <p>These issues were considered in the background Issues Paper (prepared in March 2010) as part of the development of the ten years plus Community Strategic Plan (as reported to Council in November</p>

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			<p>2010), as well as the community engagement activities (reported to Council in November 2010).</p> <p>These outstanding social issues have been further considered and incorporated in Council's draft community strategic plans, and as part of the Integrated Planning and Reporting framework.</p>
<p>Metropolitan Planning Strategy and the North East Sub-regional Plan provide a strategic basis for Manly LEP 2011. (PA 2.2)</p>	<p>Approval by Department of Planning to exhibit Draft LEP consistent with their guidelines and legislation.</p>	<p>Address regional and sub-regional strategies in drafting LEP 2011.</p>	<p>Manly Draft LEP 2011 is consistent with the aims of the Metro and sub regional strategies as required under S.117 Ministerial Directions, LEP Practice Notes etc. Specifically, the Draft LEP helps deliver these plans and strategies as follow:</p> <ul style="list-style-type: none"> • Strengthens and supports integrated transport with appropriate land use. • Provides for diverse housing types and services in accessible locations close to transport to support liveability and social inclusion, • addresses issues of employment land, improving opportunities to strengthen and diversify local commercial activity and safeguard neighbourhood shops, • strategic planning provisions tackle risks and

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			measures to address climate change and achieve long term environmental protection on the urban fringe to contain the urban footprint of the region.
Revitalised Manly CBD. (PA 2.2)	Manly CBD Master Plan adopted by Council and implementation progressed.	Convene the Manly 2015 Councillor Working Group. Progress the production of a Master Plan and Financial Plan documents. Implementation commenced.	The concepts and vision for the <i>Manly2015</i> Masterplan were adopted by Council in November 2010, then following further investigation of traffic and transport issues in February 2011. This followed a number of dedicated Strategy Workshops throughout 2010, and February 2011. Public exhibition materials were prepared during March.
Provision of quality library service. Local residents have access to the information they require for educational and recreational purposes and to enable them to make informed decisions and to participate in the democratic process. (PA 2.3.1)	Number of visitations. Manly LGA membership. Number of loans. Annual reference satisfaction survey (State Library coordinated). Number and type of programs conducted.	Manly Library open seven days per week. Key services provided: Loan services; Same day reference service; Local history service; Access to technology service; Collection development and management service; Children's and target group programming and activities; Exhibitions and cross promotional activities; Exhibition of official Council material; Inter-Library loans; Home library service; Library Afloat mobile service;	<ul style="list-style-type: none"> • Door Count – 110,985 • Loans – 93,450 • Local Studies - 169 enquiries • Author talk – 10 attendees • Exhibitions - 5 • Genealogy enquiries - 45 • Back to Work tutoring • Home Library - 959 loans • Library Afloat - 480 loans • Baby Bounce & Rhyme - 309 • Toddler time - 303 • Story time – 772 • Book discussion groups -23 • Workshops – 2 held • Job hunting workshops • Computer tutorials -12 held

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		E-books (accessible 24/7).	<ul style="list-style-type: none"> • Corporate Library loans – 30; enquiries - 19 • Green & Groovy Kids - 25
Enable all residents to be able to have easy access to and an appreciation of high quality cultural experiences and programs. (PA 2.3.2)	Number of visitations. Number and type of programs conducted. Number of new acquisitions formalized and catalogued New programs initiated and offered to target groups of children and Youth for variety of media.	Manly Art Gallery is open 6 days per week; installs 20 exhibitions p.a.; coordinates Public Art Program and Manly Arts Festival; manages Collection and Batten Bequest, extensive program of events and education services.	<ul style="list-style-type: none"> • 31,516 visitors • 7 exhibitions • 22 public programs • HSC tips for students • Express Yourself artists' talk • MAGAM Society trip to Bundanoon
Strengthen the bonds within key neighbourhoods that make up the Manly LGA. (PA 2.3.3)	Number of neighbourhoods and actual participants involved in specific neighbourhood projects / events.	Coordination of Meet Your Street program. To respond to key issues in the community at a neighbourhood level as resolved by Council.	9 Meet your Street events.
Delivery of Council's Annual Calendar of Festivals, Events, Ceremonial occasions and regular audience participation events. (PA 2.3.4)	Audience numbers. Sponsorships. Media coverage.	Major events: Manly Food and Wine Festival; Manly Jazz Festival; Manly Arts Festival; Ocean Care Day; Community Events (Christmas Choral Concert, Guringai Festival, International Women's Day, Australia Day); Dogs Day Out; Ceremonial Events (Anzac Day, Remembrance Day and Australian Citizenship ceremonies); Community engagement events: World Food Markets; Saturdays @ Sunset;	<ul style="list-style-type: none"> • Australia Day • Flood Relief concerts • 3 Citizenship ceremonies • 8 World Food Markets • International Women's Day breakfast • Arts & Craft Markets • Farmers Market • Seniors Week • ABC702 broadcast • Cole classic Fun/Sun Run • Cole Classic marathon • Manly Ocean Swim • 20 / twenty Challenge

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		Arts & Craft Market; Farmers Market @ Short Street Plaza; and Manly Beautiful Blooming Gardens Competition.	
Council actively manages visitation to Manly in the interest of providing the balance between residential amenity, business development opportunities and sustaining the local environment. <i>(PA 2.3.4)</i>	Visitor numbers at Manly VIC. Reporting on one-off projects relating to tourism.	Provide an accessible and customer focused Visitor Information Centre that delivers information to visitors on products, a range of services and facilities available in the local area and on environmental sensitivities. Books seats for the <i>Hop, Skip and Jump</i> bus tours on weekends.	<ul style="list-style-type: none"> • Average of 443 visitors to counter per day. • Average of 702 visitors to VIC per day.
Well utilised community built and open space facilities available for a variety of uses consistent with the demands of the local community. <i>(PA 2.3.5)</i>	Number of bookings taken per type of facility. Filming and event approvals granted each year. Review of local residents' complaints log.	Filming approvals, event approvals, community centre bookings and reserve bookings. Sale of Columbarium niches at Manly Cemetery.	<ul style="list-style-type: none"> • 25 filming approvals • 157 facilities bookings • 38 events • 21 approvals for Corso events • 2 columbarium niche sales • 43 weddings
Provide a high standard of pedestrian accessibility, safety and comfort for all public transport users. <i>(PA 2.4.1)</i>	Reduction in pedestrian accidents/claims/complaints in the Manly LGA.	Construction of new footpaths. Implementation of the Manly CBD Pedestrian Access Mobility Plan (PAMPs). Identifying pedestrian links to promote accessibility. Undertaking condition audits of the entire footpath network to identify footpath conditions and prioritise maintenance works to remove risks and hazardous conditions in the footpath network.	<p><u>Footpath Projects</u></p> <ul style="list-style-type: none"> • 160m 1.2m width of new footpath construction at Scales Pde, Balgowlah heights • 190m, 1.2m width of new footpath at Radio Avenue, Balgowlah heights • Condition audit for 7 precincts completed. • The need for a number of pedestrian facilities has

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		Identifying new links and construction of new footpaths.	<ul style="list-style-type: none"> • been identified and is being designed, including Eurobin Avenue and Raglan Street. • Implementation of LOOK STENCILING and upgrading of faded and missing pedestrian line marking.
Develop and promote Active Transport by encouraging alternate transport modes, walking, cycling, bus and ferry. (PA 2.4.2)	<p>Increased public transport usage; long term decrease of car usage/ownership for local trips; Local pedestrian and cycle and motor vehicle surveys/audits of usage.</p> <p>Reportable indicator <i>Hop, Skip and Jump</i> bus monthly patronage.</p>	<p>Completion of the Manly Cycleway Network and Bike Plan. Regional Cycleway connections Shared paths construction and conversion. Maintenance of bike and pedestrian paths.</p> <p>Operation of free bus service "<i>Hop, Skip and Jump</i>".</p> <p>Attaining increased sponsorship and patronage.</p>	<ul style="list-style-type: none"> • Bike paths have been maintained. • Audits of the entire bike network have been commenced (approximately 50% completed). Risk assessment is being undertaken based on findings. Findings will go into a program for prioritisation of improvements. • Report identifying potential locations for bike racks across the network has been prepared and put into a works program for prioritising implementation for the next financial year. • New bike racks installed in Balgowlah Heights. • Total numbers of <i>Hop Skip & Jump</i> passengers for this period was 92,856 (YTD usage is 268,734).
Improve the amenity and safety of the local road network.	Reduction in vehicle speeds in local streets.	Completion of various LATM schemes in the Manly LGA,	<ul style="list-style-type: none"> • Potential locations for LATM measures in

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(PA 2.4.3)	Reduction in road accidents reported annually. Increased public transport usage and long term decrease of car usage/ownership. Reduction in complaints and Traffic Committee Items.	<p>consistent with needs of the local community and in response to new major developments and projects being undertaken within the Manly LGA.</p> <p>Implementing Traffic Committee recommendations relating to traffic devices and improvements to road safety.</p> <p>Monitoring and implementation of effective on street parking management within the Manly CBD.</p> <p>Development and management of permit parking schemes and on street parking supply in Manly LGA, and providing adequate parking spaces to residents.</p> <p>Regular analysis of traffic accidents and identifying trends/patterns and developing preventative measures and reduction to the severity of accidents.</p> <p>Ongoing maintenance of Traffic Facilities and monitoring the efficiency of earlier treatments measures.</p> <p>Undertaking regional and local road traffic counts and performing analysis to ensure mid blocks and intersections capacities and performances are satisfactory.</p>	<p>Seaforth have been identified and will be assessed.</p> <ul style="list-style-type: none"> • Implementation / concept design of traffic committee items are being undertaken. • Implementation of parking schemes is ongoing. Policy for parking spaces for car share schemes has been developed. • Crash analysis statistics finalised. Action plans for 2011-2012 completed, including programs targeting speed around sporting venues, drink driving and cycling and pedestrian safety. • Alternative layout options to the Upper Beach St / Wanganella St and White St / Seaview St intersections are being developed and assessed because of the occurrence of a number of severe accidents. • A number of traffic / speed counts have been undertaken to identify speeding concerns or complaints regarding excessive speeds. • Road Safety Officer has undertaken Road Safety Audit course. The traffic

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		Developing and delivering Road Safety projects targeting particularly behavioural aspects to educate local community, learner drivers, P-Plate drivers, senior drivers, motorcycle and pedestrian safety campaigns.	team has identified locations for safety audits to be undertaken. <ul style="list-style-type: none">• GLS (Graduated Learning Seminar) being offered end of May. Two sessions offered July 2011-June 2012. Senior road safety calendar for 2011 completed and new one to be produced for 2012.

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Outcomes, Measurement and Actions for People Services

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<p>The provision of children's services to better support families. (PA 3.1.1)</p>	<p>National Accreditation and State Licensing. Utilisation rates to remain at 95% or higher (averaged across all services). Client satisfaction surveys.</p>	<p>Children's service delivery: Roundhouse and Harbour View Long Day Care; Harbour View Occasional Care; Ivanhoe Park and Kangaroo Street Pre-schools; Family Day Care; Vacation Care; Before and After School Care; Immunisation Clinic.</p>	<ul style="list-style-type: none"> • Roundhouse capital works completed and licence to operate as an 80 place childcare centre effective from February 2011. New childcare places all allocated and 95% occupancy achieved by end March, and 100% occupancy to be effective from April. Increase in staff establishment by 9.0 FTE with the additional child care places. • Harbour View continues to provide 100% occupancy for its long day care service and 60% occupancy for occasional care. Registrations for OCC have only achieved 36 in 2011, previous years in excess of 160. • Preschools maintain 100% occupancy. • FDC 100% occupancy with service provided by 13 carers. • Immunisation service continues with an average of 28 children per month. • Before and After School Care Continues to be provided at Manly Village Public School BSC 74% occupancy ASC 61% occupancy.
<p>Enhance opportunities for local youth with activities that support development and social cohesion. Provide Council with advice on youth needs, as part of</p>	<p>Participant numbers per program.</p>	<p>Youth Services activities and programs: Adolescent and Family Counselling Service; Manly Youth Council & events with Bands, Dance and</p>	<ul style="list-style-type: none"> • Manly Youth Council Meetings continue to meet monthly with an average of 15 young people in attendance. Preparation for <i>Youthfest</i> in partnership with Warringah Council, to be held in April.

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<p>Youth Council Committee meeting objectives. (PA 3.1.2)</p>		<p>recreational activities; GLAM program.</p>	<ul style="list-style-type: none"> • Band Nights continue to achieve attendances of approximately 140 young people. • GL@M – The group has been meeting with 12 members regularly attending. • Online Youth Space – The Northern Beaches Youth Info website has gone “live” and can be found at http://www.northernbeachesyouthinfo.net.au/ • Young Mum’s Fitness Group “Mums in Motion” – The 9 week program continued throughout March. • Additional Needs Film Making Workshops – Four film-making workshops were held throughout March for young people with additional needs. 20 young people participated in the program, which was also facilitated by 3 Manly Youth Council Members and the Community Arts Coordinator at Sunnyfield. • AFC continues to provide a nil charge counselling service to youth and families. New Counsellor recruited for the staff vacancy and will commence in April.
<p>Provide information and support services to aged members of the Manly community to allow them to remain independent for as long as possible. Provide a facility to support activities suitable for older adults. (PA 3.1.3)</p>	<p>Number of meals delivered by Meals on Wheels service. Number of social support services provided. Manly Club for Seniors membership, and activities Information guides and brochures. Service information and referrals.</p>	<p>Operations of : Meals on Wheels; Community restaurant, shopping & recreational excursions. Operation of Seniors Centre to provide a range of social & recreational activities.</p>	<ul style="list-style-type: none"> • Meals on Wheels service delivered 5904 meals in the third quarter. Year to date meals delivered is 84.6% of ADHC target. • Community Restaurants continue with an average of 26 attendees per week at Manly and 18 at Seaforth once a month. Social outings provided once a fortnight and shopping trip provided weekly. • Seniors Centre celebrated Seniors Week

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			<p>with the promotion of its activities and an Afternoon Tea celebration.</p> <ul style="list-style-type: none"> • Community Development Coordinator provided information and referrals to 17 to 20 HACC and other services per month and coordinated the 2011 Seniors Week events – with 58 seniors attending lunch at the Northern Beaches TAFE Pittwater Training Restaurant; and 57 attending the Afternoon Tea with the Mayor at the Council Chambers. • 600 Seniors Week programs were distributed throughout Manly – with the program containing a variety of activities offered by 17 organisations.
<p>Ensure Council is targeting services and initiatives across the key target groups identified in the Manly Council Social Plan, being: ATSI Children 0 -12 years and Families Gay and Lesbian Communities Older People Youth CALD Communities Women People with Disabilities (PA 3.1.4 And, as part of Integrated Planning and Reporting, also relevant to 2.1 under People and Place)</p>	<p>Reporting on each initiative to Social Plan.</p> <p>Committee Meetings for : Youth Council Disability Access Meals on Wheels</p> <p>Children's Services occupancy rates statistics.</p> <p>Parent surveys.</p>	<p>Community support and development: Funding assistance for Manly Community Centre; Administration of Community and Cultural Grants; Administration of Community Development Support and Education Grants (CDSE). Information & service referral. Provision of Meals on Wheels service and social support programs for older people. Early childhood and out of school hours service delivery. Youth program and activities for a broad target group, as well as, the GL@M program for young Gay and Lesbian people. Provision of the Club Friday program for people with an</p>	<p><i>Club Friday</i> continues to provide a weekly recreational program to people with intellectual disabilities to enhance socialisation. Waiting list applies, and service does not meet the needs for new clients to access this program.</p> <p>Meals on Wheels marketing achieved with shopping bags and pens promotion, boom gate advertising, advertising at Manly Hospital, service brochures. Demand for service has reduced and currently not meeting service targets for number of meals.</p> <p>Community Development Coordinator continues to support MCC Management Committee and Multicultural Network Committee.</p> <p>Access Committee meetings continue to</p>

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		<p>intellectual disability. Promotion and support of International Day for people with a disability.</p>	<p>support disability access and have achieved in the third quarter an accessible taxi ramp on Belgrave St., distribution of the Missed Business Brochure with relevant D/A applications, and has become a member of the Access Committee Network. Disability access has been evaluated with relevant development applications and the Ellery Punt Reserve Masterplan.</p> <p>Manly Youth Council Committee continues to meet to plan projects to support youth recreation, education and cultural activities. Providing a diverse range of band nights has proved popular and attendances at these events have markedly increased.</p> <p>Gay and Lesbian at Manly Group (GL@M) continue to meet fortnightly and are involved in recreational activities and raising community awareness on gay issues. GL@M continues to have consistent numbers of up to 12 at each attendance.</p> <p>Adolescent and Family Counselling service continues to provide individual and group support for young people aged 12-21 years and their families. Counsellor vacancy since February, impacting on number of clients seen. Referrals made to other services during this time.</p> <p>Children 0-6 are provided with a range of services including long day care, occasional care, preschool and family day care. Occupancy rates exceed 95% and waiting lists are in place.</p>

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			Children aged 5-12 years attending school are supported with the Before and After School program operating at Manly Village Public School and Vacation Care program provided in Seaforth and Manly. Occupancy rates for OOSH services are under 75%.
Provide professional lifeguard patrol at Manly Ocean Beach to ensure safety. Manage beach licences. (PA 3.2.1)	Number of rescues and preventable actions. Compliance with risk management. Percentage of actions on the beach resulting in litigation.	Operations of: The Ocean Beach Professional Lifeguard Service. Beach users license administration and monitoring.	Swimming season remained busy with high number of beach users over the summer period. Nil drowning record maintained this quarter.
Provide a diverse range of aquatic activities, both passive and structured in Manly. (PA 3.2.1)	Visitations to Manly Swim Centre each quarter. Diversity of user groups and programs provided.	The operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Visitation for Quarter :105,349 <ul style="list-style-type: none"> • 31 school swimming carnivals • Learn to swim • Water polo • Swimming club race days • Recreational swimming represented the main user groups throughout the period.

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Outcomes, Measurement and Actions for Infrastructure Services

Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
<p>Delivery of Major Infrastructure Projects that are sustainable, safe and meet customer needs. (PA 4.1.1)</p>	<p>Number of projects completed on time and within budget.</p>	<p>Develop and implement Capital Works Program.</p>	<p>As per Council's Urban Services Capital Design & Works Program, the following projects have been completed in this 3rd financial quarter 2010/11.</p> <p><u>Footpath Projects</u></p> <ul style="list-style-type: none"> • 160m 1.2m width of new footpath construction at Scales Pde, Balgowlah Heights. • 190m, 1.2m width of new footpath at Radio Avenue, Balgowlah Heights. <p><u>Drainage Projects</u></p> <ul style="list-style-type: none"> • Alleviating flooding issues at the cul-de-sac end of Cecil Street, Fairlight by increasing the 2 inlet drainage pits capacities and laid a new larger SW RCP in the downstream in consultation with the residents. • Eustace Street & Gilbert Street – Driveway adjustment, new pits, construct new box culvert to SW trunk line • Barabooka Street, Balgowlah Heights – Alleviating flooding issues due to capacity and blockage due to leaves by additional 2 pits and new underground SW 375mm dia pipes and a additional dia

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Key Outcomes	Measurement	Actions	Progress 1st January 2011 to 31st March 2011
			300mm across the road.
Transport infrastructure is constructed and maintained in a financially sustainable and safe manner, and meets customer needs. (PA 4.1.1)	Completion of Annual Maintenance and Capital Works Program on time and within budget. Number of insurance claims. Number of accidents reported.	Annual Capital/Maintenance Works Program implemented. Forward works program. Asset Management Plan.	<ul style="list-style-type: none"> Detail Draft 10 Year Infrastructure Plan has been completed for Roads, K&G, Footpath, Drainage (based on age / life cycle analysis) as per the visual condition assessment.
Roads resurfaced and rehabilitated to standard. (PA 4.1.1)	Completion of Annual Roads Program on time and within budgets. Road Network condition remains same level or improves. Condition Assessment of Road Network, 25% annually.	Annual Road resealing program implemented. Asset Management Plan and Pavement Management System implemented.	<ul style="list-style-type: none"> Harvey Street, Seaforth; Beatrice Street, Balgowlah Heights including heavy patching; Amiens Road, Clontarf – including heavy patching; Kamiri Street, Seaforth; Kitchener Street, Balgowlah – including heavy patching; Upper Beach Street, Balgowlah Heights; Condamine Street, Balgowlah; The Crescent, Fairlight. <p>Detail re- sheeting program has been developed for the next financial year 2011/12.</p>
Footpaths are maintained in a safe and financially sustainable manner. (PA 4.1.1)	Completion of Annual Footpaths Program on time and within budgets. Reduction in Extreme (>25mm) Footpath Conditions.	Annual Footpath program implemented based on condition audits. Asset Management Plan. Condition audits.	<p>Footpath Maintenance Program for Years 2011/12 & 2012/13 are in draft format after completion of condition audit for 7 precincts.</p> <p>Following concrete footpaths have been maintained in a safe manner</p>

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
	<p>Condition Assessment of Footpath Network, 25% annually.</p> <p>Reduction in number of reported trips/falls.</p> <p>Areas of footpath repaired/constructed.</p> <p>Number of insurance claims.</p>		<p>during this period:</p> <ul style="list-style-type: none"> • Sydney Road closer Boyle Street intersection; • Seaview Street, Balgowlah (In front of no73); • Woods Pde, Fairlight (In between Fairlight St & Lauderdale Ave). <p>Following new footpaths construction was completed as part of the Capital works program Y2010/11:</p> <ul style="list-style-type: none"> • 160m 1.2m width of new footpath construction at Scales Pde, Balgowlah Heights; • 190m, 1.2m width of new footpath at Radio Avenue, Balgowlah Heights.
<p>Provide drainage infrastructure that is functional, effective and environmentally sensitive, and meets community expectations. (PA 4.1.1)</p>	<p>Reduction in number of customer complaints and claims.</p> <p>Completion of Annual Maintenance and Capital Drainage Works Program on time and within budgets.</p> <p>Number of flooding claims/complaints.</p> <p>Number of flood related accidents.</p> <p>Length of pipelines</p>	<p>Annual Capital/Maintenance Works Program implemented. Forward works program. Asset Management Plan. Stormwater Management Plan. Modelling and Analysis of Stormwater Network.</p> <p>Review On Site Stormwater Management Policy.</p> <p>Floodplain study and modelling.</p>	<ul style="list-style-type: none"> • Detail Drainage Capital Design & Works program has been completed for year 2011/12. • 5 Year Design Program has been completed. • Major storm events have occurred and generated numerous customer requests, which have been responded to in a timely and efficient manner. Some of the requests need further hydraulic analysis &

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	constructed/reconstructed.		<p>modelling as part of the investigation for future capital drainage upgrade works.</p> <ul style="list-style-type: none"> • Budget has been monitored every month in detail Projected vs Actual. <p>Drainage Projects</p> <ul style="list-style-type: none"> • Alleviating flooding issues at the cul-de-sac end of Cecil Street, Fairlight by increasing the 2 inlet drainage pits capacities and laid a new larger SW RCP in the downstream in consultation with the residents. • Eustace Street & Gilbert Street – Driveway adjustment, new pits, construct new box culvert to SW trunk line • Barabooka Street, Balgowlah Heights – Alleviating flooding issues due to capacity and blockage due to leaves by additional 2 pits and new underground SW 375mm dia pipes and a additional dia 300mm across the road.
Assets are managed in a financially sustainable manner, and meet community	Asset Management Plan is developed and implemented.	Asset Management Plan is developed and implemented. Condition audits.	<ul style="list-style-type: none"> • A detailed Draft 10 Year Infrastructure Plan has been completed for Roads,

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expectations. (PA 4.1.2)	Maintenance and Capital Works done in accordance with Asset Management Plan. Full Integration of Asset Management System across Council.	Levels of Service. Inventory. GIS connection. Financial reporting. Corporate integration. Implementation of OpenTAMS.	K&G, Footpath, Drainage (based on age / life cycle analysis) as per the visual condition assessment. <ul style="list-style-type: none"> Financial Gap Analysis has been prepared as a draft for long term (10 Years) and Short Term (3 Years). Service levels have been proposed for community consultation. <p>Few options have been proposed to maintain the council's infrastructure:</p> <ul style="list-style-type: none"> Standard Rate variation; Reduce the Service level for infrastructure assets.
Provide a safe, efficient, cost effective and environmentally sustainable fleet that meets operational needs. (PA 4.1.2)	Reduction of Plant, Fleet and Equipment Life Cycle Costs. Annual review of Leaseback vehicles. Number of accidents related to Plant condition. Vehicle downtime. Vehicle running costs.	Fleet rationalisation/usage. Review leaseback policy whole of life costs and lease back/plant hire rates. Biodiesel review. Reduce number of accidents. Driver training.	More diesel cars have been purchased. Heavy fleet strategy completed considering carbon reduction and fuel efficiency.
Prepare and review of Emergency DISPLAN for Local Area. (PA 4.1.3)	Effective response to an emergency and feedback from training exercises conducted. Review of DISPLAN.	Emergency DISPLAN. Manly Council provides a designated Local Emergency Management Officer (LEMO).	Draft DISPLAN review completed.

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		<p>Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above.</p> <p>Review mitigation strategies.</p>	
<p>Ensure that Council's community facilities are clean, fit and habitable for use for designated purposes. (PA 4.2.1)</p>	<p>Maintenance and Capital Building Works done in accordance with Asset Management Plan.</p> <p>Reduction in customer complaints.</p>	<p>Maintain Buildings and Facilities to a sustainable and functional standard.</p>	<p>Public Toilet Refurbishment works continued, including installation of water and energy saving devices, and improved fittings and fixtures</p> <p>Programmed Preventative Maintenance (PPM) completed as required (incl Fire Services, Pest Control, Lift Service, AC Maintenance).</p>
<p>Maximise return to Council by appropriate utilization of Community facilities and properties. (PA 4.2.2)</p>	<p>Increase in bookings and income.</p> <p>Annual review of fees and charges.</p>	<p>Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.</p>	<p>Bookings for the quarter included:</p> <ul style="list-style-type: none"> • 25 filming approvals • 157 facilities bookings • 38 events • 21 approvals for Corso events • 2 columbarium niche sales • 43 weddings.
<p>Provide paid parking facilities within the Manly LGA. (PA 4.2.3)</p>	<p>Usage figures of Council's four car parking facilities. Meter usage.</p>	<p>Manage, operate and maintain Council's four parking facilities: Whistler St; Pacific Waves building; Peninsula building; Manly National building. Improve usage across all four facilities, through improved marketing.</p>	<p>Total users for Quarter= 333,681 Of this total 233,549 were non paying. Total paying user's = 100,132.</p> <p>Parking Meter revenue is tracking ahead of budget 14%.</p>

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		Management of Council's parking meters.	
Ensure that the Geographic Information System is available to staff to assist Council business and customer service functions. (PA 4.2.3)	Internal staff survey of satisfaction with GIS system (bi-annual). Full Corporate Integration.	Maintain Corporate GIS and Land Information Systems. Increase level of GIS integration and use across Council.	Authority testing completed for latest versions for Property and Street Register. Creating, Updating and Finalizing of LEP maps for May deadline to take mapping to LEP DCP Working Group prior to pre lodgment with Department. NSW Exempt & Complying Codes Changes due in February 2011 for S149 Certificate template have been completed. Maps for Establishing hazard lines to flood and predicted Sea Level Rise in Manly LGA has been progressed as scheduled.
Provide integrated open space and bushland which is accessible, interesting, sustainable and meets the needs of the public users. (PA 4.3)	Service provided in line with Business Plan. Project start and finish dates are met. Reduction in water usage in open space areas. KPI: Bench mark with industry standards; KPI: Comply with specification.	Calculate unit rates for services provided. Training for up- skilling of staff. Bench marking work schedules. Continuous improvement.	Identification of staff training needs for this period initiated from appraisal process. Best practice processes reviewed and further improvements to storage of critical information completed. Appointment of 4 new 1 st year apprentices this quarter.
Provide sporting fields that are	Percentage of weekends sports	Annual Topdressing of sportsfields.	Re turfing of bare areas carried out

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<p>able to support increased future usage. Provide sound and safe playing surfaces for users. Continue to maintain a high standard of sports field surfaces. Continuously improve facilities for sporting users. (PA 4.3)</p>	<p>grounds open for use. Amount of usable open space area within a park or sportsfield. Decrease in % area seriously and moderately weed infested. Continual grass cover over surfaces. Satisfactory changeover of sports in the season change.</p> <p>KPI: Meet industry standard KPI: No or reduced number of injuries from surface. KPI: Retain green surface in a safe level.</p>	<p>Re turfing of worn areas of grass. Maintenance of sportsfields and parks grassed areas by contract and where possible internal mowing services. Reduce water consumption by 50 %. Improve sporting grass and synthetic surfaces. Improve irrigation systems to achieve more efficient systems and water savings. (Seaforth Oval) Capital improvements to sports fields infrastructure. Improvement to training grass areas on sporting ovals.</p>	<p>at Seaforth oval, Bantry Bay, Balgowlah Ovals.</p> <p>Change over of season to Rugby and Soccer.</p> <p>installation of goal posts for season.</p> <p>Repairs to synthetic wickets Balgowlah Oval and Seaforth Oval.</p> <p>Topdressing of Manly & LM Grahams Reserves.</p> <p>Repairs to all flood lighting on ovals; removal of old spectator seating Manly Oval.</p> <p>Weed control treatment carried out on all ovals.</p>
<p>Provide Manly with safe, age appropriate playgrounds that meet or exceed the Australian Standards.</p> <p>Provide children with recreational facilities that improve physical fitness and provides high play value. (PA 4.3)</p>	<p>Annual audit of playground equipment, parks and Precincts.</p> <p>Reduction in the number of accidents/complaints.</p> <p>KPI: Meet Australian Standard.</p>	<p>Plan, design and develop both new and existing playgrounds to meet the needs of the community presently and in the future.</p> <p>Implementation of the 5 year Playground Strategy.</p> <p>Provide parents and careers with amenities to improve their leisure time whilst at the playground.</p> <p>Maintain updated asset information on playgrounds.</p> <p>Auditing process that produces</p>	<p>Consultation for Lagoon Park playground completed.</p> <p>Consultation with local residents completed.</p> <p>Feedback for final design correlated.</p> <p>Preliminary draft design completed.</p> <p>North Steyne softfall refurbished.</p> <p>Consultation carried out with users of Keirle Park skateramps.</p>

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		<p>timely repairs, and maintains low risk to users.</p> <p>Maintain play equipment in sound and safe working order.</p> <p>Maintain and upgrade play grounds & equipment in parks with best practice methods, and proactive implementation of maintenance.</p> <p>Maintain and improve the standard of equipment.</p>	<p>Risk Audit Inspection cycle completed.</p> <p>Installation of half basket ball court Seaforth oval.</p> <p>Lagoon Park playground Greenspace grant & Community partnerships grants contracts signed off.</p>
<p>Present Manly to the public and the world and maintaining the cultural heritage of Manly.</p> <p>Creating appealing open space for public use. (PA 4.3)</p>	<p>Civic Amenity is sustained. Cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres are maintained. Manage horticulture and arboriculture processes in Manly. Improve overall presentation of Manly.</p> <p>KPI: Number of complaints received. KPI: Agreed service levels are met. KPI: Low complaint ratio. KPI: Benchmarking.</p>	<p>Carry out regular maintenance of civic gardens and other park and open space gardens. Improve Civic Amenity. Sustain and maintain cultural heritage of civic gardens, plazas, streetscapes, street plantings, and shopping centres</p> <p>Manage horticulture and arboriculture processes in Manly. Introduce more water saving plants to Manly. Scented Garden Ivanhoe Park. Ivanhoe Botanic Gardens signage and interpretive signage. The Corso gardens and presentation maintenance. Reduce water usage to a lower % wherever possible.</p>	<p>Roundhouse final landscaping completed.</p> <p>Odawara Close garden completed.</p> <p>Final surfacing and drainage works The Grove Bike track.</p> <p>Change of annuals The Corso, Gilbert park, Balgowlah shops.</p> <p>Landscaping of new half basket ball court Seaforth Oval.</p> <p>Re turfing of 800 m² of Clontarf Reserve, improvements to garden areas.</p>
<p>Maintain and plant trees in Manly to increase the green space.</p>	<p>Annual Audit and maintenance of trees, number of cycles per year.</p>	<p>Prune trees in Manly twice per year on cycle to alleviate issues with street trees and park trees.</p>	<p>Cyclic works program 2nd cycle started in March.</p>

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<p>Provide suitable streetscape plantings to increase the general aesthetics of streets in Manly.</p> <p>Reduce the incidence of illegal tree removals in Manly.</p> <p>Significant trees preserved. (PA 4.3)</p>	<p>Number of Tree Preservation Orders per quarter.</p> <p>Reduction in escalation rate weekly.</p> <p>KPI: Low rate of escalation.</p> <p>KPI: Low incident rate.</p>	<p>Maintain and manage trees in all public areas including protection and care of Norfolk Island Pines.</p> <p>Manage compliance with Tree Preservation Order.</p> <p>Significant Tree Register to be updated for the Eastern Hill Area.</p> <p>Inspections and administer process, improve customer service response times, and improve communications back to customers.</p> <p>Action customer requests, and improve customer service.</p>	<p>Large amount of storm damage over this quarter with rain and storms.</p> <p>Fertilising of the Norfolk Island pine trees Ocean beach and surrounding streets.</p> <p>Drafting of the Tree Management Plan.</p> <p>Site inspections for significant tree register Little Manly Precinct.</p> <p>2 potential tree breeches this quarter.</p>
<p>Improve and restore declining bushland.</p> <p>Revegetate or increase bushland corridors.</p> <p>Increase habitat for animals.</p> <p>Prevent decline of natural animal populations.</p> <p>Reduce noxious weed infestations public and private land.</p> <p>Keep waterways and estuarine communities free from weeds.</p> <p>Upkeep the Manly Scenic Walkway track and path areas.</p> <p>Ensure implementation of levy projects. (PA 4.3)</p>	<p>Audit annually.</p> <p>Bushfire management annual audit.</p> <p>Percentage of weed reduction to previous year.</p> <p>Increase in areas of endemic native vegetation.</p> <p>Replenishment of vegetation corridors.</p> <p>KPI: Benchmark industry standard.</p> <p>KPI: works completed within agreed timeframes.</p> <p>KPI: Action Plan deadlines met.</p>	<p>Review Action Plans for bushland reserves.</p> <p>Manage contract works.</p> <p>Carry out fire hazard reduction works annually.</p> <p>Provide strategic direction for Bushland.</p> <p>Implementation of Bushland Environment levy projects and maintenance.</p> <p>Manage threatened species habitat and populations.</p> <p>Audit for reduction of habitat.</p> <p>Audit of possible additional vegetation corridors.</p> <p>Noxious weed management.</p>	<p>Action plans reviewed in July 2010, next review due in July 2011.</p> <p>Contract works implemented and managed throughout quarter.</p> <p>Fuel reduction burns undertaken at Nolans Bush and Bareena Park.</p> <p>Site meetings undertaken to assist strategic direction for bushland works.</p> <p>Threatened species habitat managed in key sites (Wellings Reserve, Burnt Bridge Ck, and Seaforth Oval).</p>

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		Develop a strategy for future bushland management and bio diversity management in Manly.	Noxious weed inspections undertaken on private property. Contributed to the development plan produced as a component of Council's corporate planning framework.
Manly Cemetery is presentable and secure from damage. The fabric and history of the cemetery is maintained in line with the Cemetery Conservation Plan. Actions from the Conservation Plan are implemented. Provide security measures to prevent vandalism. (PA 4.3)	Contract cycle is carried out at prescribed intervention levels. Number of Actions implemented from the Conservation Plan in accordance with budget. KPI: Number of customer complaints compared to customer compliments.	Manage conservation program/ internments, and Consult with heritage committee and community on the future options for the cemetery. Inspections and administer process. Ensure that the appropriate maintenance is carried out in the cemetery grounds to meet the needs of users and patrons. Progress, within available resource, the restoration of grave sites on the Iconic Graves List in consultation with the Heritage Committee.	Council staff has carried out a major clean up of cemetery grounds, tree trimming tidying mulching, and grave areas. Review of the completed cemetery contract has been carried out. Independent Arborist Report and soil testing carried out to identify issues with declining trees in the cemetery. No burials this quarter.

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Outcomes, Measurement and Actions for the Environment

Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
<p>Protect threatened species habitat and populations. (PA 5.1.1)</p>	<p>Number of DAs assessed in relation to threatened species issues.</p> <p>Annual data on little penguin and long nosed bandicoot numbers.</p>	<p>Implement projects for the rehabilitation and protection of terrestrial, aquatic and marine ecosystems, and natural heritage.</p>	<p><u>Threatened species DAs assessed:</u> Staff assessed 6 developments with relation to threatened species during this quarter in relation to the endangered populations of Little Penguins and Long-nosed Bandicoots including one occurring within declared critical habitat.</p> <p>Staff secured a waiver for a Species Impact Statement from DECCW for works within critical habitat that are the legal responsibility of Council. Staff liaised with DECCW to provide Council with confirmation that Little Penguin breeding season has ended and clearance to commence works for two internal projects, one within declared critical habitat and one in penguin nesting area that is not declared critical habitat.</p> <p><u>Little Penguins</u> Responsibilities under the Little Penguin Recovery Team and arising from Council resolutions were implemented including: (1) Upgraded the fencing for the Penguin breeding area at Federation Point; (2) Liaised with DECCW (now OEH) to produce a formal flow-</p>

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
			<p>chart of protocols for handling and reporting of dead and injured Little Penguins;</p> <p>(3) Liaised with Council's Legal Services to revise the boundaries of the Wildlife Protection Area at Federation Point;</p> <p>(4) Assisted with implementation of the directives of the Proclamation relating to dog on-leash areas and signage;</p> <p>(5) Conducted an audit of the new dog restriction signage and provided recommendations;</p> <p>(6) Liasied with DECCW for joint media releases;</p> <p>(7) Responding to resident emails.</p> <p>In addition, a new group (Little Penguin Operations Coordination Group) was established to facilitate cross-organisational cooperation in the enforcement of regulations relating to Little Penguins.</p> <p><u>Long-nosed Bandicoots</u> The Long-nosed Bandicoot residential education and monitoring project has been progressed through liaison with the UNSW in order to apply for an ARC Linkage grant in May 2011.</p>
Sustainable and planned, as opposed to 'ad hoc' development of Council controlled open	% of Actions implemented within adopted Management Plans for open space areas.	Develop and implement management plans for natural environment and open space areas.	Initial preparations have been made to assess ecological assets of open space to inform the new LEP

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Management Plan Matrix Third Quarter Update to 31 March 2011**

Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
<p>space. Improved management of open space areas including the coast, estuaries and community land. (PA 5.1.2)</p>			<p>zoning. The LM Graham Reserve Masterplan was finalised and endorsed by Council on 7 February (PS13/11).</p>
<p>Administer the Environmental Levy including regular reporting to the community. (PA 5.1.2)</p>	<p>Number of projects implemented on time and to budget.</p>	<p>Environmental projects proposed to be implemented from the Environmental Levy (these are listed in Appendix along with background on the Environmental Levy).</p>	<p>Draft Environmental Levy bids 2011/2012 and report prepared and submitted to the Community Environment Committee.</p>
<p>Reduce potable water consumption in Council facilities. Improve water quality in Manly Lagoon to primary contact and ecosystem health guidelines. Reduce greenhouse gas emissions and energy use by Council. Obtain funding towards climate change initiatives. (PA 5.1.3)</p>	<p>KL consumption in Council facilities from Sydney water meter readings. Analysis of pollutant loads in water column, stormwater inflow and sediments. Greenhouse Gas Emissions Inventory and energy bills. Funding and voluntary contributions obtained.</p>	<p>Finalise Water Savings Action Plan and commence implementation. Commissioning of major Lagoon rehabilitation projects. Implement Point Source / Dry Weather sampling program. In conjunction with Sydney Water, continue wet weather and dry weather stormwater sampling in Manly Lagoon and surrounding catchment. Prepare and implement a Carbon Emissions Reduction Plan for Manly Council, that is consistent with the widely accepted energy hierarchy of:</p> <ul style="list-style-type: none"> ▪ reduce the demand for energy; ▪ increase/improve energy efficiency; ▪ purchase or generate 	<p>Water Savings Plan implementation underway. Due completion in 2012. Dry weather sewer leak investigation program underway. Summary research paper produced. Strategic wet weather sampling underway. KL potable water data available in November 2011 quarter from Sydney Water (annual data). Greenhouse gas emissions: The Carbon Emissions Reduction Project has progressed for both Council corporate and community components. This will assist Council to meet its resolved emissions target of 25% by 2020 based on 2008/09 levels (i.e. 7,663 tonnes).</p>

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
		<p>renewable energy; and then finally</p> <ul style="list-style-type: none"> ▪ purchase offsets, to achieve carbon reduction goals set by Council. 	<p>A Carbon Reduction Strategy and Action Plan for Council corporate has been prepared to achieve and if possible exceed this target. Staff workshops were held to provide feedback on the Plan and update progress on actions identified within the plan. Staff were also trained in the use of the Council corporate carbon management tool 'CCAP'.</p> <p>A Staff workshop was held to assist the development of the Manly LGA (Community) Carbon Reduction Strategy and Action Plan. The community carbon management tool 'CCAP-City' was presented to staff.</p> <p>Voluntary contributions for climate change fund: \$8,187 was contributed in 2009/10 with \$0 contributed this quarter.</p>
<p>Advocate and provide information on environmental issues.</p> <p>Provide people with an opportunity to raise issues of concern about the local and global environment as well as an opportunity to learn more, volunteer time, effort and skills towards addressing the same issues.</p> <p>(PA 5.1.3)</p>	<p>Number of volunteer hours per quarter.</p> <p>Number of programs / events per quarter.</p>	<p>Management of the Manly Environment Centre's "shopfront" for the purpose of: information exchange, advocacy and research; the execution of events; activities and projects; and management of volunteers.</p>	<p>The focus for the current quarter has been organising the MEC's four day International Conference of Environment Centres and Community Activists. This conference will focus on the interests and activities of Environment Centres and community activism throughout Australia and around the world. Its objective is for participants to share best practice experiences, establish networks</p>

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
			and learn strategies on how to effect change in local communities. The event will be held at North Head Sanctuary 8 th – 11 th September.
Ensure a sustainable future across diverse community sectors within Manly. (PA 5.1.3)	Number of projects implemented on time and to budget.	Environmental education programs conducted, targeted at encouraging sustainable tourism operations, improving practices of local builders, encouraging sustainable boating practices, conduct of events and programs showcasing Manly's natural environment, investigation of the establishment of a community garden, providing advice on Green Purchasing initiatives, continuing Manly's Fair Trade initiatives with local businesses.	The Green Up Your Life Sustainability Education Program continues with events including Science of the Surf, Keeping Our Oceans Alive, Burnt Bridge Creek to Coast Bicycle Tour, Solar Panels & Solar Hot Water Workshop. Waste education workshops included Composting & Worm Farming Made Easy, Recycling & Beyond, Green Cleaning, and a tour of the Chullora Waste & Recycling Centre, a successful Clothes Swap event was also held in February. An additional workshop was held encouraging Sustainable Transport on Bike Maintenance & Safe Riding, and a sell out screening of No Impact Man was premiered at Manly Cinemas. Green & Groovy Kids also continued in Partnership with Manly Library, with workshops including Sculpture from the Seabed, Self-watering Pot Plants, and for the Earth Hour Event held in March the children made Earth Hour Lanterns. Numerous volunteers were sourced for The Manly <i>Flood Benefit Appeal</i> in the lead up to Australia Day in

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
			January.
<p>High quality built environment complementing and improving local amenity and requiring minimal maintenance.</p> <p>Increase tree cover and soft landscape.</p> <p>Protect existing natural landscapes and existing trees (PA 5.2.1)</p>	<p>Works staged, funded and developed in accordance with adopted plans.</p>	<p>Develop Masterplans for major reserves. Ongoing funding and implementation of Masterplans – seek additional matching dollar for dollar funding through grants e.g., Greenspace program, Sharing Sydney Harbour Access Program.</p> <p>Key projects include: Sandy Bay Landscape Masterplan implementation; LM Graham Reserve Landscape Masterplan; BMX track upgrade Seaforth; Fairlight Shops Urban Improvements Masterplan implementation, Stage 2; Stage 5 Ocean Beach Upgrade; Stage 3 (final stage) Pittwater Road Street Tree Masterplan (including Tramway Plaza); Swim Centre Upgrade; Roundhouse additions; Ellerys Punt Reserve seawall & landscape improvements; North Harbour Reserve Landscape Masterplan; Federation Point revegetation (adjacent to Manly Pavilion); Ivanhoe Park Botanical Gardens; Marine Parade public domain upgrade; Pickering Point bush regeneration</p>	<p>Currently preparing grant applications for the following:</p> <ul style="list-style-type: none"> • Sandy Bay, Landscape and access improvement works. • North Harbour Reserve landscape and access improvement works. The NHR landscape plan was approved by Council at April 4 meeting. • LM Graham sports and recreation facilities upgrade works. <p>A draft of the Sandy Bay landscape construction documentation for the boat storage area is complete ready for certification.</p> <p>Tramway Plaza is on public exhibition ending 25 April.</p> <p>Ellery Punt Reserve landscape concept plan is complete. Further information regarding local history and associated heritage signage to be compiled.</p> <p>Marine Parade landscape brief draft completed. Associated Landscape Masterplan to be generated.</p> <p>The LM Graham Reserve</p>

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Key Outcomes	Measurement	Actions	Progress 1 st January 2011 to 31 st March 2011
		and Landscape Masterplan; Tania Park access ramp; Manly 2015 Masterplan.	Masterplan was finalised and endorsed by Council on 7 February.
Pollution prevention through active regulation. (PA 5.2.2)	Number of notices and orders issued.	Pollution prevention programs and regulation through Ranger Services and Environmental Health Inspections.	A total of 75 notices were issued during the specified period.
Proper regulation of development in accordance with sound and consistent planning controls. (PA 5.2.2)	<p>Number of Development Applications lodged. Number of DAs 2007/08: 640 2008/09: 618 2009/10: 590</p> <p>Number of Development Applications determined. Number of DAs 2007/08: 699 2008/09: 787 2009/10: 540</p> <p>Average time taken to determine Development Applications. Maximum is 80 days. 2007/08: 89 days 2008/09: 88 days 2009/10: 80 days</p> <p>Value of Development Approvals: Total value of DAs</p>	<p>Assess development applications in accordance with Council's planning policies and plans.</p> <p>Review of DA Approval process as implemented in 2007.</p> <p>Negotiate for best environmental, social and heritage outcomes in proposed development within regulatory frameworks.</p>	<p>Number of DAs lodged with Council in the first quarter of 2011 is 105, a 11% decrease for the same period in 2010.</p> <p>A total of 118 DAs have been determined in the first quarter of 2011.</p> <p>Average time taken to determine DAs in the first quarter of 2011 is 75.5 days compared to 76.6 days in 2010.</p>

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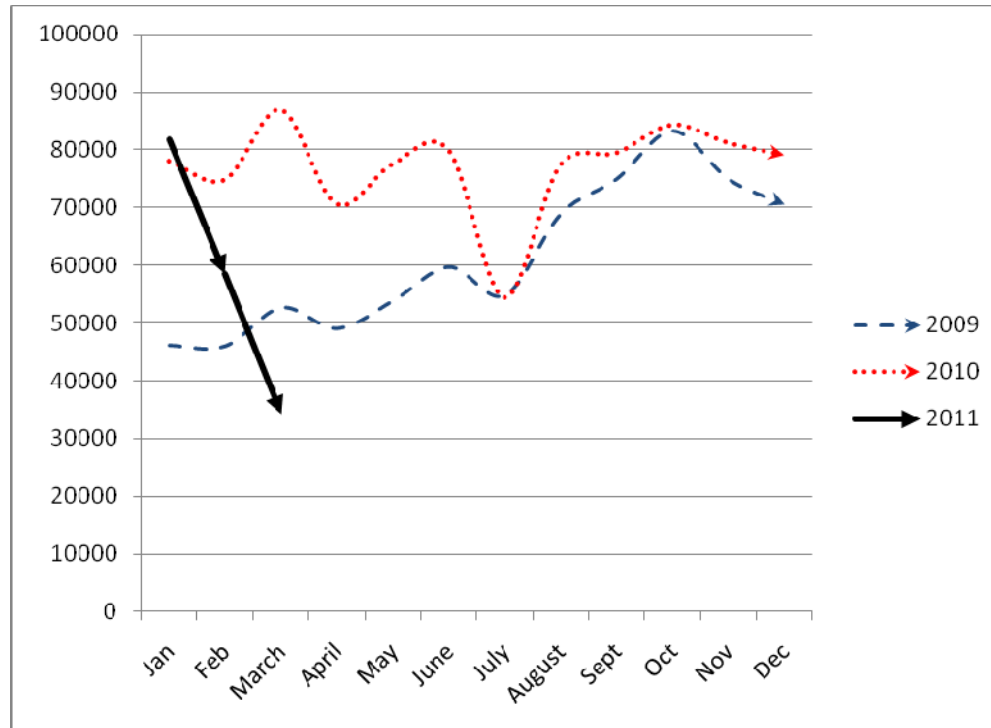
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Key Outcomes	Measurement	Actions	Progress 1st January 2011 to 31st March 2011
<p>Reduce material entering the waste stream, including increases in diversion rates.</p> <p>Educate residents, schools, businesses, industry and visitors to avoid, reduce, reuse and recycle to assist Council in its commitment to waste minimisation.</p> <p>Manage recyclable products on the basis of the reduce/reuse/recycle principle to maximise the diversion of material from the waste stream.</p> <p>Extend the range of recyclable materials suitable for collection within Council services to continually improve both the volume of materials collected and the level of contamination of materials collected. (PA 5.3.1)</p>	<p>Garbage rates designated as kg/capita/annum (KCA); Recycling rates designated as kg/capita/annum (KCA).</p> <p>Monitoring to reduce putrescible waste.</p> <p>Diversion rates from landfill. State government requirement of 60% diversion rate by 2020.</p>	<p>Putrescible waste kerbside collection service.</p> <p>Vegetation, paper and container recycling kerbside collection service.</p> <p>Trade Waste services.</p> <p>Events Waste Management service.</p> <p>Waste Education Service, including waste avoidance education.</p> <p>E-waste kerbside pickup and E-waste initiatives.</p> <p>Pursue SHOROC-wide common collection system to facilitate introduction of AWT at Kimbriki Environmental Enterprises.</p>	<p>Preparations/ads etc for E-Waste pick up in April.</p> <p>Consultant engaged to investigate and recommend on common collection system across the SHOROC region.</p> <p>Consultant engaged to undertake DECC compliant waste audit across SHOROC region.</p> <p>Waste Committee Meeting was held on the 16th February. Matters discussed include: E-waste collections, update of Hire of Public Parks and Reserves document and Clean Up Australia Day bags 2012.</p> <p>Waste Education Officer provided a detailed presentation and information pack for Manly West Primary School Staff to assist in their school composting initiative.</p> <p>Waste Education Officer liaised with Waste Educators from Pittwater, Mosman, Warringah and Kimbriki, to decide on design and concepts for Collaborative ads to go in Manly Daily as waste avoidance advice for residents.</p>
<p>A clean local amenity. (PA 5.3.2)</p>	<p>Street sweeping litres collected.</p>	<p>Cleansing of Council's publicly controlled places and spaces.</p>	<p>Three new sweepers ordered. Regular public toilet audits undertaken. Streets and reserves cleaned as per schedule.</p>

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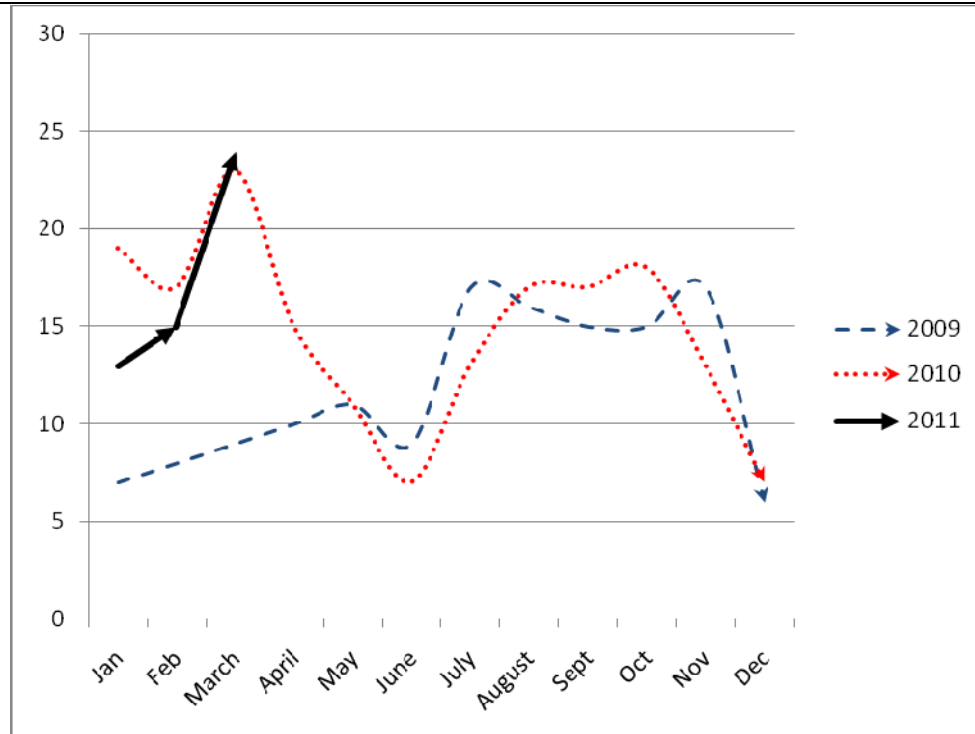
PROGRAM: Governance

G1. Number of unique user sessions on Website



COMMENT: Website usage over the last quarter has declined in terms of user sessions. However, the website has been revised and content displayed more efficiently in places, and specific usage will continue to be monitored.

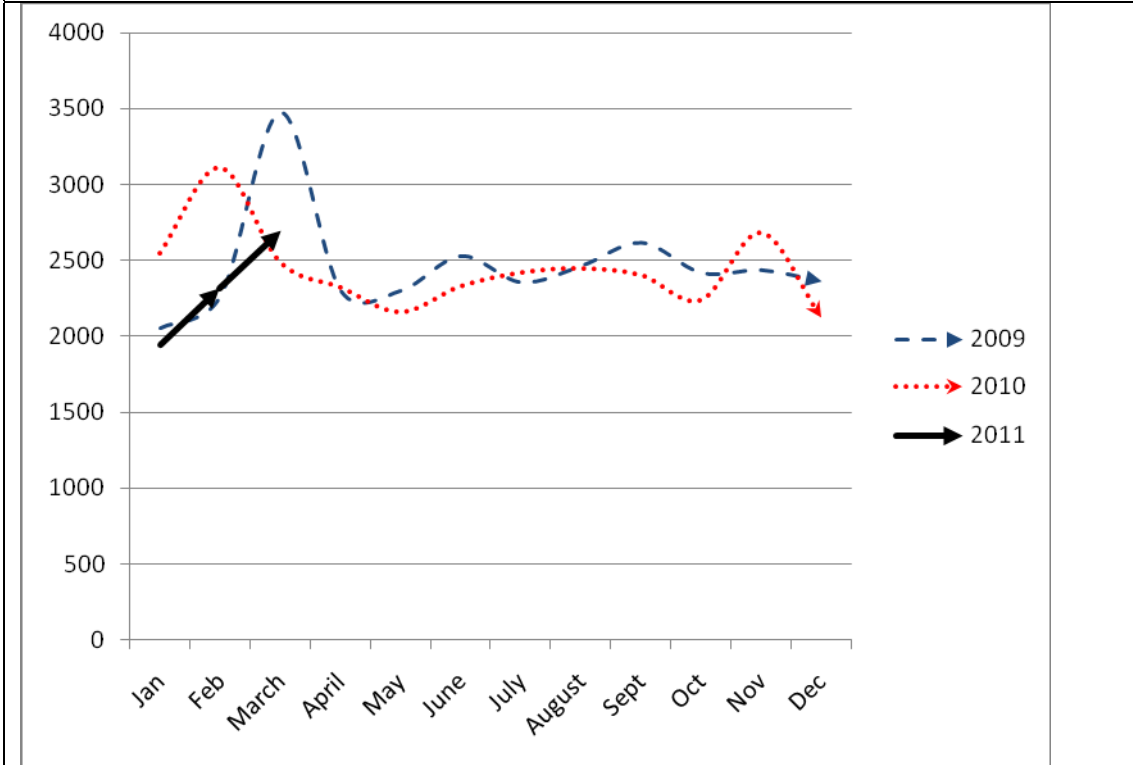
G2. Number of media releases issued



COMMENT: The increase in the number of media releases issued was a reflection of the higher than average number of events that Manly Council hosted during the quarter.

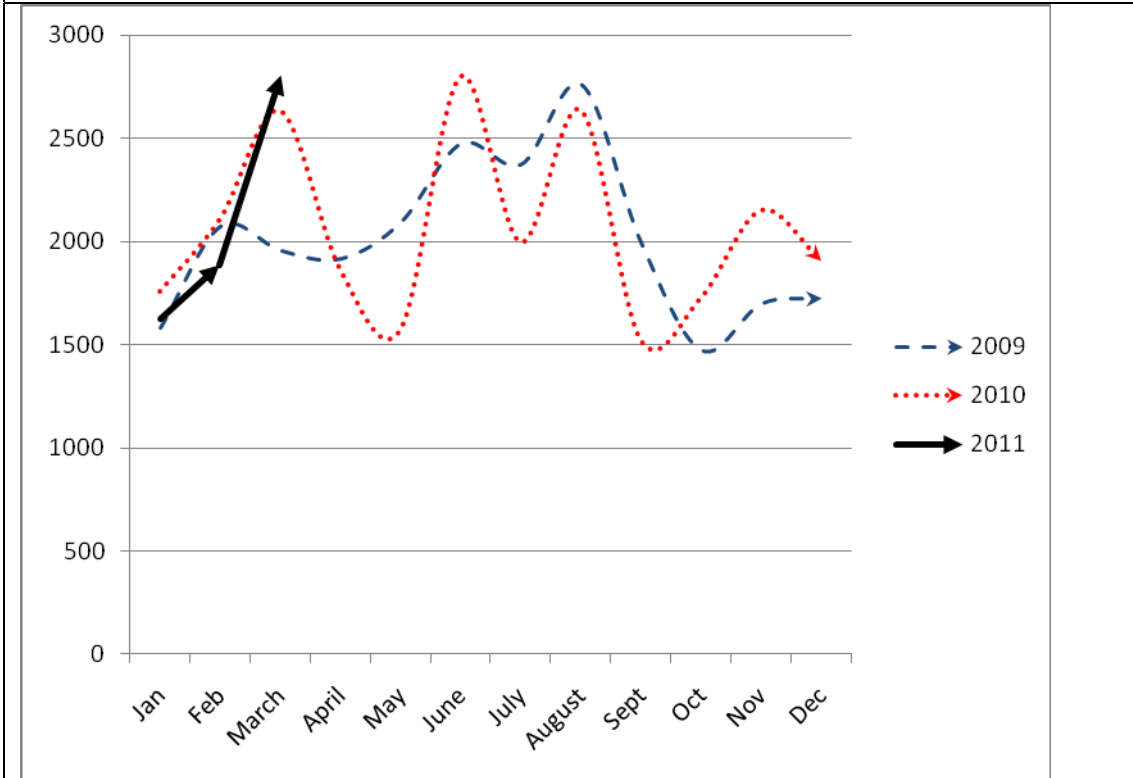
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G3. Customer service – calls to switch



COMMENT: The quarter figures for calls to the switch show an upward trend. As March was an extremely busy month at the counter many calls were taken for us by the call centre.

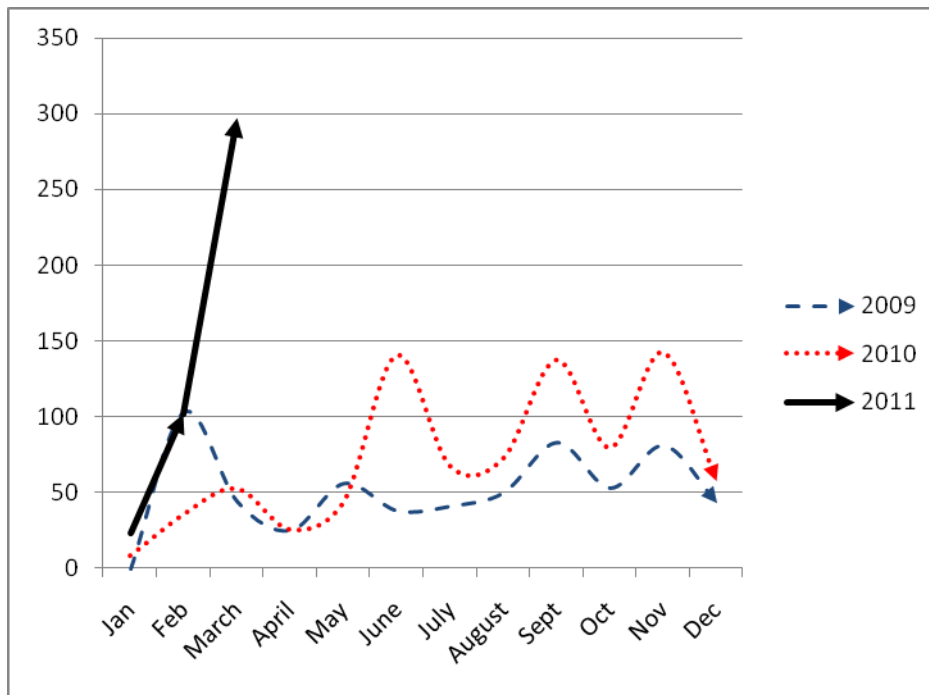
G4. Customer service – counter visits



COMMENT: Again an upward trend for the quarter with high visitation numbers in March reflecting Ocean Beach permit parking renewals and 149 Certificate changes.

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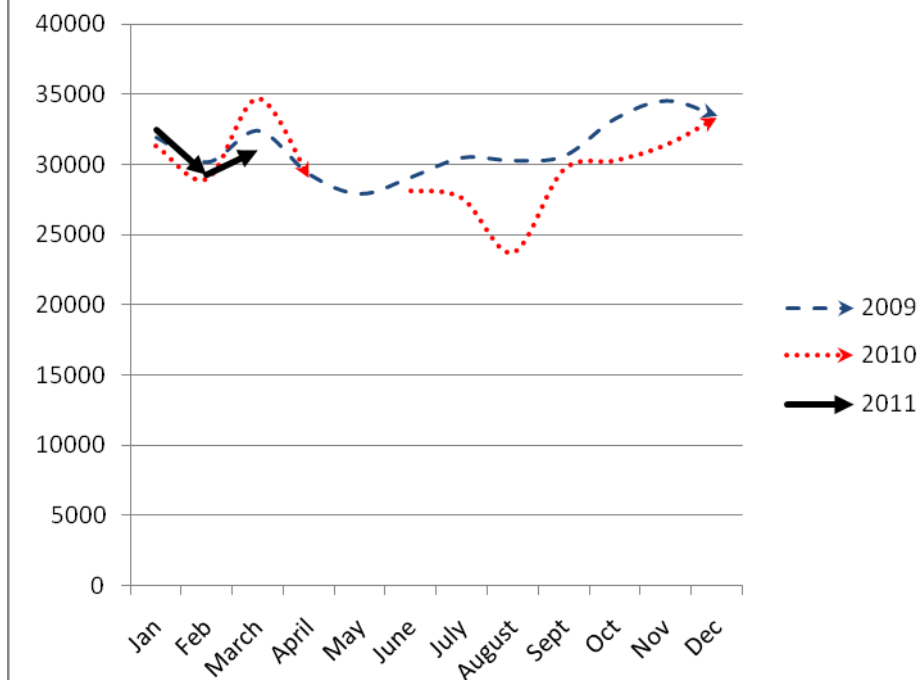
G5. Number of staff and managers attending training sessions



COMMENT: There were 34 separate training programs offered during the quarter, including the four key corporate training courses (Code of Conduct, EEO, Customer Service, and Complaints Management). The increase in staff training during March reflects a comprehensive organisation wide training program on Complaints Management.

PROGRAM: People and Place

G6. Hop, Skip & Jump Bus patronage



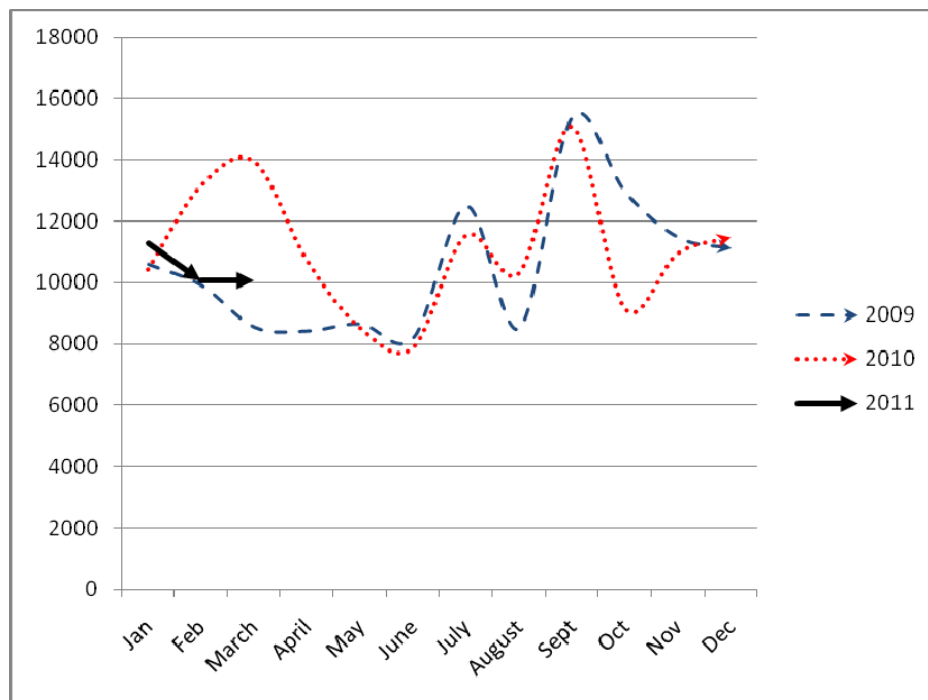
COMMENT: Usage of the HS&J is consistent over the three years graphed. The peaks and troughs can be attributed to the weather. Sunshine usage climbs, cold and rainy usage slips.

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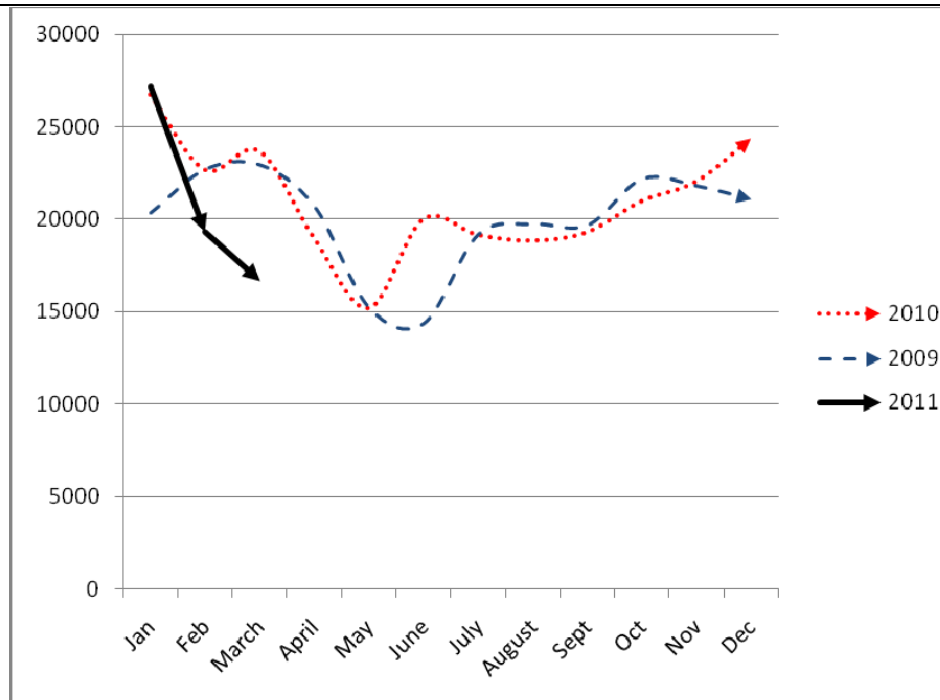
G7. MAGM visitation



COMMENT: First quarter 2011 – peak summer holiday visitation in January including tourists and residents, then stable at around 10,000 for Express Yourself HSC visual arts exhibition, well supported by friends and family of featured student artists and school groups.

PROGRAM: People Services

G8. Visitor Information Centre

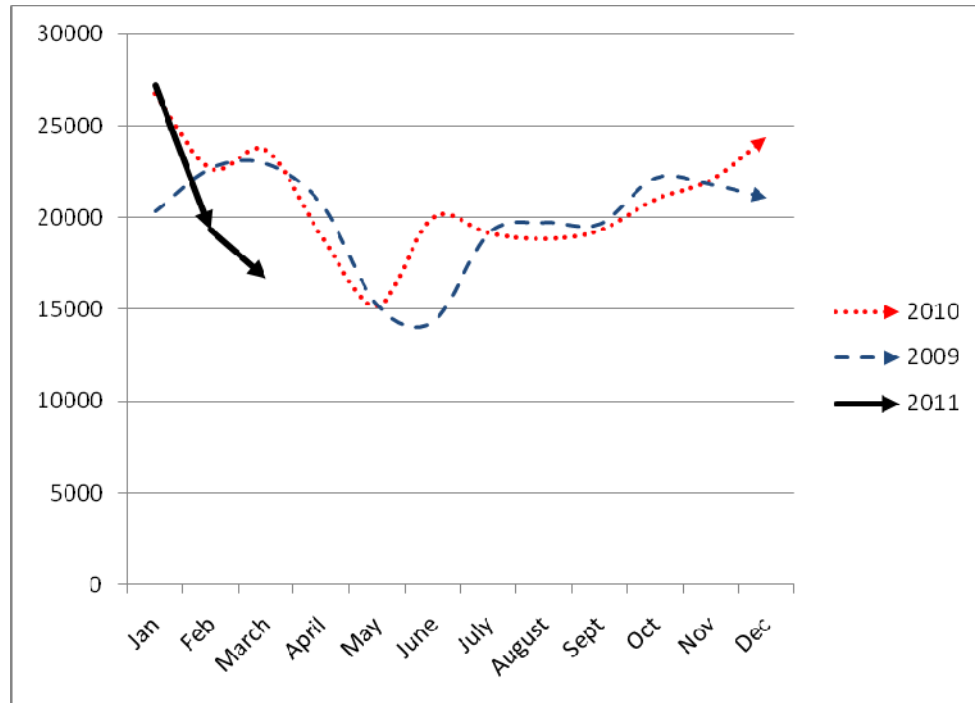


COMMENT: After peaking in January the number of visitors to the Centre were negatively affected by poor weather and high rainfall throughout the first quarter of 2011.

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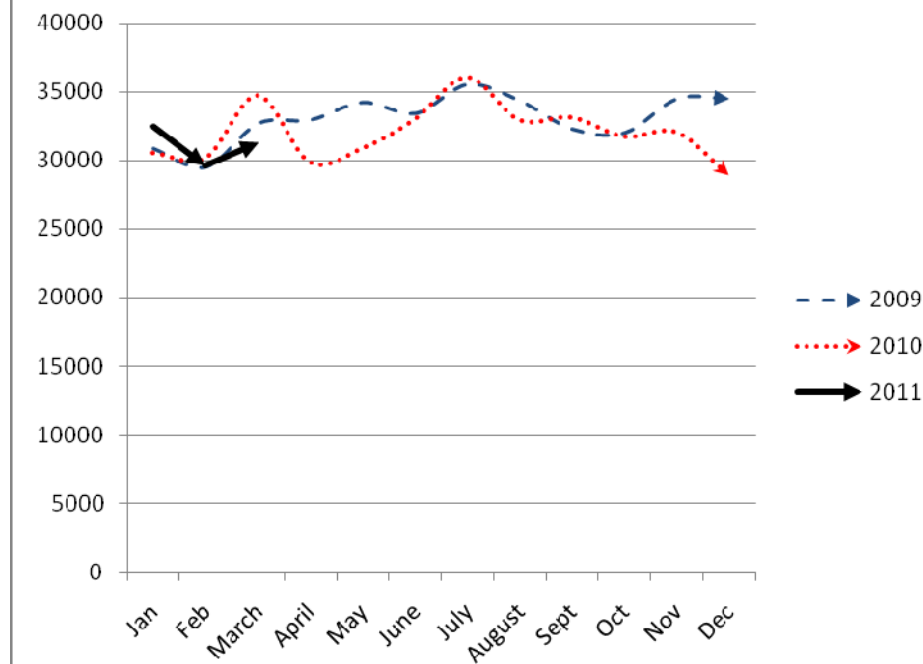
PROGRAM: People Services

G9. Number of library visits



COMMENT: Foyer door counter was inoperative for some of the first quarter of 2011 so figures are not an accurate representation of library visits during this period.

G10. Number of library loans

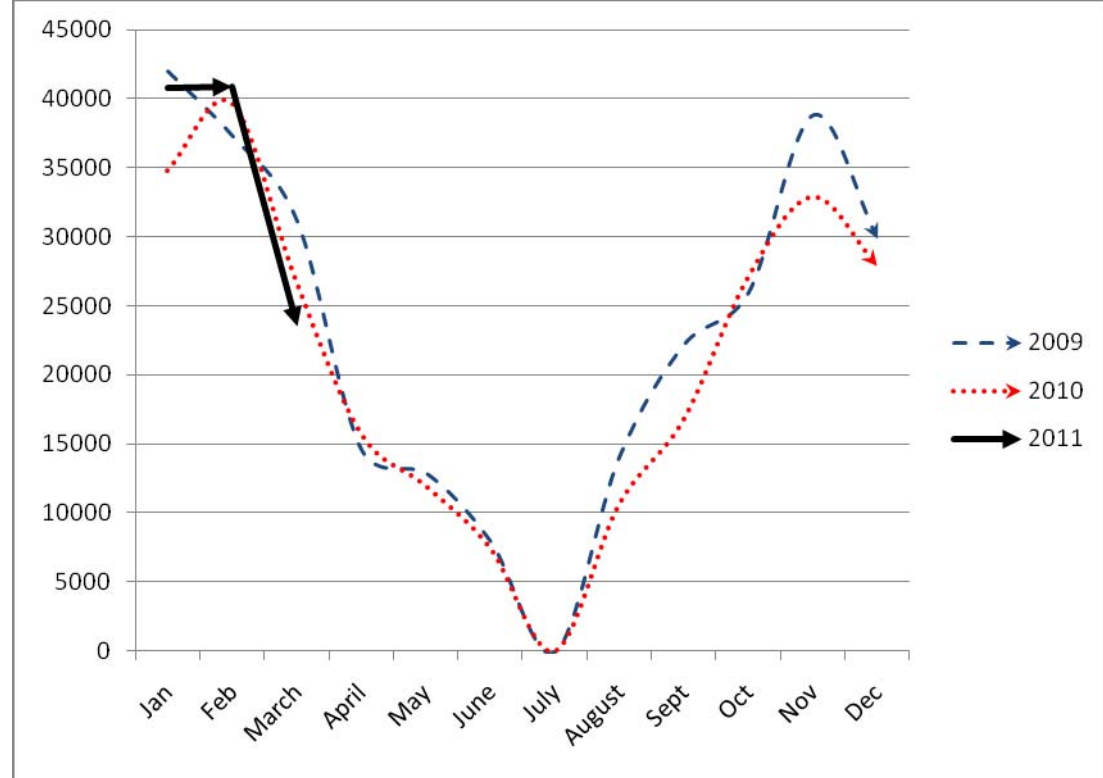


COMMENT: The number of library loans is consistent with the first quarterly figures of previous years.

ATTACHMENT 2

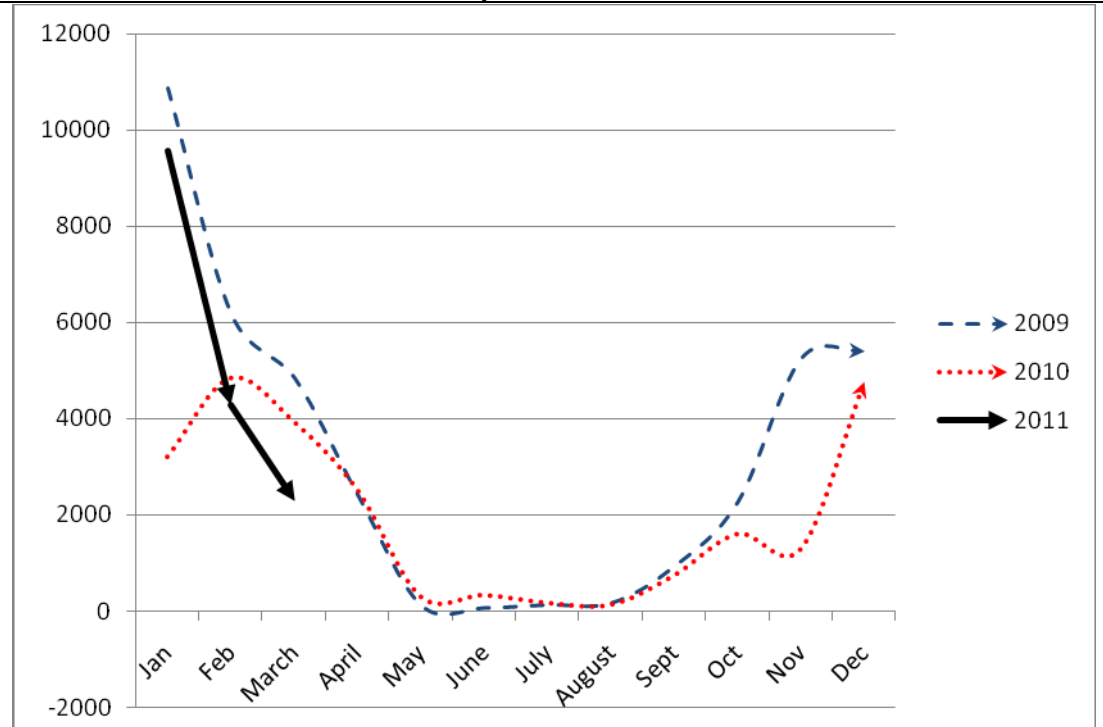
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G11. Manly “Boy Charlton” Swim Centre patronage



COMMENT: Number of patrons traditionally drop of after January and these figures are consistent with first quarterly trends of previous years.

G12. Beach services – number of preventative actions

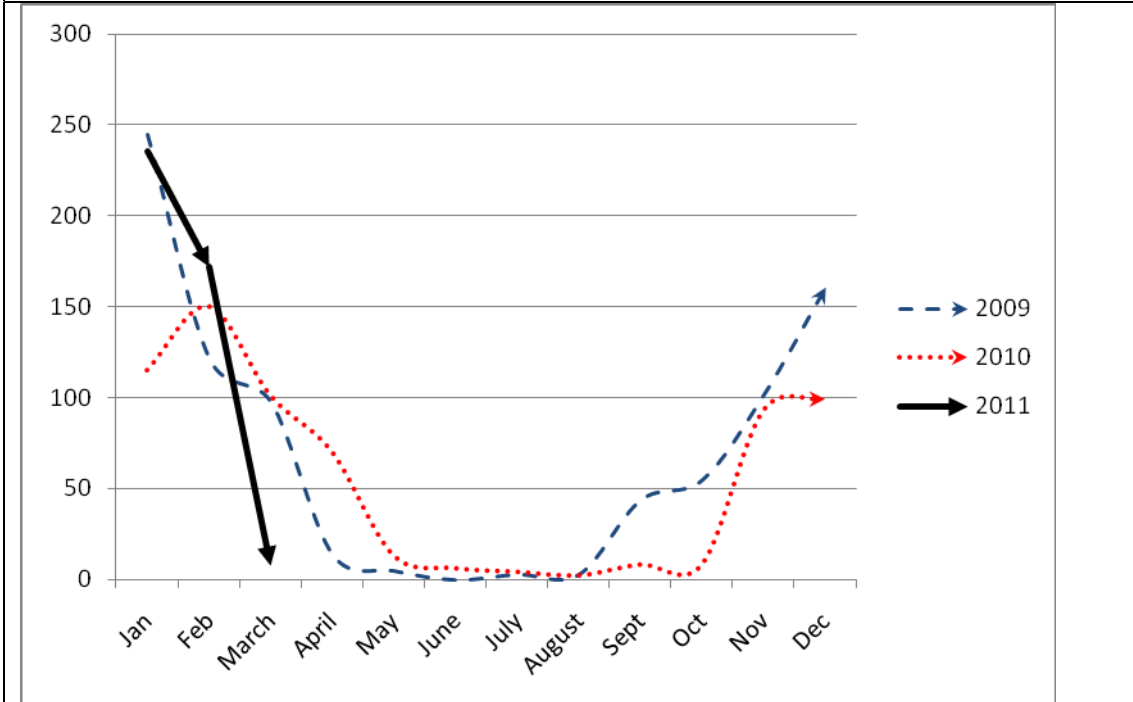


COMMENT: Reduction in actions is due to adverse weather conditions experienced in the first quarter of 2011 resulting in lower number of beach users.

ATTACHMENT 2

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G13. Beach services – number of rescues

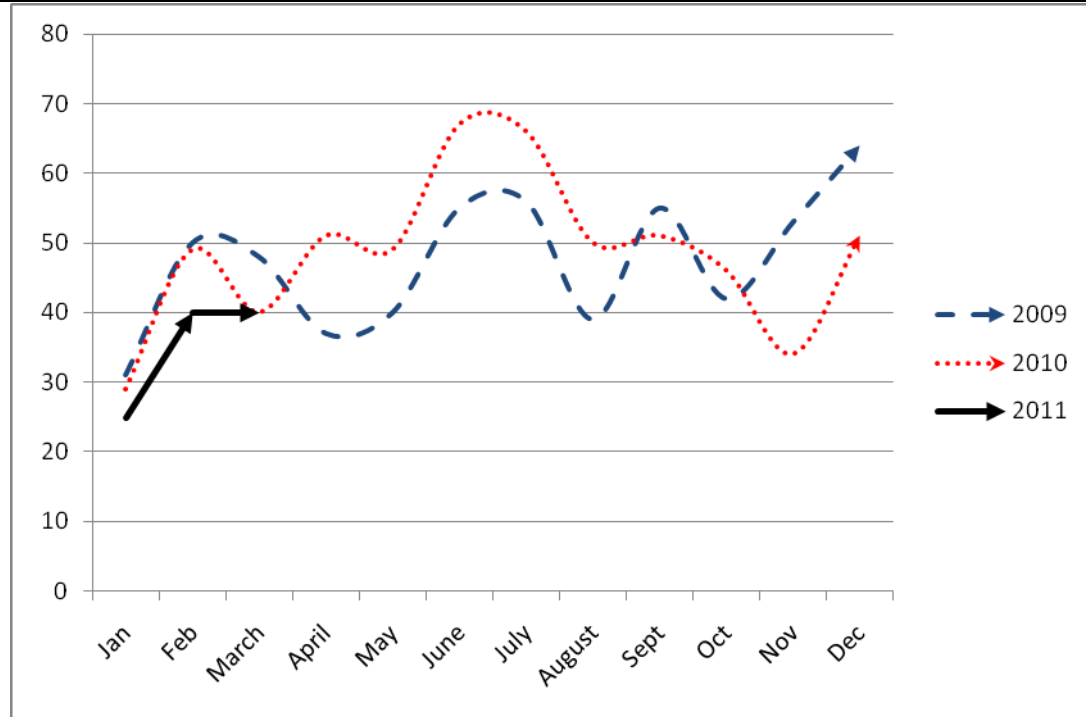


COMMENT: Rescues decreased markedly as an outcome of poor weather conditions and small numbers of beach users over the first quarterly period of 2011.

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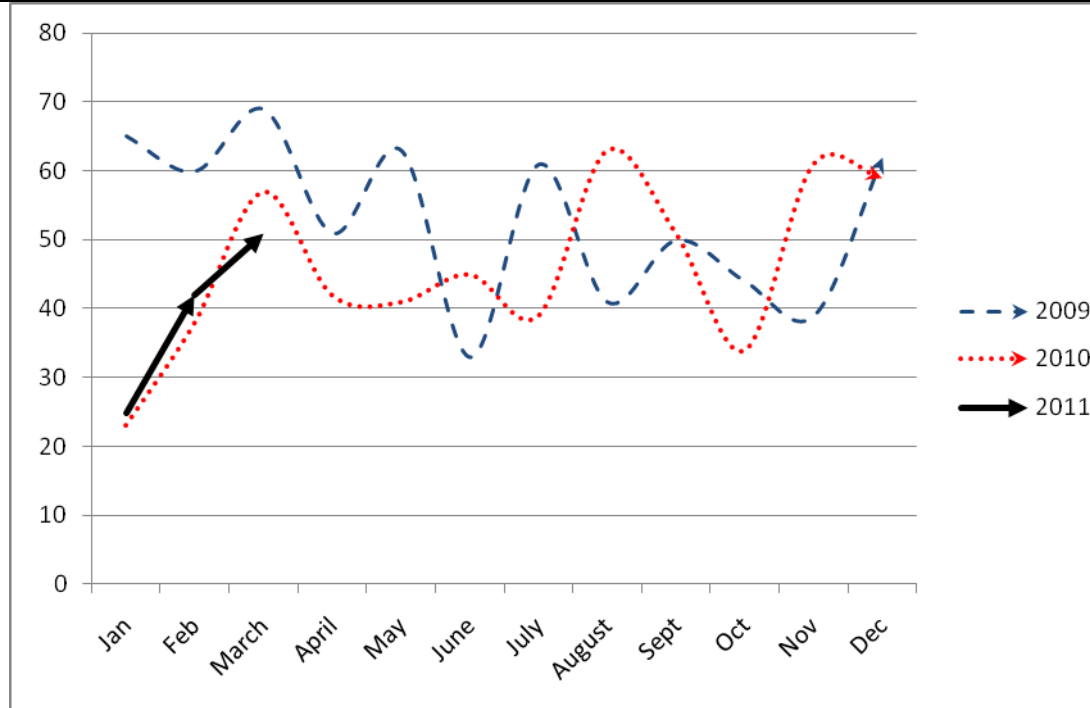
PROGRAM: The Environment

G14. Number of DAs submitted



COMMENT: A decrease of 11% as compared to the same quarter in 2010.

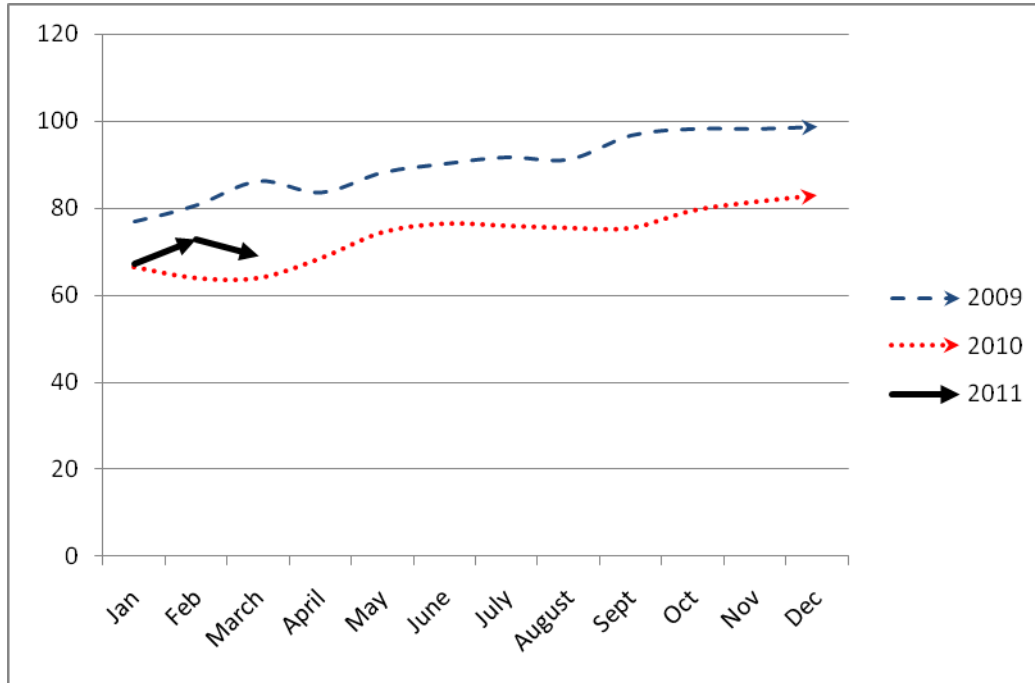
G15. Number of DAs determined



COMMENT: Additional 17% of DAs determined compared to February. The trend for the first quarter 2011 is similar to the trend for the first quarter 2010.

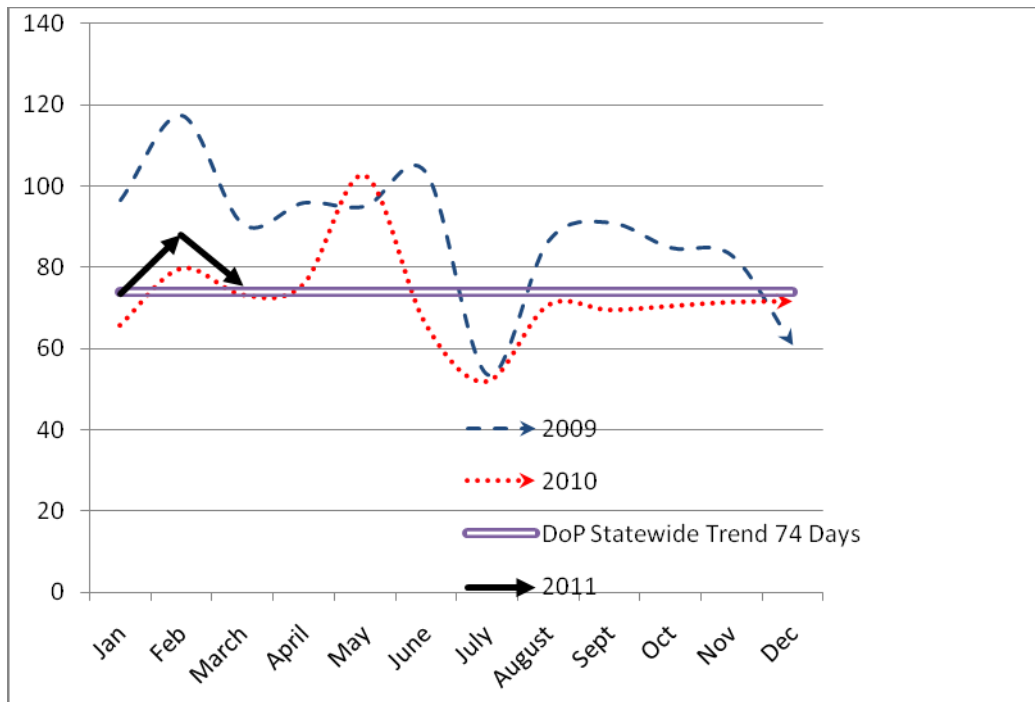
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G16. Year To Date Median days turnaround time of a DA



COMMENT: Decrease in median days during March.

G17. Mean (Average) days turnaround time of a DA

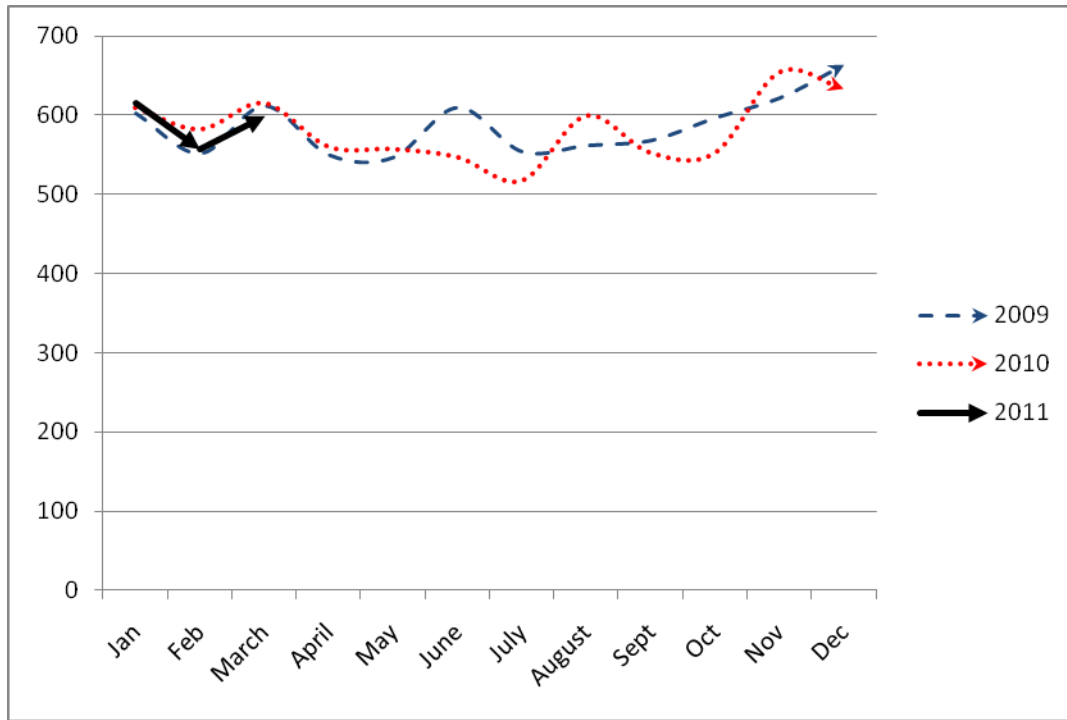


COMMENT: Decrease in average days during March.

ATTACHMENT 2

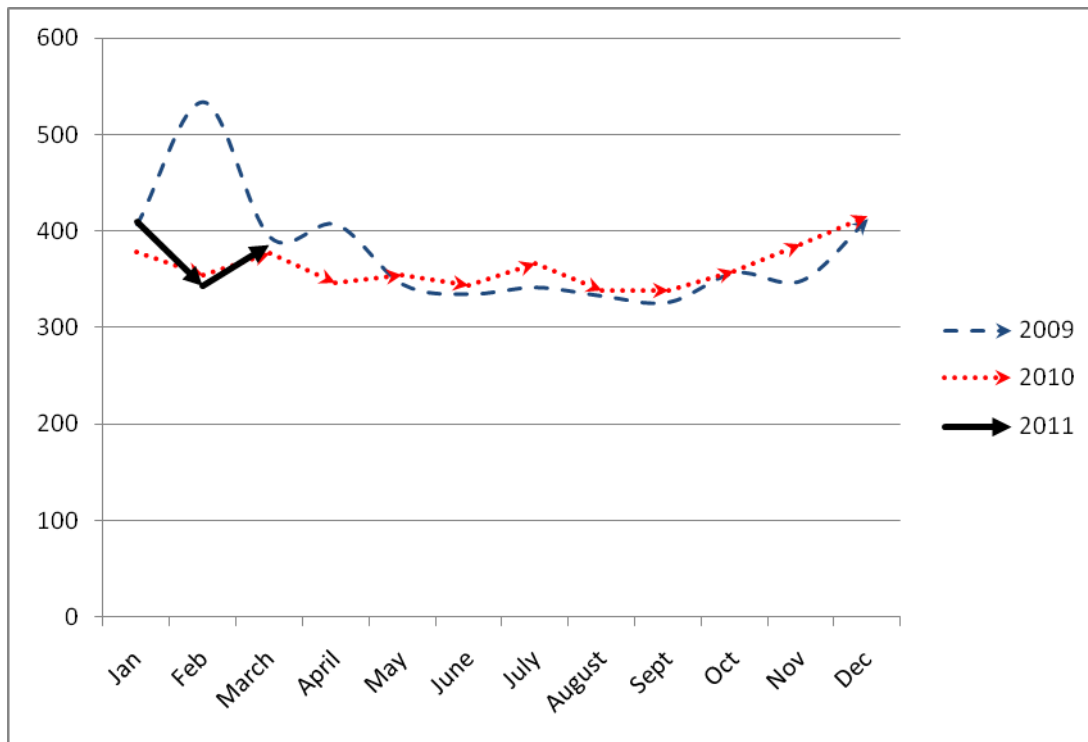
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G18. Tonnes of domestic garbage collected



COMMENT: The trend is similar to previous years.

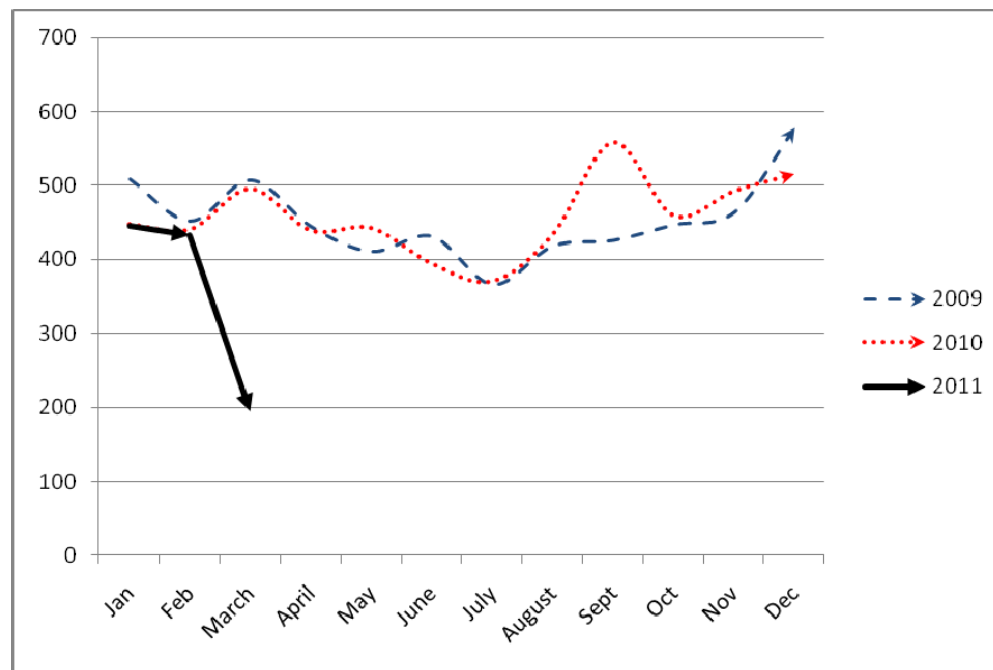
G19. Tonnes of commercial garbage collected



COMMENT: The data for the 2011 first quarter is similar to the trend for the first quarter of 2010.

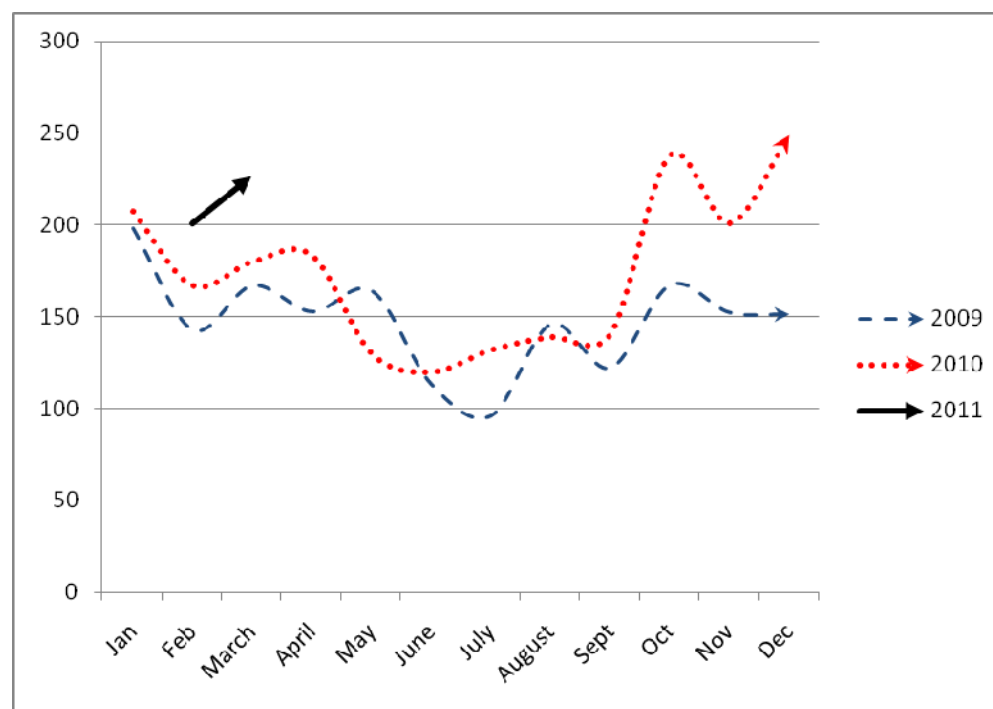
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G20. Tonnes of domestic recycling collected



COMMENT: Trend for January and February similar to previous years, however there was a decrease in the amount of domestic recycling collected in March.

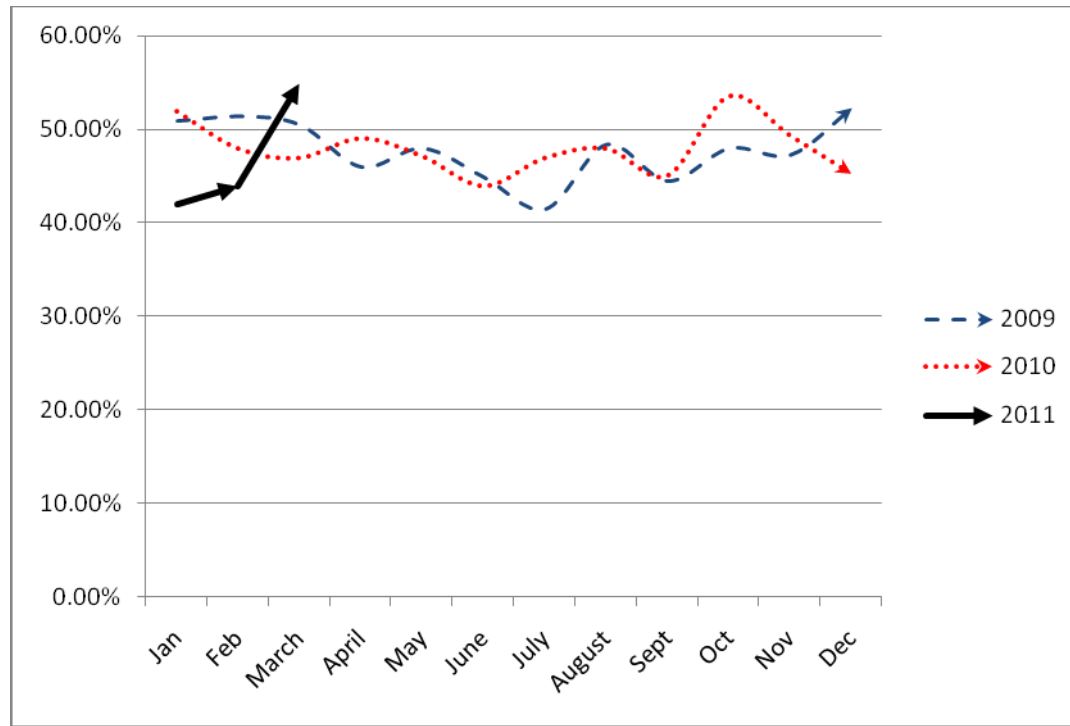
G21. Tonnes of green waste collected



COMMENT: Increase in green waste collected due to seasonal changes and the introduction of green waste bins to residential properties.

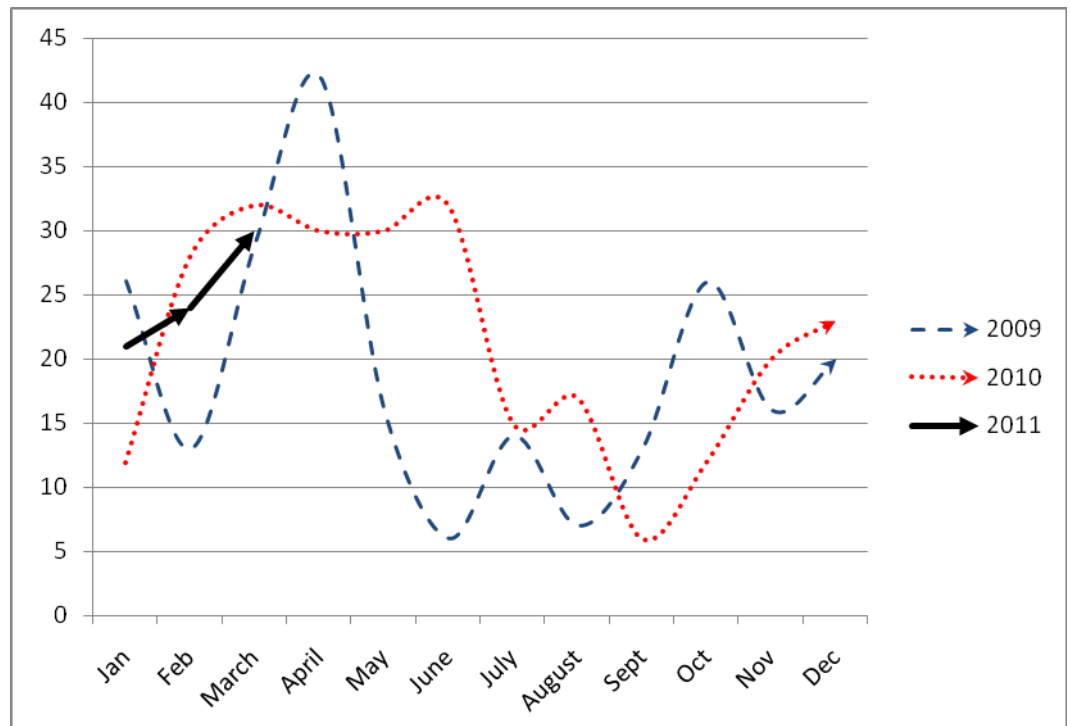
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G22. Landfill diversion rate



COMMENT: Slight increase during the quarter due to additional paper collected in March.

G23. Number of regulatory and compliance Notices and Orders issued

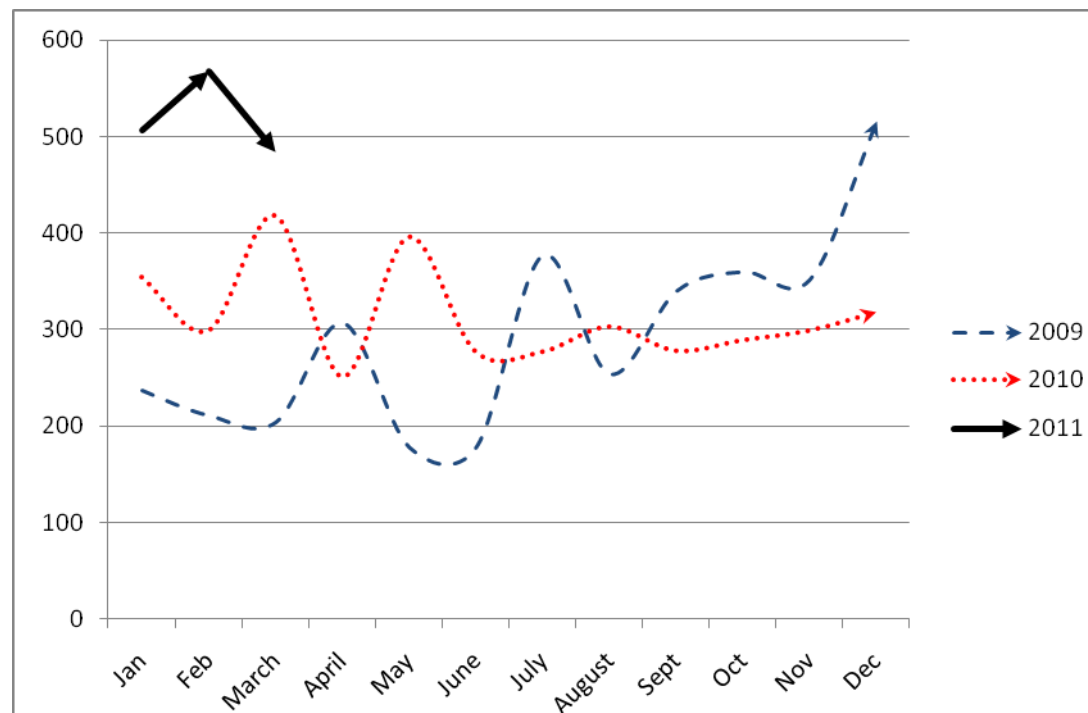


COMMENT: Upward trend in Notices and Orders issued during the quarter.

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PROGRAM: Infrastructure Services

G24. Street sweeping – litres collected



COMMENT: All streets swept during the quarter.