



Quarterly Review March 2008

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GENERAL MANAGER'S REPORT

Introduction

The March 2008 review of Council's 2007/08 Management Plan and Budget has been completed.

Favourable Service Results

The Sydney Festival, Australia Day, Chinese New Year and the Parramatta International Chess Tournament were all very successfully presented.

Sydney Festival included an outdoor program of installations aimed at attracting families and "Haircuts by Children", a well received activity that complimented Council's commitment to community arts programs.

Council's major event Australia Day was well received with 94% of surveyed attendees saying that they would return next year. The evening concert was a highlight attracting a full house.

Chinese New Year featured, for the first time, a Night Noodle Market in Prince Alfred Park and the consolidation of the Lord Mayor's Banquet with the Asian Business Connection's Lunar New Year function.

The Parramatta International Chess Festival attracted a great deal of interest from newspapers and radio.

The Riverside Theatres celebrated its 20th Anniversary in March with a star studded concert. The Riverside Theatres was opened in 1988 and is second only to the Opera House as the busiest performing arts centre in Sydney.

Attendances at the Heritage Centre were well above targets

The State of the City function was a great success and continues to show that, despite a slowdown in parts of the economy, there is still a lot of enthusiasm for business opportunities in Parramatta.

Unfavourable Service Results

Whilst the number of performances at Riverside Theatres for the quarter was up on target, attendances were down resulting in a reduction in ticket sales. Unexpected cancellations and some shortened performance seasons contributed to the situation.

There was an unfavourable increase in the median processing times for domestic applications and development applications in the March quarter. Prior experience shows that this may be a seasonal variation each March quarter largely as a result of development applications not being able to be notified over the Christmas holiday period. This can result in increases in processing times by up to 6 weeks. Higher than average staff absences over the January school holiday period also contributed to this result.

Project Highlights

The Harris Park Streetscape Improvements have been completed. An additional \$325,000 from Section 94 funds are required to cover additional costs associated with the project bringing the total cost to \$1.5 million.

The refurbishment of the Parramatta War Memorial Swimming Centre continued and in March Council voted an additional \$1.7M of funding for the construction of a new 50m pool. All works are expected to be completed by September 2008 in time for the summer swimming season.

Stage 6 of the restoration works at Parramatta Town Hall continued with the improved access ramps, installation of new toilets, reinstatement of the corner of the Jubilee Hall and tiling of the front verandah. Works expected to be completed in May.

Roads, Footpaths and Bicycle Facilities Projects have achieved milestones and are scheduled for completion by June 2008. These include the Program's three largest budget projects (Pedestrian Access and Mobility Program, Road Repair and Maintenance and Kerb and Gutter Repair).

Financial Highlights

At the December quarter, a funds based annual surplus of \$86,000 was adopted for the year. The March Quarterly Review proposes budget variations resulting in a balanced funds based forecast result at year end.

Some of the significant forecast variations to the annual budget are –

Investment Income

The annual forecast for investment income is being adjusted down by \$1,220,000 due to the continuing impacts of the domestic and international financial markets on portfolio valuations and investment returns.

As a significant proportion of investment income relates to reserve funds, the transfers of interest received to reserves will also be reduced as a result of the fall in investment income. These transfers are proposed to be reduced by \$569,000 with the overall impact on Council's funds based budget position being unfavourable by \$651,000 (\$1,220,000 less \$569,000).

Rates and Annual Charges Income

Rates and Annual Charges income is forecast to increase by a net \$125,000 due primarily to adjustments to the Stormwater Charge, Domestic Waste Management Charge and reduced cost of pensioner rebates.

Development Services Income

The trend of slow activity in the building and development sectors has continued again in the March quarter. Revenue was under budget with reduced fee income from development applications, construction certificates, building inspections, hoarding fees, subdivisions and SEPP 65 Design Review Panel referrals. Forecast revenue for the year has been reduced by \$356,000 overall. Savings in employee costs in the Development Assessment team and Parking Patrol services, as well as reduced costs associated with the processing of fines, have partly offset the revenue shortfall for the quarter.

Other Income

Lease income from car parks and outdoor dining areas has been increased by \$150,000.

Long Service Leave contributions from other Councils for new Parramatta employees have increased by \$164,000. This income will have no impact overall as leave accruals expense adjustments have been made accordingly.

Parking Stations

Revenue from parking stations is projected to be significantly lower than budget as the increase in revenue expected from increased charges in October 2007 has not eventuated. Patronage has fallen off in response to the increase. Patronage is now returning to pre-October levels but this will not improve the position this year. The reduced revenue is offset by significantly lower operating expenses. Revenue and expenses have been reforecast downward for a net bottom line reduction in the surplus of \$230,000.

Parking Meters

Expenses for parking meters maintenance and management are significantly lower than budgeted and have been reforecast down for a saving of \$300,000. This has been transferred to the reserve.

Employee Costs

Employee costs show a variation downwards of \$1,916,000. This is mainly the result of the distribution of internal project overheads to individual expenditure categories, \$1,455,000.

A reduction of \$550,000 in salaries offset by -

Recruitment costs increased by \$119,000

Agency costs increased by \$122,000

Workers compensation increase of \$68,000

The balance of the net variation in salary savings has been deployed to projects.

In addition other significant variations to employee costs have been -

Redundancy provisions reduced by \$200,000.
Superannuation costs lower by \$127,000

Contracts

In the Waste Management area the end of year forecast has been increased by \$150,000 to cover higher than budgeted costs for landfill disposal and statutory levies plus higher than anticipated volume of waste from the clean up service.

Pedestrian facilities maintenance contracts increased by \$165,000 due to a significant increase in productivity and significant expenditure on the maintenance of the footpaths within the CBD as failures were becoming a danger to pedestrians. A decreased forecast for Road Management will result in a near balanced forecast variance overall.

Service Audit and Review

An amount of \$150,000 provided for legal expenses relating to special investigations will not be required.

Library Services

The libraries book vote expenditure has exceeded original projections and additional funds \$150,000 have been redirected from operational savings to the book vote.

Riverside Theatres

A net revenue reduction of \$157,000 is forecast. There is a decrease in forecast expenditure but this has been more than offset by revenue reductions. As noted above attendances were down resulting in a reduction in ticket sales.

Projects

Section 94 Funding

Following recent changes to Council's Section 94 framework, Council now has greater flexibility in using Section 94 contributions. A number of projects have been identified which were partly funded from revenue but will now be funded from Section 94 contributions. This has allowed other projects using revenue funds of \$513,000 to be maintained at current levels despite the reductions in investment income.

Completion of Projects in 2008/09

The comments for each Program within this Review indicate the progress made in completing this year's schedule of Projects. While most Projects are progressing towards completion in this financial year, there are a few noted which will require the carryover of funding into 2008/09. These include the works at the Parramatta War Memorial Swimming Centre and the purchase of the shuttle buses and associated infrastructure. The Swimming Centre works are scheduled for completion in September as noted earlier. Approximately half of the budget for the shuttle buses operation will be spent this financial year with the balance spent in the first quarter of 2008/09.

Sue Coleman

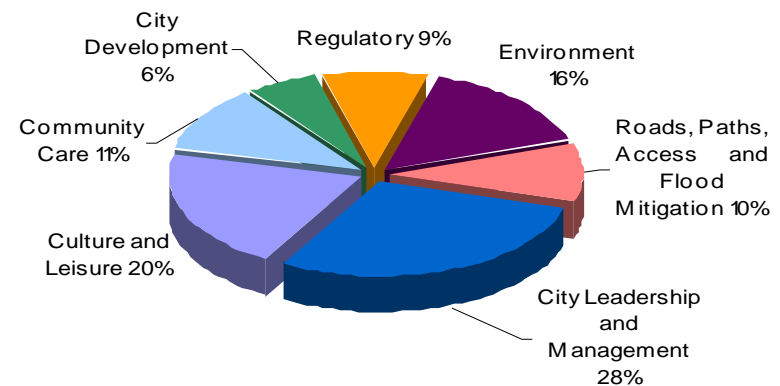
Acting General Manager

Annual Forecasts

1.0 WHERE COUNCIL SPENDS THE SERVICES BUDGET¹

Where the dollars go by program	\$,000
Culture and Leisure	23,390
Community Care	12,894
City Development	6,961
Regulatory	9,986
Environment	18,246
Roads, Paths, Access and Flood Mitigation	11,250
City Leadership and Management	33,087
Total	115,814

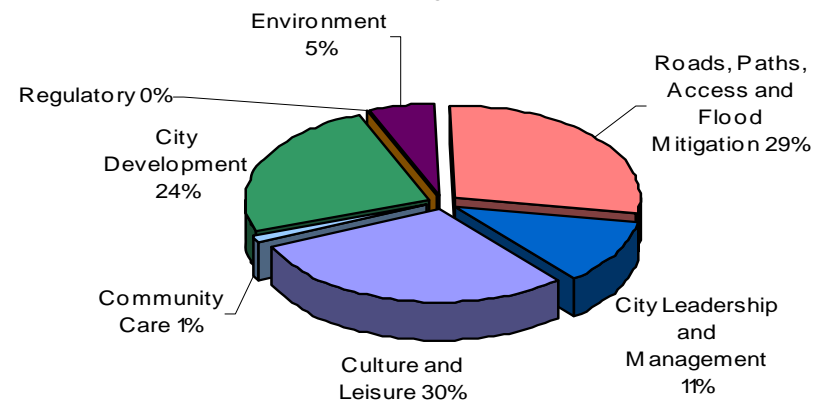
Where the Dollars Go by Program Services Expenditure



2.0 WHERE COUNCIL SPENDS THE PROJECTS BUDGET²

Where the dollars go by program	\$,000
Culture and Leisure	15,627
Community Care	747
City Development	12,865
Regulatory	0
Environment	2,907
Roads, Paths, Access and Flood Mitigation	15,073
City Leadership and Management	5,838
Total	53,057

Where The Dollars Go by Program Projects



¹ Refer to page 18,19,20 of 2007/08 – 2010/11 Management Plan.

² Refer to page 18,19 of 2007/08 – 2010/11 Management Plan.

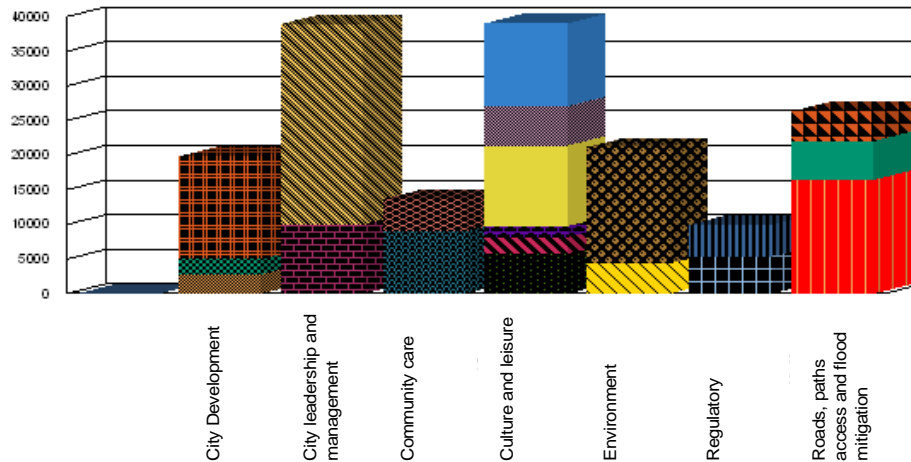
3.0 PROGRAM COSTS – 2007/08 TOTAL EXPENDITURE³

Program and Sub-Program Expenditure (,000)

As At March

CITY DEVELOPMENT			ENVIRONMENT		
ECONOMIC DEVELOPMENT	2,814		NATURAL ENVIRONMENT	4,346	
LAND USE	2,152		WASTE AND CLEANING	16,807	
PUBLIC SPACES	14,860		Total	21,153	
Total	19,826				
CITY LEADERSHIP AND MANAGEMENT			REGULATORY		
CITY LEADERSHIP	9,990		DEVELOPMENT CONTROL	5,402	
CORPORATE MANAGEMENT	28,935		ENFORCEMENT	4,585	
Total	38,925		Total	9,986	
COMMUNITY CARE			ROADS, PATHS ACCESS AND FLOOD MITIGATION		
COMMUNITY SERVICES	9,029		PROVISION OF ROADS, FOOTPATHS AND BICYCLE FACILITIES	16,430	
HEALTH AND SAFETY	4,612		STORMWATER DRAINAGE	5,592	
Total	13,641		TRANSPORT SUPPORT SERVICES	4,301	
CULTURE AND LEISURE			Total	26,323	
ARTS	5,770				
FESTIVALS AND EVENTS	2,388				
HERITAGE	1,597				
PARKS	11,619				
PUBLIC LIBRARIES	5,696				
RECREATION	11,947				
Total	39,016				
Grand Total					168,871

Thousands



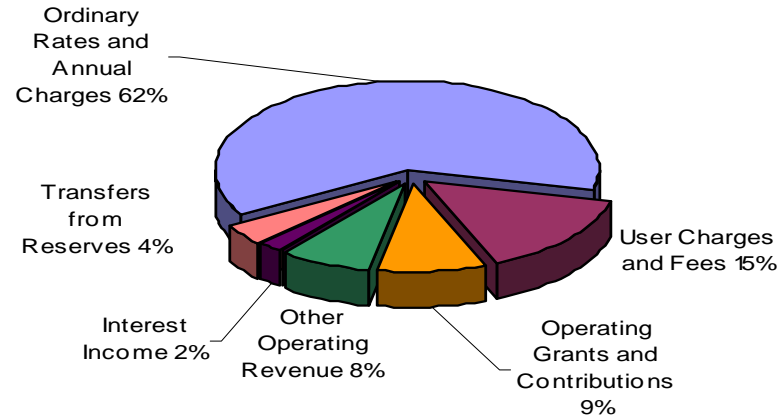
³ Refer to page 18 of 2007/08 – 2010/11 Management Plan.

Annual Forecasts

4.0 HOW WE FUND OUR SERVICES⁴

Where the Dollars Come From?	\$,000
Ordinary Rates and Annual Charges	84,893
User Charges and Fees	20,223
Operating Grants and Contributions	12,545
Other Operating Revenue	10,407
Interest Income	2,849
Transfers from Reserves	5,468
Total	136,384

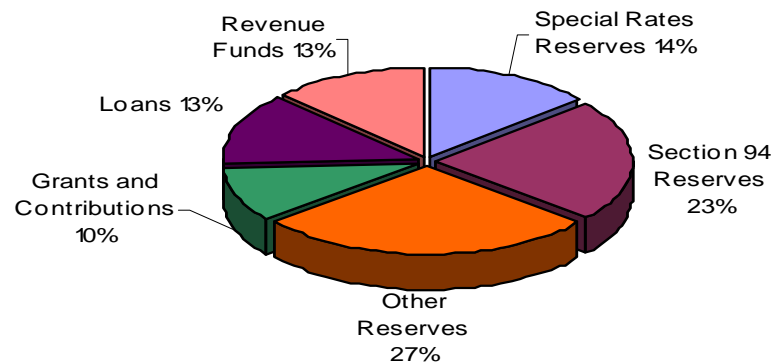
Where the Dollars Come From



5.0 HOW WE FUND OUR PROJECTS⁵

Where the Dollars Come From?	\$,000
Special Rates Reserves	7,222
Section 94 Reserves	12,000
Other Reserves	14,861
Grants and Contributions	5,280
Loans	6,882
Revenue Funds	6,812
Total	53,057

Where the Dollars Come From



⁴ Refer to page 70 of 2007/08 – 2010/11 Management Plan.

⁵ Refer to page 71 of 2007/08 – 2010/11 Management Plan.

+6.0 MANAGEMENT FINANCIAL SUMMARY (1 July – 31 March 2008)⁶ \$000

Description	YTD Actuals	YTD Budgets	YTD Variance	Annual Original Budget	Annual Approved Budget	Forecast Variance	New Budget Forecast
SERVICES							
REVENUE							
RATES AND ANNUAL CHARGES	84,898	84,660	238	84,545	84,767	125	84,893
USER CHARGES AND FEES	14,957	15,885	(929)	21,195	21,513	(1,290)	20,223
INTEREST	2,241	3,048	(807)	4,364	4,064	(1,215)	2,849
OTHER REVENUES	7,472	7,819	(347)	10,797	10,394	13	10,407
GRANTS	7,996	7,841	155	9,743	10,282	46	10,328
CONTRIBUTIONS AND DONATIONS	1,778	1,530	248	2,084	2,043	174	2,217
TOTAL ORDINARY REVENUE	119,342	120,784	(1,442)	132,728	133,063	(2,147)	130,916
EXPENSES							
EMPLOYEE COSTS	45,074	45,911	837	61,568	61,408	1,866	59,541
BORROWING COSTS	4,191	4,253	62	5,671	5,671	0	5,671
MATERIALS & CONTRACTS	19,144	21,473	2,329	27,206	28,670	1,270	27,400
OTHER OPERATING EXPENSES	17,164	18,065	901	23,056	23,513	261	23,252
PROJECT OVERHEADS (Note)	(89)	(1,475)	(1,386)	(1,799)	(1,895)	(1,847)	(47)
TOTAL EXPENSES	85,485	88,227	2,743	115,703	117,367	1,550	115,818
RESULT BEFORE DEPRECIATION AND FUNDING ADJUSTMENTS	33,857	32,556	1,301	17,025	15,696	(597)	15,099
FUNDING ADJUSTMENTS							
TRANSFERS TO RESERVES	7,831	7,368	(463)	10,882	10,472	203	10,268
TRANSFER FROM RESERVE	3,029	3,877	(848)	4,413	5,266	202	5,468
LOAN PRINCIPAL REPAYMENTS	2,341	2,615	273	3,586	3,486	0	3,486
TOTAL FUNDING ADJUSTMENTS	(7,143)	(6,105)	(1,038)	(10,055)	(8,692)	405	(8,286)
REVENUE FUNDS AVAILABLE	26,714	26,451	263	6,969	7,004	(192)	6,812
LESS: REVENUE FUNDS ALLOCATED TO PROJECTS	6,812	6,918	106	6,969	6,918	106	6,812
NET SERVICES RESULT	19,902	19,533	369	0	86	(86)	0
PROJECTS							
CAPITAL PROJECTS	23,467	31,562	8,096	33,112	42,475	(6,085)	48,560
OPERATING PROJECTS	1,785	3,238	1,453	2,670	4,122	(375)	4,497
PROJECTS FUNDING	23,925	35,314	(11,389)	35,782	46,597	6,460	53,057
NET PROJECTS RESULT	(1,326)	514	(1,840)	0	(0)	(0)	(0)
TOTAL RESULT BEFORE REVENUE FUNDING FOR PROJECTS	18,575	20,047	(1,471)	0	86	(86)	0

⁶ Refer to page 18,19,20 of 2007/08 – 2010/11 Management Plan.

MANAGEMENT FINANCIAL SUMMARY (1 July – 31 March 2008)⁷ \$000

Description	YTD Actuals	YTD Budgets	YTD Variance	Annual Original Budget	Annual Approved Budget	Forecast Variance	New Budget Forecast
ADDITIONAL INFORMATION							
<u>RESTRICTED REVENUE</u>							
SPECIAL RATES	5,255	5,243	12	5,191	5,243	5	5,248
GRANTS - MP PROJECTS - (Operating)	27	165	(138)	0	220	357	577
GRANTS - MP PROJECTS - (Capital)	1,060	1,258	(198)	1,368	1,801	250	2,051
OTHER CAPITAL GRANTS	17	13	4	0	17	0	17
CONTRIBUTIONS AND DONATIONS - MP PROJECTS (Operating)	27	6	21	0	8	0	8
CONTRIBUTIONS AND DONATIONS - MP PROJECTS (Capital)	239	179	60	0	238	43	282
OTHER CAPITAL CONTRIBUTIONS AND DONATIONS	4,175	4,186	(10)	4,081	5,581	(220)	5,361
TOTAL RESTRICTED REVENUE	10,800	11,050	(249)	10,641	13,108	435	13,544
<u>OTHER RECEIPTS</u>							
NEW LOAN BORROWINGS	0	0	0	2,798	2,798	0	2,798
PROCEEDS FROM SALE OF ASSETS	1,055	4,992	(3,937)	6,656	6,656	(4,100)	2,556

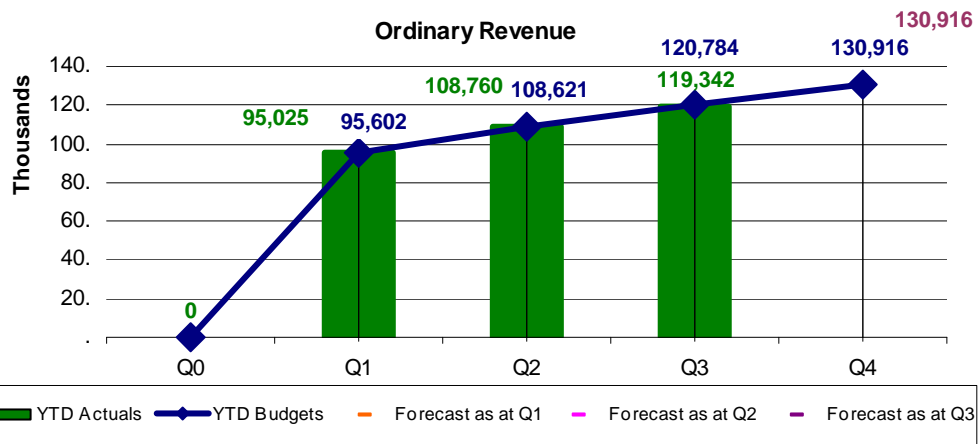
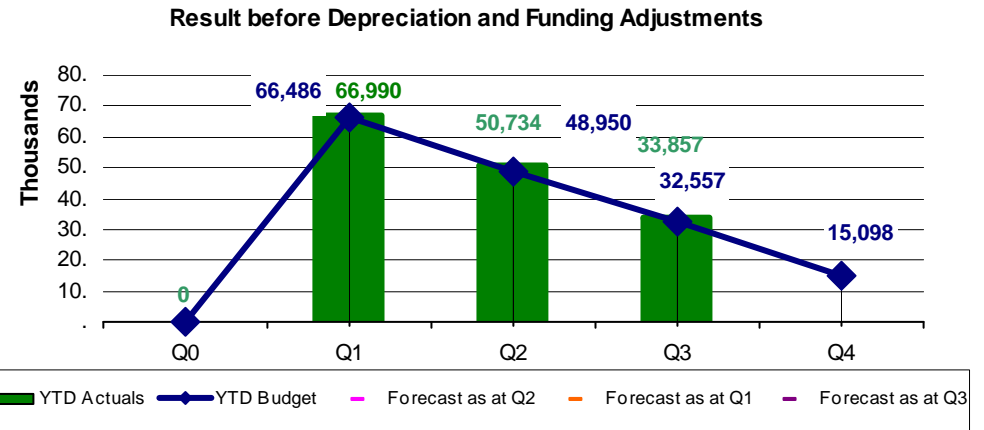
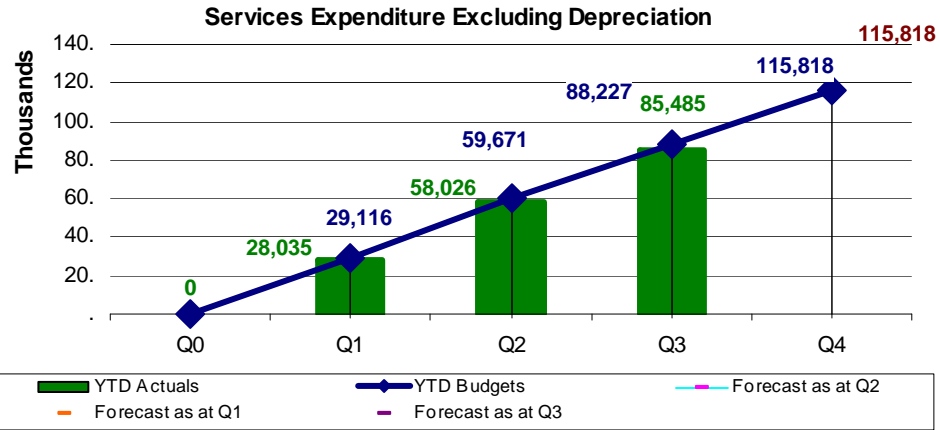
Note:

* Difference in internal revenue and internal expenditure represents capitalised overheads

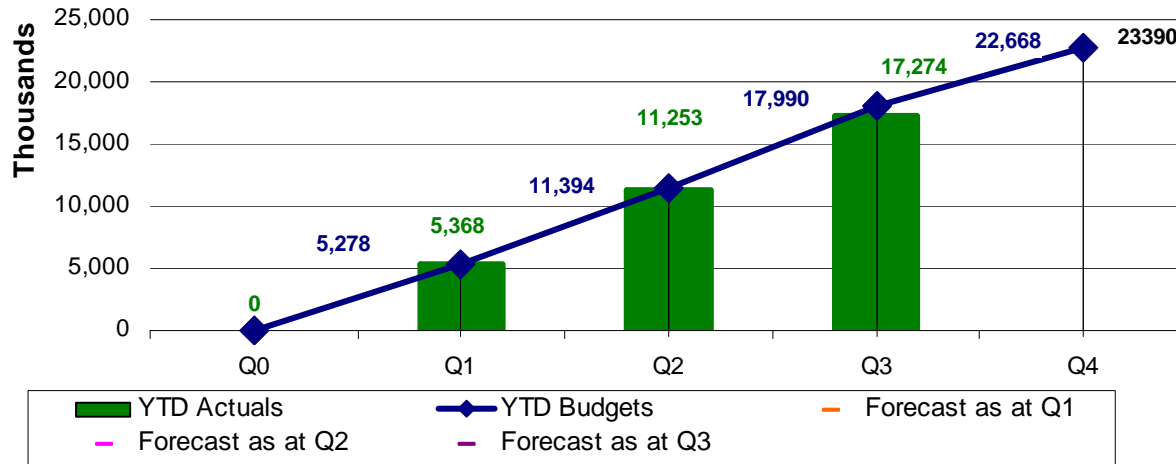
** Internal Overheads have been distributed to individual expenditure categories i-e Employee Costs, Materials and Contracts and Other Expenses

⁷ Refer to page 18,19,20 of 2007/08 – 2010/11 Management Plan.

7.0 ORDINARY REVENUE AND SERVICES EXPENDITURE - Level 1 – Council (\$,000)

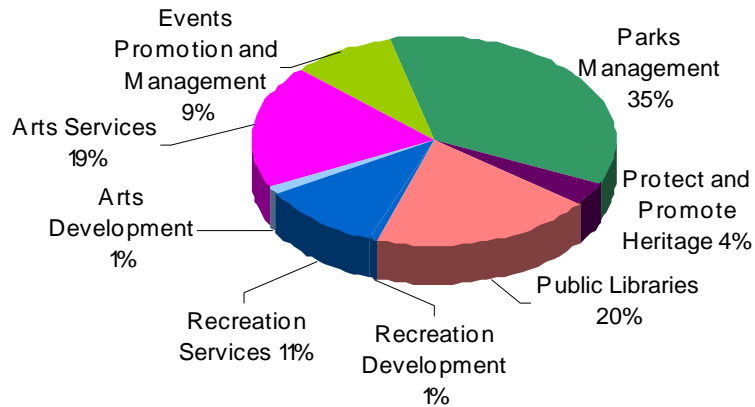


8.0 CULTURE AND LEISURE PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION

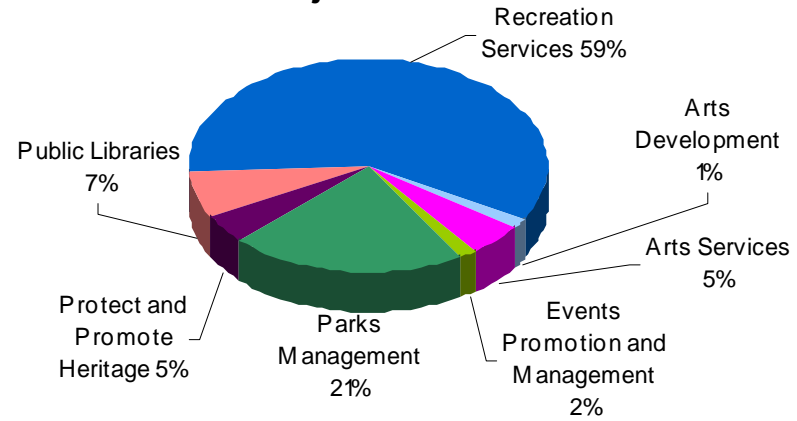


8.10 CULTURE AND LEISURE PROGRAM EXPENDITURE⁸

Services Costs



Projects Costs



⁸ Refer to Page 25, 26 of 2007/08 – 2010/11 Management Plan.

Culture and Leisure Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
Arts												
Arts development	214	318	105	426	291	135	5	160	155	212	212	-
Arts services	3,312	3,253	(58)	4,352	4,467	(115)	380	713	333	800	800	-
Festivals and events												
Events promotion and management	1,739	1,875	136	2,164	2,158	6	105	198	92	230	230	-
Heritage												
Protect and promote heritage	520	683	164	922	878	44	266	505	239	743	719	24
Parks												
Parks management	6,093	6,345	252	8,314	8,269	44	2,037	2,620	583	3,493	3,350	144
Public libraries												
Public libraries	3,164	3,568	404	4,764	4,613	151	812	657	(156)	883	1,083	(200)
Recreation												
Recreation development	140	138	(2)	198	203	(4)	-	-	-	-	-	-
Recreation services	2,093	1,809	(284)	2,354	2,512	(158)	736	5,062	4,326	7,532	9,232	(1,700)
Program Total	17,274	17,990	715	23,494	23,390	104	4,341	9,915	5,574	13,894	15,627	(1,732)
User charges and fees	2,866	2,757	109	3,761	3,628	(133)	-	-	-	-	-	-
Interest	-	-	-	-	-	-	-	-	-	-	-	-
Other revenues	312	294	18	390	390	-	-	-	-	-	-	-
Grants	693	607	86	640	640	-	255	100	155	134	134	-
Contributions and donations	294	239	55	322	320	(2)	127	63	64	84	84	-
Total gain on disposal of assets	-	-	-	-	-	-	-	-	-	-	-	-
Revenue	4,165	3,897	268	5,112	4,978	(134)	382	163	219	217	217	-

Project Milestones Achieved

86%

Culture and Leisure Major Highlights Services and Projects

The Riverside Theatres celebrated its 20th Anniversary in March with a concert hosted by Jonathan Biggins and including Tom Burlinson, Monica Trapaga, The Flying Fruit Flies and opera star Shu-Cheen Yu to name but a few. The Riverside Theatres was opened in 1988 and is second only to the Opera House as the busiest performing arts centre in Sydney.

This year's Sydney Festival included an outdoor program of installations in Parramatta and "Haircuts by Children", complimenting Council's commitment to community arts programs. Council's major Australia Day event in Parramatta Park was well received with 94% of surveyed attendees saying that they would return next year. Chinese New Year featured for the first time, a Night Noodle Market in Prince Alfred Park. At the Parramatta Heritage and Visitor Information Centre the "Baked Fresh Daily" exhibition opened in March. The heritage courtyard and interpretation at the Parramatta Justice Precinct were completed and Stage 1 of the Wayfinding and Visitor Signage project commenced with a comprehensive signage audit and the investigation of walking tours utilising digital media. The next round of applications for spaces at Parramatta's Artist Studios were received.

Engineering investigations for the refurbishment of the Parramatta War Memorial Swimming Centre revealed some unexpected structural considerations resulting in a report to Council for additional funding for the project. An additional \$1.7M of funding was approved for the construction of a new 50m pool. Works are expected to be completed by September 2008 with an anticipated opening in time for the Summer swimming season. A leak at Granville Pool resulted in increased operational costs. Investigations were undertaken to determine the source of a leak and actions to remediate. The swim school continued to be well attended with an 18% increase in patronage.

Stage 6 of the restoration works at Parramatta Town Hall continued with the improved access ramps, installation of new toilets, reinstatement of the corner of the Jubilee Hall and tiling of the front veranda. Works are due for completion in May. The Libraries book vote expenditure continued to track ahead of original projections and additional funds have been redirected from operational savings to the book vote allocation. Council's Parks, Playground, Sport ground, Pavilion and Foreshores improvement programs are all progressing (further detail can be found in the project progress report on following pages)

Overall the services budget for the Culture and Leisure program is tracking close to forecasts. Services costs for Arts Development were under budget whilst expenditure for Arts Services was over budget both for the quarter and annual forecast. Part of the variation results from a movement of the budget for the Artist Studios between the two sub-programs. There was also a decrease in expenditure at the Riverside Theatres but this has been offset by revenue reductions noted under User Charges. Whilst the number of performances for the quarter was up on target, attendances were down resulting in a reduction in ticket sales. There was also the cancellation of a week long shoot at the Riverside and less than half the originally booked *Chaser* performances proceeded.

Festivals and Events were under the budget expenditure as at the end of March largely as a result of phasing anomalies not expected to impact on the end of year forecast. Heritage services were under spent largely as a result of vacancies. The variation in Parks Management services related in part to a misalignment in the budget between City Assets and Environment the expenditure for which is in the Roads program. The increase in expenditure in Recreation Services was also in part because of some misalignments in the budget, an overspend in recruitment and also from the previously mentioned increases in operational costs at Granville Pool (partly offset by increases in revenue). Library Services under expenditure were mainly due to vacancies. Some of these savings will be used to offset the increase in the Libraries book vote (project 13092).

Project costs for the year to date were underspent across all areas except the Libraries (Book Vote) and Recreation Services (Parramatta Pool). It is anticipated that all projects will be completed by the end of June except for 13093 Parramatta Pool (September completion), 12601 Arts facilities & Cultural Places (will not be fully expended however commitments towards the project will be substantial and works underway), 13099 Tourist and Visitor Signage (a consultant has been engaged for the full amount of the project work however it will not be complete by the end of June).

8.20 CULTURE AND LEISURE PROGRAM MEASURES⁹

Measure: Number of events and performances at Riverside Theatres (RT)		2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		652	673	707	640
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	160	160	160	160	160
Actual	193	154	197	213	192

Comments:

There were a total of 192 events and performances in the Mar 08 Quarter.

Riverside presented a range of production and concerts including the premiere of the solo dance work *Into* and three jazz concerts during the Sydney Festival, David Williamson's *The Club* (Hit Productions), and *Heroes* (Queensland Theatre Co). Big Notes Concerts included SBS Youth Orchestra, The Necks and Janet Seidel. The annual Cartoon and Caricature Competition and Class Clowns Secondary Schools Competition were presented under the Big Laugh Comedy Festival Attractions banner.

Other events included Sydney Festival performances and concerts including Pink Martini, Spanish Harlem Orchestra, Iro Rantali and the dance work *Construct*. Mardi Gras came to Riverside for the first time with productions of *Two Old Queens* (from Perth), *She Loves Me She Loves Me Not* (Powerhouse Youth Theatre) and *Silvertop Ash* (Wayne Tunks Productions). Queerscreen also presented a number of screenings. Chalkdust Theatre presented the Australian classic *Sumer of the Seventeenth Doll*. The Laugh Garage is now resident at Riverside most Saturday nights. Comedians included Darren Sanders, Gary Who and Akmal. The Delusionists presented their comedy show before touring to the Melbourne International Comedy Festival. ICE presented *African Screenings*.

On 15th March, Riverside celebrated its 20th Anniversary with a Gala Concert with many community and professional performers past and present.

Business events included Chamber of Commerce Business After Five, a Toyota Launch and British Paints event.

Workshops in the Arts for People with Disabilities continued throughout the Quarter as did Charlie Little's Theatre Appreciation classes.

⁹ Refer to Page 27 of 2007/08 – 2010/11 Management Plan.

Measure: Average level of attendance at Riverside Theatres (RT)		2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		138,847	117,991	111,897	120,000
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	30,000	32,500	30,000	30,000	30,000
Actual	27,164	30,535	33,073	36,849	20,520
Comments: Of the 20,520 attendances in March Quarter were less than the target. They included <i>13,085 paid attendances. Best attended performances included Pink Martini, The Club and Heroes</i> and many of the Laugh Garage performances.					

Measure: Number of events and exhibitions at the Parramatta Heritage Centre (Info/Lib)				2005/06 Actual	2006/07 Actual
				10	11
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	2	2	2	2	2
Actual	3	2	2	2	4
Comments: . Two exhibitions Commenced: <i>Out, Not Out- Art West</i> and <i>Baked Fresh Daily & Delivered to your Door</i> . The Centre also conducted two associated activities: a seniors week public program (in collaboration with Parramatta stories project) and guided tour of <i>Baked Fresh Daily & Delivered to your Door</i> exhibition					

Measure: Average level of attendance at the Parramatta Heritage Centre (Info/Lib)				2005/06 Actual	2006/07 Actual
				69,654	54,487
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	14,000	13,000	17,000	11,000	11,000
Actual	14,899	11,715	10,598	9,828	13, 523
Comments: Two highly successful exhibitions: the end of <i>Sophie Steffanoni</i> and the commencement of <i>Baked Fresh Daily & Delivered to your Door</i> have attracted increased numbers to the Centre. This is combined with a successful school holiday program and well attended Local Studies library workshops.					

Measure: The number of visits to Council's libraries (Info/Lib)			2005/06 Actual	2006/07 Actual	2007/08 Target
			777,623	773,882	771,345
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	195,165	185,170	200,000	194,152	185,375
Actual	198,375	193,077	197,431	182,550	187,768
Comments: Due to school holidays and holiday period in general traditionally it is quiet time for the libraries. We have exceeded the number of visits due the school holiday programs and reading program conducted by the library.					

8.30 CULTURE AND LEISURE PROGRAM PROJECTS PROGRESS REPORT¹⁰

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
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Capital ProjectsARTS DEVELOPMENT

12567. CAP - 2006/07 Lord Mayor Art 10,000 10,000 1,000
Milestones Achieved. Currently finalising the Lord Mayor Art Policy for the purchase of artwork. Expenditure remains unchanged from the December 2007 quarter. The budget will be spent in June 2008 quarter.

ARTS SERVICES

12535. CAP - 2006/07 Signage - Riverside 19,333 19,333 19,333
Completed.

12601. CAP - 2006/07 Arts facilities & Cultural Place 154,707 154,707 16,934
Milestone Achieved. Work continues on the development of a city live music program, expansion of "current" sculpture exhibition for 2008 and the implementation of Stage 1 of the Parramatta Stories Program including product development and digital storytelling programs. Spending continue with commitments in June 2008 quarter.

13095. CAP - 2007/08.Riverside - Hearing System 40,000 40,000 0
Milestone Achieved. Final scoping completed. Quotations sought. Installation in June Quarter

13096. CAP - 2007/08.Riverside - Resurfacing 75,000 75,000 0
Milestone Achieved. Scoping Completed. Quotations sought. Final design is to be completed. Work to commence in June Quarter.

13098. CAP - 2007/08.Riverside Building Plant 125,000 125,000 109,869
Milestone Achieved. Project nearing completion.

13215. Ticketing System - Riverside 250,000 250,000 194,757
Milestone Achieved. The complete replacement of the hardware and network on which the ticketing system for the Riverside operates was completed and has delivered improved functionality and a life span of up to ten years for this piece of critical infrastructure for both provisions of entertainment and recreation but also of revenue generation for the operation of the theatres.

¹⁰ Refer to Page 74 of 2007/08 – 2010/11 Management Plan.

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
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EVENTS PROMOTION AND MANAGEMENT

12529. CAP - City Decorations 100,000 100,000 54,434

Milestone Achieved. Project has commenced and is on target. An upgrade of the program is currently being reviewed and recommendations will be made and implemented in Quarter 4. This will include additional banner arms installed (where proposed street upgrade works allow) in town centres including Granville, Epping and Guildford.

13099. CAP - 2007/08.Tourist and Visitor Sign 80,000 80,000 997

Milestone Achieved. Stage 1 of the Way-finding and Visitor Signage project is underway with a comprehensive signage audit and strategy in progress.

PARKS MANAGEMENT

10234. George Kendall Improve Meeting 203,419 203,419 44,852

Milestone Achieved. Development application approved. Kiosk enlargement & new store room underway. Contractor engaged for new picnic shelter. Works scheduled for completion by June.

10235. Tristram Reserve 6,875 6,875 5,350

Milestone Achieved. Works almost completed. Ongoing discussions being held with the Ermington Naval Stores Residents Committee & Park Committee regarding the scope of the works for the remaining funds.

11418. 2005/06 Local Parks Improvements 109,810 100,350 79,050

Milestone Not Achieved. Reduce forecast by \$9,460. Contractor engaged to install outdoor fitness equipment at George Kendall Riverside Park by May 2008 for the one remaining grant funded project. Project delayed by availability of equipment after approval of NSW Sport & Recreation grant.

12495. CAP - 2006/07 Recreation facilities 102,289 105,875 102,289

Completed. Forecast amended to cover final actual cost of Granville skate facility completed in December 2007.

12497. CAP - 2006/07 Parks Program 238,966 238,966 149,263

Milestone Not Achieved. Project involves 5 NSW Sport & Recreation grant funded projects which were not approved until March 2007, 3 have been completed. The Everley Park project is underway and due for completion by April 2008. Old Saleyard Reserve off-leash dog project delayed pending review of scope of works and consultation. Remaining general park improvements component completed.

12498. CAP - 2006/07 Playground Program 187,302 144,120 144,120

Completed. Forecast amended to reflect actual final cost of Kim Rutherford Park Epping.

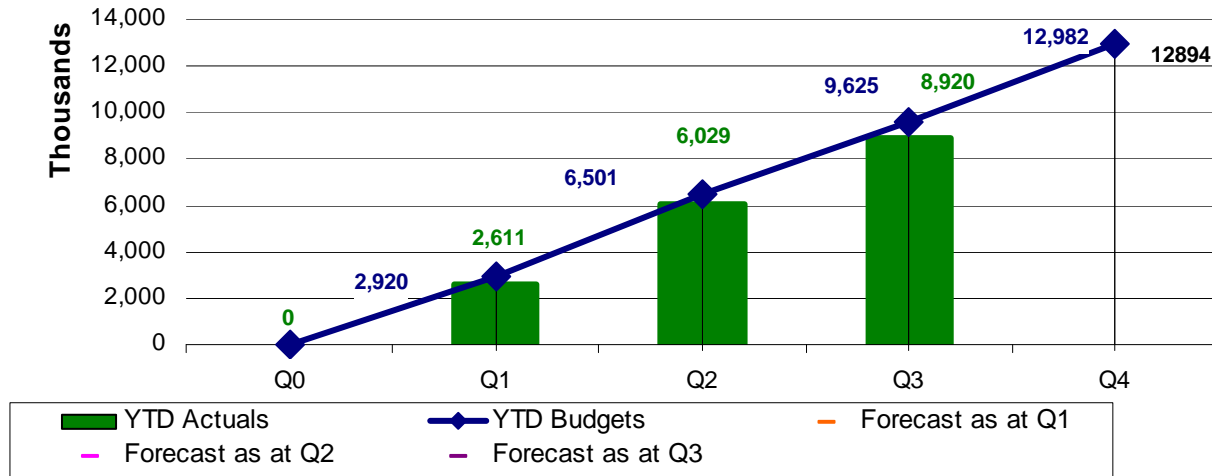
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
12510.	CAP - 2006/07 Foreshores Program Completed. Shared pathway along Parramatta River Foreshore below Riverside Theatre, between Church St & Marsden Rd. Also partly funded under related Projects 12502 (\$170K) & 13072 (\$200K).	242,170	242,170	242,170
12581.	CAP - 2006/07 Verge Mow spray unit Milestone Achieved. New spray unit vehicle received mid December 2007.	49,000	49,000	49,000
12649.	CAP - 137 George St Embellishment Milestone Achieved. All works complete other than an interpretive sign which is to be installed during the June 2008 quarter.	48,217	48,217	39,787
13066.	CAP - 2007/08. Sportsground Program Milestone Achieved. Old Saleyards Reserve playing field - design stage - geotechnical investigation completed & engineering consultant engaged. Design scheduled for completion by June 2008. Construction component funded in Stage 2 in 2008/09. Top dressing works for other sportsgrounds completed in January 2008. Design completed & DA lodged for floodlighting at McCoy Park Toongabbie. Boronia Park irrigation - almost completed - funded by Community Water grant matched from S94 and the Stormwater Maintenance levy. All works to be completed in June 2008 quarter.	401,186	401,186	74,329
13067.	CAP - 2007/08. Parks Program Milestone Achieved. Budget reduced by \$73K following approval of NSW Sport & Recreation grants totalling \$23,460 which was below the anticipated \$60k. Contractor engaged & works about to commence. Remaining funding is for various general parks improvements which are underway & scheduled for completion by June 2008.	321,000	248,000	85,082
13069.	CAP - 2007/08. Playground Program Milestone Achieved. Ron Hill Playground upgrade completed. Boronia Park, Granville Park, William Lamb Park & Bretby Park playgrounds are progressing well and will be completed during June 2008 quarter.	620,000	620,000	167,742
13070.	CAP - 2007/08. Pavilion Program Milestone Achieved. F S Garside Park - replacement of amenities building Design underway & to be completed by June 2008. Partly funded from revoked project 12494 2006/07 Pavilion Project. Construction stage to be funded in 2008/09.	580,500	580,500	501,566
13072.	CAP - 2007/08. Foreshores Program Completed. Shared pathway along the Parramatta River foreshore below the Riverside Theatre, between Church St and Marsden Rd. Additional components were added to the project retaining walls to Marsden St underpass, stairs beside Lennox Bridge, new lighting & viewing platform.	382,632	360,930	360,930
<u>PROTECT AND PROMOTE HERITAGE</u>				
12504.	CAP - 2006/07 Cultural Parks Improvement Completed. Forecast amended to reflect cost spent this year on All Saints Cemetery restoration works & restoration at Hambleton Cottage.	25,003	1,062	1,062

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13068.	CAP - 2007/08.Cultural Parks Program Milestone Not Achieved. Restoration work at Hambledon Cottage completed. Quotes being obtained for further restoration works at St Patricks cemetery - difficulty experienced in getting suitable experienced contractors to quote. To be completed by June 2008.	80,000	80,000	27,659
13214.	2007/08 Parramatta Town Hall Milestone Achieved. Stage 6 Building Works - Works on the Parramatta Town Hall are progressing as planned. The improved access ramps, front verandah, toilets and Jubilee Hall are due for completion in May 2008 after which the garden beds at the front of the Town Hall will be planted.	627,251	627,251	243,522
<u>PUBLIC LIBRARIES</u>				
11290.	Library Development Grant Milestones Achieved. All programs identified, and budget is committed, milestone will be achieved by June 2008.	14,083	14,083	(211)
11948.	CAP - RFID Radio Frequency Identification Technology Milestones Not Achieved. All equipments on order and budget are committed. Milestone will be achieved by June 2008.	149,670	149,670	0
12875.	CAP - RFID / Barcode self check Unit Milestones Not Achieved. All equipments are on order. Budget is committed. Milestone will be achieved by June 2008.	42,750	42,750	0
13092.	CAP - 2007/08.Library Materials Milestones Achieved. Additional library materials have been purchased, offset by operating savings and funded from s94 reserves	625,655	825,655	761,743
<u>RECREATION SERVICES</u>				
13093.	CAP - 2007/08.Parramatta War Memorial Swimming Centre Milestone Achieved. An additional \$1.7M funding was approved for the construction of a new 50m pool. The project is on target and due to be completed in September 2008 in time for the summer 2008 swimming season.	7,412,829	9,112,829	637,227
13213.	2007/08 Public Halls & Community Centre Milestone Achieved. Project is on track with remaining funds to be spent in the June 2008 quarter for new carpet and refurbishment of the timber floors at the Parramatta Town Hall.	100,000	100,000	79,803

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13326.	Granville Swimming Centre Entry System Completed. Installation of a gate system to assist in the management of patron access to the Granville Swimming Centre has been completed.	19,048	19,048	19,048
	Projects with Purchasing adjusted relating to 2006/07			(25,959)
	Total for Capital Projects	13,443,695	15,175,996	4,186,748
	Operating Projects			
	<u>ARTS DEVELOPMENT</u>			
12629.	OP-2006/07-Cultural Task force and Trust Completed.	2,492	2,492	2,492
13091.	OP -2007/08.Cultural Trust Milestone Achieved. Approval granted by Federal Government in December 2007. Trust is now operational with the first meeting of the Cultural Trust held in March 2008. Amount is currently being transferred to the Trust Gift account.	200,000	200,000	1,664
	<u>ARTS SERVICES</u>			
12562.	OP - 2006/07 Bus Plan for Arts Milestone Not Achieved. Scoping of each of the relevant items in the Arts Framework is underway. This has involved consultation with staff and development of the actions contained in the Framework to provide a more detailed description of the intended work. Stage 2 (costing) will be undertaken in the fourth quarter of the year with scheduled completion prior to July 2008.	70,000	70,000	5,732
12576.	OP - 2006/07 New Generation Centre Milestone Achieved. Work has continued with the consultant around investigating integrated service delivery. Internal consultation will continue in the last quarter with a final draft report completed by July 2008.	41,330	41,330	8,500
13097.	OP -2007/08.Riverside - Twentieth Anniversary Completed.	25,000	25,000	25,000

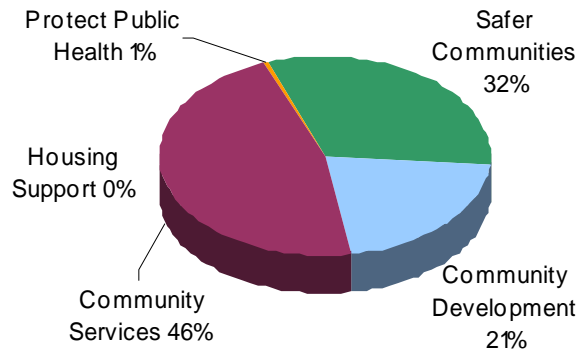
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
<u>EVENTS PROMOTION AND MANAGEMENT</u>				
13094.	OP - 2007/08.Riverbeats Event Enhance Completed. Expended on the introduction of a new event, Current Sculpture Projects exhibition as part of Riverbeats 2007.	50,000	50,000	50,000
<u>PROTECT AND PROMOTE HERITAGE</u>				
11433.	2005/06 Drawn Together Completed. The exhibition tour has been completed and all items in the exhibition have been returned to their lenders.	11,000	11,000	9,060
<u>PUBLIC LIBRARIES</u>				
11276.	Library Technology & Promotion - Operating Exp Completed.	25,702	25,702	25,686
12524.	OP - 2006/07 Library Link Milestone Achieved. Budget is committed. Project will be completed by May 2008. IT is to notify on completion.	25,000	25,000	25,000
	Projects with purchasing adjustment relating to 2006/07			(711)
	Total For Operating Projects	450,524	450,524	152,424
	TOTAL FOR CULTURE AND LEISURE PROGRAM	13,894,219	15,626,520	4,339,172

9.0 COMMUNITY CARE PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION

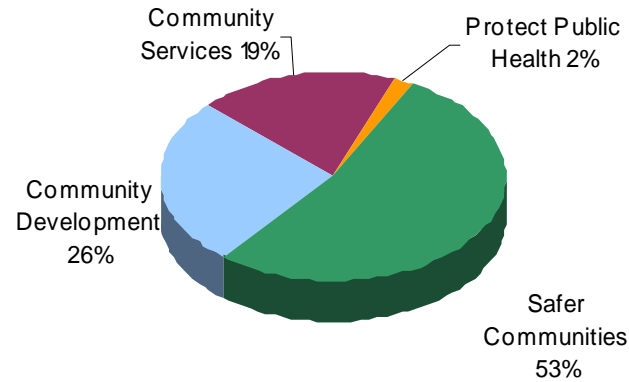


9.10 COMMUNITY CARE PROGRAM EXPENDITURE¹¹

Services Costs



Projects Costs



¹¹ Refer to Page 31, 32 of 2007/08 – 2010/11 Management Plan.

Community Care Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
Community services												
Community development	1,747	2,015	268	2,806	2,733	73	108	153	45	173	195	(22)
Community services	3,826	4,029	203	5,910	5,951	(41)	112	107	(5)	130	140	(10)
Housing support	-	8	8	11	11	-	-	-	-	-	-	-
Health and safety												
Protect public health	3	61	57	80	80	-	4	11	7	15	15	-
Safer communities	3,343	3,513	170	4,176	4,119	57	100	145	44	197	397	(200)
Program Total	8,920	9,625	706	12,982	12,894	89	324	416	91	515	747	(232)
User charges and fees	1,376	1,681	(305)	2,242	2,242	-	-	-	-	-	-	-
Other revenues	237	242	(5)	318	318	-	-	-	-	-	-	-
Grants	1,489	1,407	83	2,313	2,359	46	-	-	-	-	-	-
Contributions and donations	51	47	4	62	62	-	-	-	-	-	-	-
Revenue	3,153	3,376	(223)	4,935	4,981	46	-	-	-	-	-	-

Project Milestones Achieved

92%

Community Care Major Highlights Services and Projects

"For the quarter ending in March 2008, the Community Care Program continues to deliver primarily as planned. There are a number of significant projects coming to conclusion for consideration by Council in the final quarter of the year.

These include the proposal to develop Community Hubs in order to ensure that community services are easy to locate for local residents and are housed in appropriate accommodation. This project is showing the need to increase the budget by \$22K in total. This additional expenditure is due to the actual cost of the work compared to the budget estimate which was made during 2006. The increase in expenditure will be accommodated by funds from other areas of this unit.

Other projects reaching conclusion are the Pandemic Plan and Out of School Hours assessment. The Out of School Hours project requires an increase in budget of approximately \$10K for the year. This is necessary to complete the work to a standard that will assist Council's decision making to the optimum level. There is currently expenditure exceeding the budget showing due to incorrect allocation of funds against this project. This will be corrected in the next report. The increased expenditure will be accommodated with funds previously allocated in the general budget for children's services.

The City Centre Crime Prevention Plan has been approved for exhibition and comments from the community and stakeholders. The recommendations include the appointment of a Crime Prevention Officer. Council resolved at the Council meeting on the 28th April to transfer funds from the previous capital project to a new operating project to enable this appointment. There may be a small amount of budget unexpended at the conclusion of the financial year and these will be transferred to general revenue as there is a new budget contained in the 2008/09 budget.

In the December quarterly review, the budget allocated for the implementation of the City Centre Crime Prevention Plan was removed as the Plan had not been adopted by Council and it was considered unlikely that this budget allocation would be required in the 2008/09 financial year. This decision has been revised and an amount of \$200K has been returned to this program to commence the implementation of the plan during this financial year.

The Home Support Unit has been successful in attracting a grant of \$46K from the NSW Department of Disability and Home Care to provide 2089 direct support hours to isolated residents as well as some non-recurrent needs for the Neighbour Aid Service. These non recurrent needs include computer hard and software and safety devices necessary to ensure the service is efficient and effective. This grant is the primary reason that the expenditure in the Community Services area is proposed to increase by \$41K for the current financial year.

The Community Development area for this program is showing a reduction in expenditure of \$73K for this financial year. This is primarily due to the transfer of funds to Parramatta Pool.

9.20 COMMUNITY CARE PROGRAM MEASURES¹²

Measure: % of reported public safety issues within Council's control that are satisfactory resolved. (CE)				2005/06 Actual	2006/07 Actual
				57%	58%
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	85%	85%	N/A	85%	85%
Actual	50%	50%	N/A	100%	100%
Comments:					

¹² Refer to Page 33 of 2007/08 – 2010/11 Management Plan.

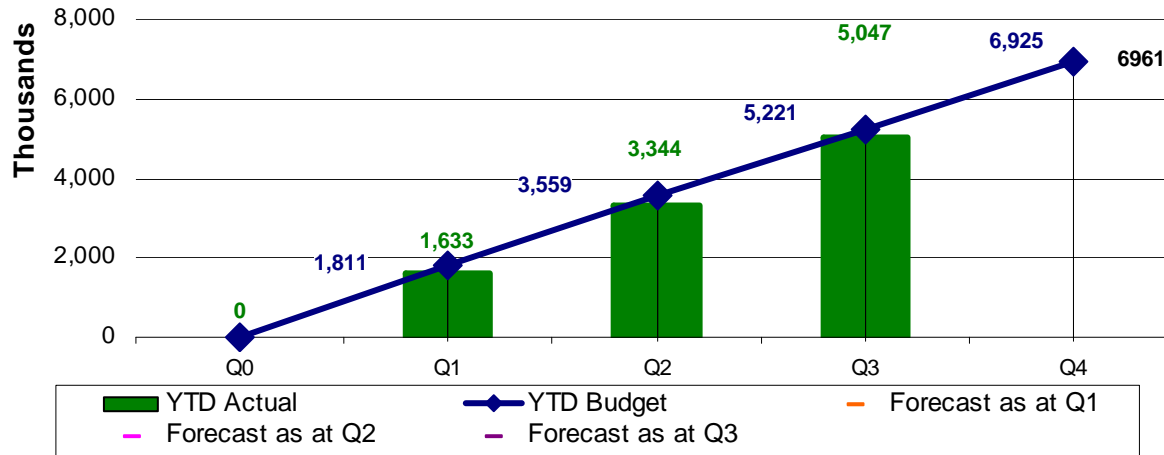
9.30 COMMUNITY CARE PROGRAM PROJECTS PROGRESS REPORT¹³

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Capital Projects				
<u>COMMUNITY DEVELOPMENT</u>				
12599.	CAP - 2006/07 Granville Youth & Community Milestone Achieved. Purchase of new band room equipment to assist with recording etc.	28,268	28,268	22,076
13074.	CAP - 2007/08. Granville Youth & Community centre project Milestone Achieved. Rendering and painting of the building completed. New security lights and cameras installed. Retro-fitted eco friendly taps in toilets. Completed fencing around the old bowling green. New carpet is in main hall. New curtains are in main hall.	50,000	50,000	18,883
<u>COMMUNITY SERVICES</u>				
13077.	CAP - 2007/08. Possum Patch Playground Milestone Achieved. Work progressing as planned and in final stages of completion. The upgrade of Possum Patch Child Care Centre Playground is in progress and is due for completion by the end of June 2008.	90,000	90,000	61,179
13247.	Jubilee Childcare - Equipment Completed. Purchase of washing machine and dryer for Jubilee Childcare Centre	4,271	4,271	4,271
<u>SAFER COMMUNITIES</u>				
12655.	Cap - CBD Safety Plan Milestone Achieved. Crime Plan placed on exhibition and now adopted by Council.	47,262	47,262	27,121
13057.	CAP - 2007/08. Street Lighting Enhance Milestone Achieved. Works program on track.	150,000	150,000	73,215
Total for Capital Projects		369,801	369,801	206,744

¹³ Refer to Page 75 of 2007/08 – 2010/11 Management Plan.

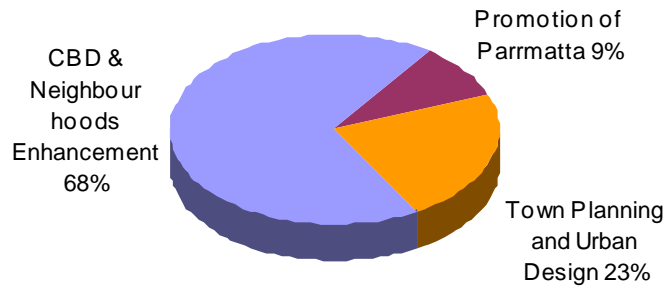
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Operating Projects				
<u>SAFER COMMUNITIES</u>				
13548. OP – 2007/08				
	2007/08 Implementation of City Centre Crime Prevention Plan	0	200,000	0
	As per Council Resolution 9839(d) Council Meeting 28 April 2008, money removed from the budget for Crime prevention be reinstated.			
<u>COMMUNITY DEVELOPMENT</u>				
13079. OP - 2007/08.	Step to the Future	10,000	10,000	0
	Milestone Achieved. The Forum will be delivered in April 2008 with expenditure to occur at that time.			
13090. OP - 2007/08.	Community Spirit Street	10,000	10,000	800
	Milestones Achieved. Project has commenced with a report outlining proposed operating options being prepared for Council consideration. Report is expected to be presented to Council in the June 2008 Quarter. As a result it is unlikely that the recommendations of the report will be available to be implemented until after the end of 2007/08 financial year.			
13212. 2006/07 -	Community Hubs	75,000	97,000	88,214
	Milestone Achieved. This project is near completion. Final report on schedule to be presented to Council on 28 April 2008			
<u>COMMUNITY SERVICES</u>				
12596. OP - 2006/07	Out of School Hours	32,500	42,628	46,500
	Milestone Achieved. Report finalised, received and recommendations made. Recommendations are now being implemented.			
13073. OP - 2007/08.	Isolated Carers	3,000	3,000	0
	Milestone Achieved. This is an ongoing project.			
<u>PROTECT PUBLIC HEALTH</u>				
12615. OP - 2006/07	Public Health Pandemic	15,000	15,000	3,920
	Milestone not achieved This project is delayed due to the availability of staff and information availability. The project is in progress in partnership with Sydney West Area Health and will be completed in July. A small amount of funds may be surplus to the project and will be returned to general revenue in June.			
	Projects with purchasing adjustment relating to 2006/07			(210)
	Total for Operating Projects	145,500	377,628	117,436
	TOTAL FOR COMMUNITY CARE PROGRAM	515,301	747,429	324,180

10.0 CITY DEVELOPMENT PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION

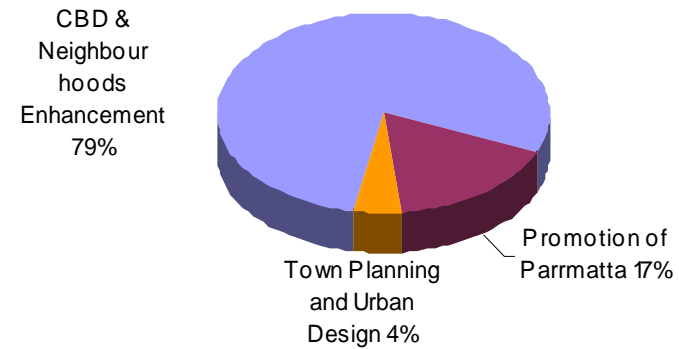


10.10 CITY DEVELOPMENT PROGRAM EXPENDITURE¹⁴

Services Costs



Projects Costs



¹⁴ Refer to Page 37, 38 of 2007/08 – 2010/11 Management Plan.

City Development Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
Economic development												
Promotion of Parramatta	441	476	35	638	631	7	339	472	133	673	2,183	(1,510)
Land use												
Town planning and urban design	1,104	1,214	110	1,629	1,589	40	254	502	248	618	563	55
Public spaces												
Cbd & neighbourhoods enhancement	3,502	3,531	29	4,658	4,741	(83)	7,390	6,861	(528)	8,467	10,119	(1,652)
Program Total	5,047	5,221	174	6,925	6,961	(36)	7,982	7,835	(147)	9,758	12,865	(3,107)
User charges and fees	-	-	-	-	-	-	-	-	-	-	-	-
Interest	473	510	(37)	680	530	(150)	-	-	-	-	-	-
Other revenues	2,243	2,576	(333)	3,433	3,433	-	-	-	-	-	-	-
Grants	-	-	-	-	-	-	250	188	62	250	300	50
Contributions and donations	4,183	4,198	(15)	5,597	5,377	(220)	36	60	(24)	80	80	-
Revenue	6,899	7,284	(385)	9,710	9,340	(370)	286	248	38	330	380	50

Project Milestones Achieved
88%

City Development Major Highlights Services and Projects

Highlights

At the end of February, we delivered the most successful State of the City ever in partnership with the Parramatta Chamber of Commerce, highlighting the continued growing interest in the commercial opportunities in Parramatta.

During March, approximately 140 students from the University of Western Sydney 'walked the streets' of our CBD collecting information on the businesses there. This information will be further analysed by the UWS for future planning purposes and for improving communications with the businesses. The tender process for the procurement of the shuttle buses was completed and an order has been placed. The service will commence in the first quarter of 2008/09. A new Travel Access Guide was distributed in January. The Harris Park streetscape improvements have been completed. The Granville master plan for the Police Station was adopted.

Expenditure

Services - There has been a \$174K underspend due in part to employee vacancies in Land Use, and a saving in the engagement of external professional services. Accordingly the full year forecast has been reduced to reflect this saving.

Projects - There has been an overspend on a year to date basis on some streetscape improvement projects. Full year budget has been increased as additional budget has been topped up from the relevant Special Rate.

Revenue

Revenue is down due to lower Section 94 contributions as a result of \$220K refund of prior year contributions. The full year forecast has been reduced to reflect this.

Re-votes

Shuttle bus - approximately \$800K will be re-voted for the final payment for the shuttle bus in 2008/09
Granville - approximately \$100K will be re-voted for finalisation of studies and streetscape design work

10.20 CITY DEVELOPMENT PROGRAM MEASURES¹⁵

Measure: Number of visitors to City as measured at the Parramatta Visitor Information Centre (Info/Lib)		2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
			49,675	54,270	53,804
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	13,000	9,600	13,000	11,200	13,200
Actual	14,566	13,469	12,012	11,679	12,279
Comments: Slightly lower than expected attendance. Some Ferry cancellations may have impacted on visitor inquiries to the centre.					

¹⁵ Refer to Page 39 of 2007/08 – 2010/11 Management Plan.

10.30 CITY DEVELOPMENT PROGRAM PROJECTS PROGRESS REPORT¹⁶

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Capital Projects				
<u>CBD & NEIGHBOURHOODS ENHANCEMENT</u>				
11401.	2005/06 CBD Infrastructure Enhancement Stage 1 Barry Wilde bridge to Charles St Wharf Completed. \$35K has been received for this project from Greenspace Grant and \$29K additional from the City Centre Infrastructure Special Rate to cover the final expenditure.	536,231	600,618	600,994
12528.	CAP - 2006/07 City of Trees Completed.	521	521	521
12542.	CAP - 2006/07 Street scape Church St South Milestone Achieved. This project is due for completion May 2008. The total approved budget for this project is \$2.1 million, funds have been brought in from CBD Special Rate Reserve this quarter to bring the budget total up to \$2.3 million. The additional funding required for unexpected variations including heritage kerb and guttering found under the road, additional parking metres required, LED lighting and additional paving.	1,231,965	2,156,965	1,106,679
12544.	CAP - 2006/07 Church St Mall Completed.	61,440	61,440	61,440
12545.	CAP - 2006/07 Lighting as Art Completed.	10,380	10,380	10,380
12547.	CAP - 2006/07 Phillip St Works Completed.	113,576	113,576	113,576
12585.	CAP - 2006/07- Harris Park Stage 3 Milestone Achieved. This project is now completed. There has been an additional \$325K from Section 94 Transport reserve to cover additional unforeseen construction works in the scope of the project. This included kerb reconstruction, damaged fencing which has a pending insurance claim and reinstatement of levels and paving in front of terraces.	1,125,244	1,500,244	1,288,865

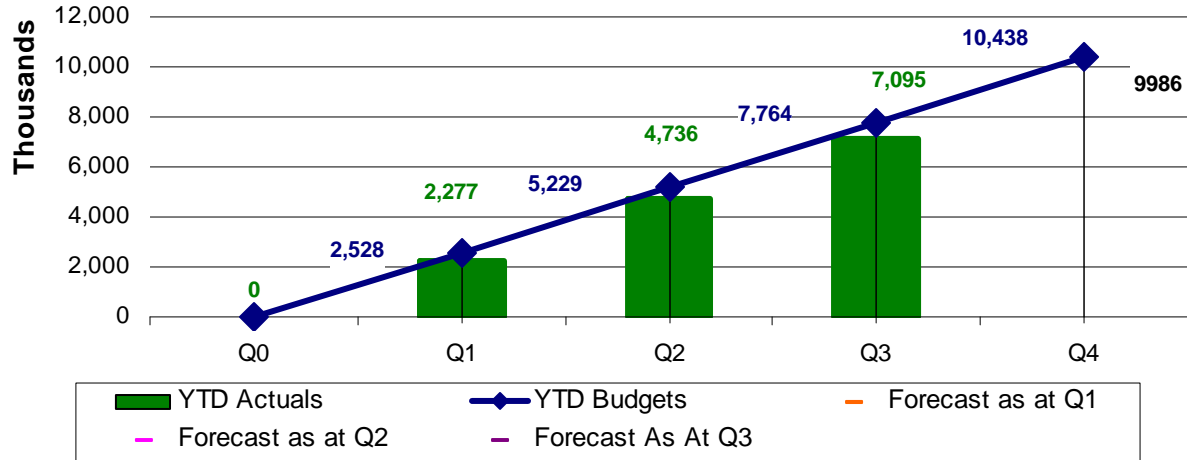
¹⁶ Refer to Page 75, 76 of 2007/08 – 2010/11 Management Plan.

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13065.	CAP - 2007/08.CBD Public domain Milestone Achieved. \$210K transferred from CBD Special Rate reserve to commence the scoping work for the new project of Church Street Mall between Argyle and Macquarie Streets.	707,180	931,793	730,426
13078.	CAP - 2007/08.City of Trees Milestone Achieved. Quotations received & works arranged for extensive planting within Bridge St & Rawson Rd Epping. Street Tree Audit well advanced & due for completion by May 2008. All works scheduled for completion by June 2008.	250,000	250,000	(10,871)
13086.	CAP - 2007/08.BNP Granville Milestone Achieved. Transport study commenced and master plan for police adopted.	300,000	300,000	98,421
13124.	CAP - 2007/08.BNP Guildford This project is currently in detailed design and due for commencement in the next financial year 08/09. Money has been transferred from the Better Neighbourhood Special Rate Reserve this quarter to match expenditure.	56,266	119,266	90,033
13153.	CAP - Purchase of 18 Darcy Street Milestone Achieved. Purchase has been completed and property handed across to Council. Minor variations to expenditure may be experienced as payments for legal and valuation services are finalised.	1,454,058	1,454,058	1,458,792
13176.	CAP - 2007/08 Civic Place Project Management Milestones Achieved. Court appeal on compulsory acquisition of Darcy Street properties to be heard on 1 & 2 May 2008. Budget is available for legal support costs. If Council wins the Court appeal up to 80% of costs associated with the original hearing and the Court appeal may be recouped. If Council loses the Court appeal and have costs awarded against us, the upper limit of those costs would be \$800K. This will put the budget in an unfavourable position.	2,600,000	2,600,000	1,841,124
13576.	CAP 2007/08 Shuttle Bus Procurement New project established for the purchase of 3 buses and the purchase and installation of bus shelters, seats and bus stops. Approximately half of the funds will be spend in the 2007/08 financial year, with the rest to spend in the first quarter of 2008/09.	0	1,500,000	0
	Project with purchasing adjustment relating to 2006/07			(742)

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Total for Capital Projects		8,446,861	11,598,861	7,389,639
Operating Projects				
<u>CBD & NEIGHBOURHOODS ENHANCEMENT</u>				
10192.	Better Neighbourhoods - Epping	20,109	20,109	0
Funds were carried over from 2006/07 for improvements to Epping Town Centre from a grant (jointly applied for with Hornsby Shire Council) and other sources. \$12K is being transferred to Hornsby Shire Council to incorporate art as part of their streetscape improvement works to Oxford Street. The remaining funds had been proposed to light the art markers on the corner of Bridge and High Streets but estimates for the work have exceeded the budget.				
<u>PROMOTION OF PARRAMATTA</u>				
12546.	OP - 2006/07 Economic Development	673,000	683,000	338,565
Milestone Achieved. A key highlight in this quarter was the State of the City address, run jointly with the Parramatta Chamber of Commerce and delivered by the Lord Mayor. Almost 300 people attended this key event and use of feedback forms has given the Economic Development Team an insight into issues for next year's activities. These are currently being followed up through focus groups with the business community. A new marketing brochure for Parramatta was also launched at this event, together with an expanded Biz Facts (in response to business feedback). Both have been received very positively, with commercial developers, in particular, continuing to integrate these into their marketing materials for Parramatta. Careful planning has ensured that forecast budget will be met this year. An on-line Employment Expo, a special feature in the Sydney Morning Herald, project managed by the Western Sydney Business Connection, and the production of a promotional DVD will be completed before end June. The University of Western Sydney are currently collating and analysing the results of a CBD survey they undertook for Council. One output of this will be a contact database of businesses within the commercial centre.				
<u>TOWN PLANNING AND URBAN DESIGN</u>				
11996.	OP - SMART Transport to Parramatta	171,014	116,014	74,425
Travel access guide distributed in January. Additional credits were released during a business community event for the GoGet scheme.				
12527.	OP - 2006/07 Res Dev Strategy	15,190	15,190	3,701
Milestone Not Achieved. Work is continuing on the draft Parramatta LEP 2008. The draft plan has been revised to take into account requests from the Department of Planning and changes to the standard instrument. The revised version is soon to be submitted to the Department of Planning for preliminary feedback. Workshop held with Councillors to inform them of the key changes.				

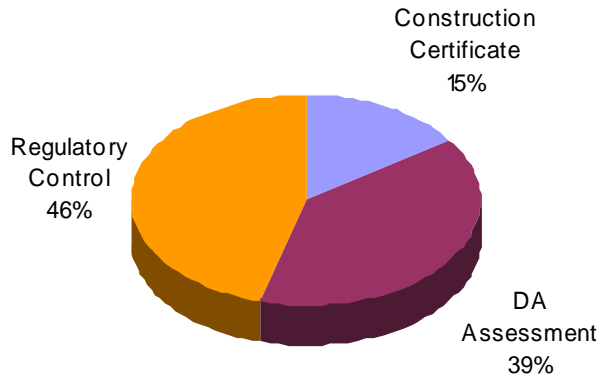
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
12583. OP - 2006/07	Update 3D Model Milestone Achieved. Modelling for the Justice Precinct completed. Further policy work is required to account for CBD design competitions and incorporating this information into the model.	7,583	7,583	7,420
13088. OP - 2007/08.	Free Shuttle Bus Milestone Achieved. Tender process for procurement of buses is complete and order has been placed (see related project 13576). Tenders will be called for operation of service in May. Service will commence in the first quarter of 2008/09.	344,335	344,335	121,081
13089. OP - 2007/08.	Residential Dev Strategy Milestone Not Achieved. Refer to comments under project 12527.	80,000	80,000	47,331
Total For Operating Projects		1,311,231	1,266,231	592,523
TOTAL FOR CITY DEVELOPMENT PROGRAM		9,758,092	12,865,092	7,982,161

11.0 REGULATORY PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION



11.10 REGULATORY PROGRAM EXPENDITURE¹⁷

Services Costs



¹⁷ Refer to Page 42 of 2007/08 – 2010/11 Management Plan.

Regulatory Major Highlights Services and Projects

The continuing trend of slow activity in the development sector was evident again in the March quarter for the Regulatory program. Revenue was under budget with reduced fee income from development applications, construction certificates, hoarding fees, subdivisions and SEPP 65 Design Review Panel referrals. There was also reduced revenue in parking and ranger fines due to temporary staff vacancies and the impact of staff being offline from duty with involvement in the Integration Project for the restructure of the unit. As a result, the forecast revenue in Parking and Patrol and in Development Assessment has been reduced.

Savings in employee costs in the Development Assessment team and Parking Patrol services as well as reduced Seins costs associated with the processing of fines have partly offset the revenue shortfall for the quarter. However, the annual budget forecast for expenditure has been reduced in Parking & Patrol due to the lower than expected Seins and other costs.

11.20 REGULATORY PROGRAM MEASURES¹⁸

Measure: Number of parking patrols undertaken (Ranger Services)				2005/06 Actual	2006/07 Actual
				2,709	4,885
	Mar 07	Jun 07	Sep 07	Dec 07	Mar 08
Actual	1,262	1,415	763	1029	891
Comments:					
A total 891 parking patrols were undertaken for this period. During this time a number of factors have impacted, such as leave, workers compensation, secondments, vacancies etc which has then resulting in a lower number of patrols than the previous year quarter. The recent recruitment of new staff and staff returning to duty will provide for greater coverage over the next period.					

¹⁸ Refer to Page 43 of 2007/08 – 2010/11 Management Plan.

Measure: % successful prosecutions by type: Dog (Ranger Services)	2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		84%	75%	100%
	Sep 06	Dec 06	Mar 07	Jun 07
2006/07 Target	100%	100%	100%	100%
2006/07 Actual (3 successful out of 3 for Sep 06 quarter) (2 successful out of 2 for Dec 06 quarter) (6 successful out of 6 for Mar 07 quarter) (2 successful out of 2 for June 07 quarter)	100%	100%	100%	100%
	Sep 07	Dec 07	Mar 08	Jun 08
2007/08 Target	100%	100%	100%	100%
2007/08 Actual (2 successful out of 2 for Sep 07 quarter)	100%	100%	100%	
Comments: Animal Management staff prepared several prosecution briefs for this period. At the end of the quarter only one has been finalised. The outcome was in favour of council with the court imposing penalty/costs exceeding \$7K				

Measure: % successful prosecutions by type: Littering (RS & EPPH)	2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		100%	100%	100%
	Sep 06	Dec 06	Mar 07	Jun 07
2006/07 Target	100%	100%	100%	100%
2006/07 Actual (no legal proceedings for Sep 06 quarter) (no legal proceedings for Dec 06 quarter) (no legal proceedings for Mar 07 quarter) (no legal proceedings for June 07 quarter)	-	-	-	-
	Sep 07	Dec 07	Mar 08	Jun 08
2007/08 Target	100%	100%	100%	100%
2007/08 Actual	-	-	-	-
Comments:				
All detected littering/dumping offences have been dealt with by way of penalty notice/clean up notice. For this period a total of 21 infringements have been issued.				

Measure: % successful prosecutions by type: Heavy Vehicles (Ranger Services)	2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		100%	100%	100%
	Sep 06	Dec 06	Mar 07	Jun 07
2006/07 Target	100%	100%	100%	100%
2006/07 Actual (no legal proceedings for Sep 06 quarter) (no legal proceedings for Dec 06 quarter) (no legal proceedings for Mar 07 quarter) (no legal proceedings for June 07 quarter)	-	-	-	-
	Sep 07	Dec 07	Mar 08	Jun 08
2007/08 Target	100%	100%	100%	100%
2007/08 Actual	-	-	-	-
Comments: All detected breaches have been dealt with by way of penalty notice. For this period a total of 32 infringements have been issued.				

Measure: % of food & health regulated premises requiring re-inspection (Regulated Premises)	2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		25%	17%	15.6%
	Sep 06	Dec 06	Mar 07	Jun 07
2006/07 Target	<10%	<10%	<10%	<10%
2006/07 Actual (87 re-inspections out of 285 for Dec 06 quarter)	15%	11%	17%	19.5%
	Sep 07	Dec 07	Mar 08	Jun 08
2007/08 Target	< 10%	< 10%	< 10%	< 10%
2007/08 Actual (14 reinspections out of 278 for Dec 07 quarter) 14 reinspections of 357 for Mar 08 quarter)	6.8%	5 %	4%	-
Comments: One penalty notice issued during this period.				

Measure: Number of programmed public health inspections undertaken (Regulated Premises)		2004/05 Actual	2005/06 Actual	2006/07 Actual	2007/08 Target
		1,138	1,205	1,421	1,200
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	300	300	300	300	300
Actual	360	431	337	278	357
Comments: Target achieved.					

Measure: Number of Development Applications received (Development)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			1,533	1,509	1,318
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	277	304	370	338	252
Comments: There was a significant fall in the number of development applications received during the March quarter which has resulted in significant impacts in revenue from development application fees.					

Measure: Number of Development Applications determined (Development)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			1,980	1,531	1,414
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	294	389	319	291	257
Comments: The number of development applications determined in the March quarter met expectations.					

Measure: Number of Construction Certificates received (Development)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			574	540	474
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	94	122	110	101	79
Comments: There was a significant fall in the number of construction certificates received by Council in the March quarter. This has resulted in significant impacts on revenue from construction certificate fees and building inspection fees.					

Measure: Number of Construction Certificates determined (Develop)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			652	566	487
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	103	150	121	102	90
Comments: The number of construction certificates determined in the March quarter met expectations.					

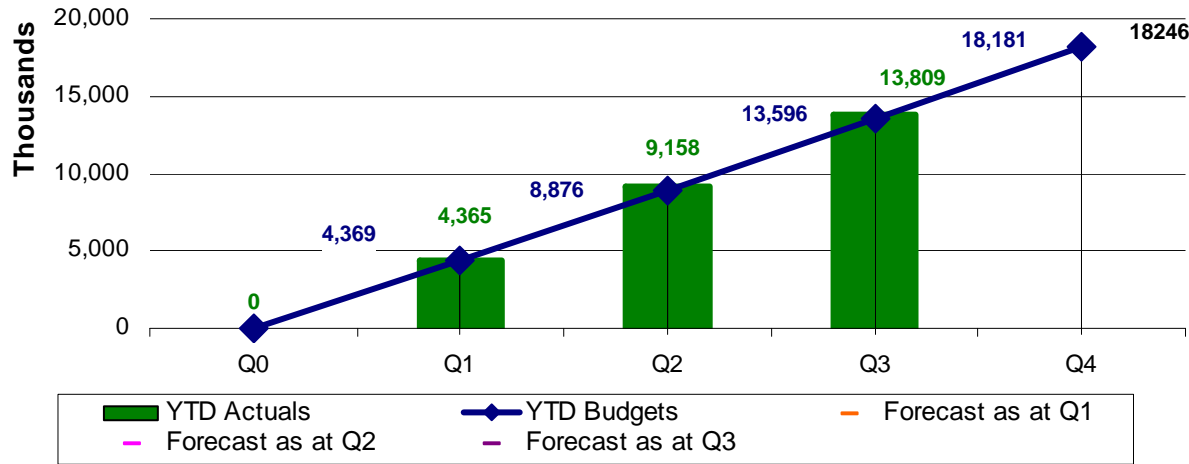
Measure: Number of land use investigations received (Development)				2005/06 Actual	2006/07 Actual
				933	1,287
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	329	302	295	375	299
Comments: The number of land use investigations stabilised in the March quarter.					

Measure: Number of land use investigations determined (Development)				2005/06 Actual	2006/07 Actual
				930	1,152
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	241	289	152	295	250
Comments: The number of land use investigations finalised in the March quarter exceeded expectations as the priority of the development control team during the quarter has been the investigation and closure of illegal brothels.					

Measure: Mean time (calendar days) for determination of DAs by building type (Development)								
	Actual							
Domestic Applications	2004/05 Annual	2005/06 Annual	2006/07 Annual	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Additions/Alterations	75	57	51	49	43	52	40	76
Dwelling	94	72	61	65	60	64	99	84
Swimming Pool/Spa	68	45	36	40	33	53	36	59
Development Applications								
Dual Occupancy	105	87	73	68	74	98	117	96
Mixed Development	106	123	73	75	71	189	70	94
Office Building	90	95	59	62	64	45	77	83
Residential Flat Building	109	85	54	55	60	91	100	110
Villas/Town Houses	137	122	81	70	94	205	181	102
Comments:								
<u>Domestic Applications</u>								
There was an unfavourable increase in the mean processing times for domestic applications in the March quarter. This appears to be a seasonal variation experienced each March quarter largely a result of DAs not being able to be notified over the Christmas holiday period, resulting in increases in processing times by up to 6 weeks, and also due to higher than average staff absences over the January school holiday period.								
System improvements are being explored and clearing house procedures being enhanced to try and reduce the processing times for all DAs (both domestic applications and development applications)								
<u>Development Applications</u>								
There were favourable improvements in the mean processing times for dual occupancy and multi-unit housing development applications, with an improvement of 79 days for multi-unit housing. The unfavourable increase in the other DA types also appears to be a seasonal variation experienced each March quarter largely a result of DAs not being able to be notified over the Christmas holiday period and higher than average staff absences over the January school holiday period.								

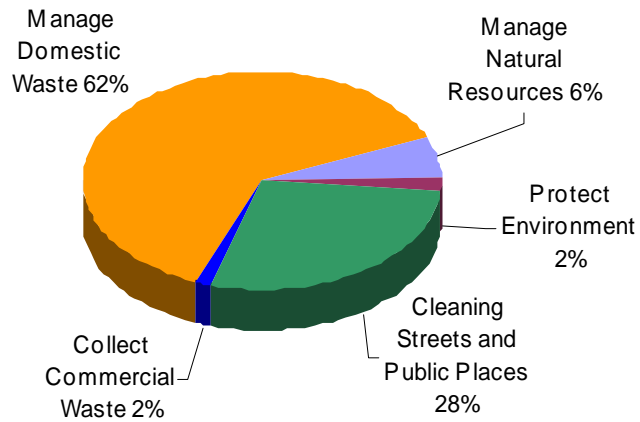
Measure: Median time (calendar days) for determination of DAs by building type (Development)								
		Actual						
Domestic Applications	2004/05 Annual	2005/06 Annual	2006/07 Annual	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Additions/Alterations	66	51	44	43	33	43	32	66
Dwelling	94	59	59	70	47	57	62	89
Swimming Pool/Spa	68	42	35	37	16	34	34	55
Development Applications								
Dual Occupancy	101	81	65	64	62	73	79	101
Mixed Development	93	95	52	57	98	69	38	89
Office Building	64	81	58	61	57	30	41	86
Residential Flat Building	100	63	47	55	48	42	57	120
Villas/Town Houses	132	97	73	83	41	138	49	91
Comments:								
<u>Domestic Applications</u>								
There was an unfavourable increase in the median processing times for domestic applications in the March quarter. This appears to be a seasonal variation experienced each March quarter largely a result of DAs not being able to be notified over the Christmas holiday period, resulting in increases in processing times by up to 6 weeks, and also due to higher than average staff absences over the January school holiday period.								
<u>Development Applications</u>								
There was an unfavourable increase in the median processing times for development applications in the March quarter. This appears to be a seasonal variation experienced each March quarter largely a result of DAs not being able to be notified over the Christmas holiday period and also due to higher than average staff absences over the January school holiday period.								

12.0 ENVIRONMENT PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION

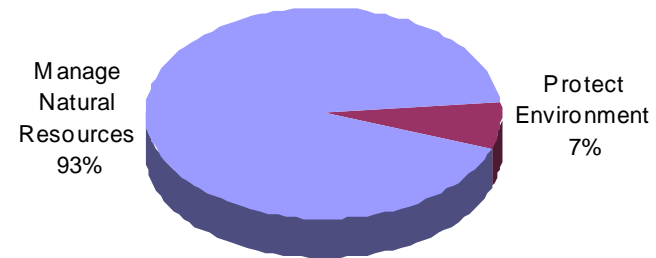


12.10 ENVIRONMENT PROGRAM EXPENDITURE¹⁹

Services Costs



Projects Costs



¹⁹ Refer to Page 47 of 2007/08 – 2010/11 Management Plan.

Environment Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
Natural environment												
Manage natural resources	680	891	211	1,192	1,096	96	1,295	2,048	753	2,693	2,700	(7)
Protect environment	445	258	(187)	343	343	-	17	184	167	207	207	-
Waste and cleaning												
Cleaning streets and public places	3,772	3,875	104	5,151	5,159	(8)	-	-	-	-	-	-
Collect commercial waste	206	205	(2)	273	276	(3)	-	-	-	-	-	-
Manage domestic waste	8,706	8,366	(339)	11,222	11,372	(150)	-	-	-	-	-	-
Program Total	13,809	13,596	(213)	18,181	18,246	(65)	1,312	2,232	920	2,900	2,907	(7)
Rates and annual charges	15,081	14,965	116	14,961	15,069	109	-	-	-	-	-	-
User charges and fees	6	1	5	1	1	-	-	-	-	-	-	-
Interest	27	16	10	22	27	5	-	-	-	-	-	-
Other revenues	21	25	(4)	33	33	-	-	-	-	-	-	-
Grants	556	552	5	560	560	-	169	-	169	-	70	70
Contributions and donations	38	40	(1)	53	53	-	20	-	20	-	-	-
Total gain on disposal of assets	-	-	-	-	-	-	-	-	-	-	-	-
Revenue	15,729	15,598	131	15,631	15,744	114	189	-	189	-	70	70

Project Milestones Achieved

94%

Environment Major Highlights Services and Projects

Projects

There are several exciting projects which aim to improve the quality of our waterways and bushland under the Environment Program. In addition there are projects aimed at reducing greenhouse gas emissions in the city, improving the environmental performance of Council, and encouraging businesses to improve their environmental performance. Most projects are well underway this quarter with completion on schedule for June 2008. The Waterways Rehabilitation Project (13107) is also underway with the Ponds Subiaco Creek Master plan due for completion by June. Water Quality Improvement works (Project 13105) have commenced at two locations with creek bank improvement works at Telopea and an underground pollution trap at Westmead. The non-Management Plan project (12644) funding drainage maintenance works at Camellia will be expended in the last quarter.

Within the Environment Program there are some projects where revotes are anticipated into 2008/09. In particular fish Ladder Construction for Parramatta (11800), Water Quality Improvement (13105) and TBL - model for Duck River (12858). The Fish Ladders (11800) project has been delayed due to the tender for the Marsden Street fishway having to be re-advertised. Environmental Trust grant Project (12858) promoting industrial sustainability for Camellia has been delayed pending the appointment of a Project Coordinator in the June 2008 quarter. Reasons for other project delays are documented within the specific project comment section of this quarterly review.

Services

Within the Services Budget, some negative variances (\$187K) have occurred within Natural Environment due to some incorrect allocations of salaries between this Program and City Leadership (at the activity level). Corrections will be made in the fourth quarter accordingly. Savings of \$96k have been made under Manage Natural Resources resulting from staff vacancies and seasonal savings in disposal costs. Within Waste and Cleaning there is a negative variation in Manage Domestic Waste. **Total expenses generally aligned with approved annual budget except for the tipping fees account which at the end of March 2008 quarter is over expended by \$339K.** This unfavourable variance however is expected to be reduced by approximately \$200K during the remainder of this financial year (\$100K reversal of an overcharge by the disposal contractor and \$100K saving in the fourth quarter associated with AWT disposal costs). The end of year forecast has been increased by \$150K to cover higher than budgeted costs for landfill disposal and Section 88 levies plus higher than anticipated volume of waste from the clean up service. Annual waste rate charges are on track and slightly higher than the budgeted amount.

12.20 ENVIRONMENT PROGRAM MEASURES²⁰

Measure: Average response rate (days) to customer requests regarding pollution incidents (CE)				2006/07 Actual	2007/08 Target
				13 days	10 days
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Target	10 days	10 days	10 Days	10 days	10 Days
Actual	12 days	21 days	16 Days	16 Days	16 Days
Comments: <i>Officers from the Environmental Protection of Ranger Services sections respond within 24 hours to assess pollution incidents occurring within the Parramatta LGA. Most incidents are resolved within the 10 days when the person / company responsible can be identified. The actual resolution times will be considerable longer if the polluter cannot be identified and /or court action is required.</i>					

²⁰ Refer to Page 27 of 2007/08 – 2010/11 Management Plan.

12.30 ENVIRONMENT PROGRAM PROJECTS PROGRESS REPORT²¹

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Capital Projects				
<u>MANAGE NATURAL RESOURCES</u>				
10085.	Galarangi Res & Cox Park Restoration Milestones Achieved. Works commenced will be completed by June 30, 2008.	0	11,974	11,974
10110.	Willows Grant Upper Parramatta Catchment Milestone Achieved. Contractor engaged for Willow removal Toongabbie Creek. Due for completion by June 2008.	2,650	2,650	2,380
10111.	Green Corridors Grant Upper Parramatta Milestone Achieved. Coral tree removal at Lake Parramatta is underway and due for completion by June 2008.	5,000	5,000	4,157
10122.	Regional Weeds Grant Milestone Achieved. Salary for Committee Coordinator of Regional Weeds Committee - payment arranged. Future responsibility transferred to Holroyd Council.	15,968	15,968	4,125
10226.	Regional Weed Committee Milestone Achieved. Funds for day to day running of the regional committee funded by the Department of Primary Industries. Future responsibility transferred to Holroyd Council.	2,231	2,231	1,123
11272.	Saltmarsh Rehabilitation - Parramatta River Completed.	6,643	6,643	6,643
11277.	Mighty Duck River - Stage 3 Milestone Not Achieved. Further consultation is required with the local bush care group to review the design. No expenditure in 2007/08, transferred back to reserve for 2008/09.	18,785	0	0
11386.	Lake Parramatta City Council Bushfoods Completed. - Stage 2 walkway & informal play area at Lake Parramatta Reserve.	11,274	11,274	10,293
11412.	Waterways Maintenance /Restoration Completed. Bundilla Scout camp Community Water Grant.	14,776	10,632	10,632

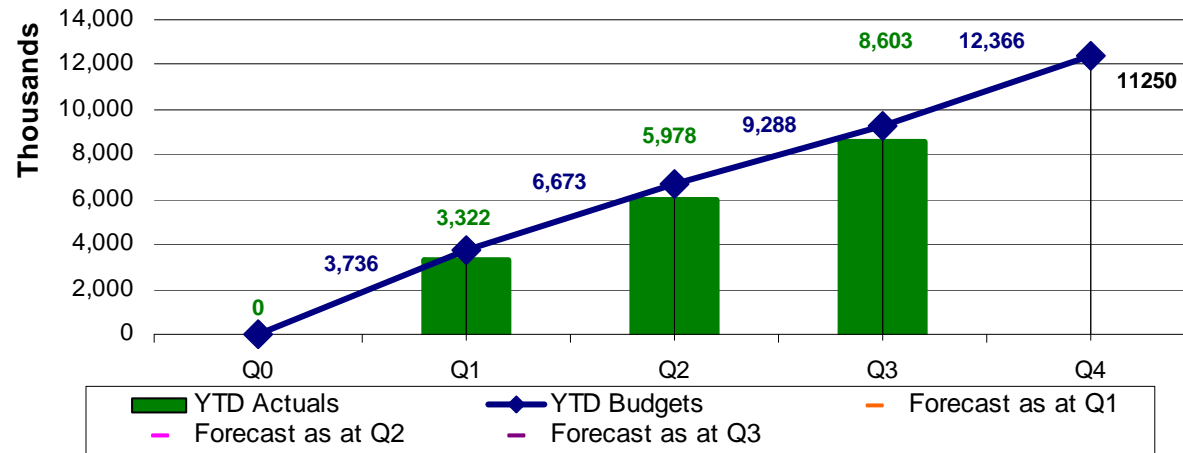
²¹ Refer to Page 76 of 2007/08 – 2010/11 Management Plan.

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
11800.	Fish Ladders Parramatta River Milestone Achieved. Two fishways completed. Tender for third (Marsden Street) re-advertised whilst Upstream fishway design now finalised. Works to commence during June 2008 quarter.	350,000	350,000	24,344
11828.	Fish Ladders Arts & Interpret Milestone Achieved. Two of three artworks and signage installed. Completion is in last quarter.	126,558	126,558	50,140
12420.	CAP - George Kendall Salt marsh Milestone Achieved. Grant funded salt marsh restoration project for completion by June 2008.	12,500	12,500	6,420
12499.	CAP - 2006/07 Water Quality Improvement Milestone Achieved. Creek rehabilitation works at Excelsior Street complete with budget adjustment for minor variations and planting.	250,000	264,798	264,797
13081.	CAP - 2007/08.Walking Track Construction Milestone Achieved. Condition audit of the Ponds Walk completed with works program commenced. Due for completion June 2008.	107,640	107,640	84,491
13082.	CAP - 2007/08.Waterways Restoration Milestone Achieved. Funds committed to sub projects set for completion in June 2008 quarter.	330,000	330,000	118,716
13084.	CAP - 2007/08.Lot 3, 87 Hammers Road Milestone Achieved. Annual bush regeneration works in progress with walking track upgrade commencing February due for completion June 2008.	70,000	70,000	36,296
13103.	CAP - 2007/08.Revolving Fund for Environment Milestone Not Achieved. This project is incorporated with the Public Facilities Environment Project in 2008/09. The funding has been moved to a reserve called Revolving Environmental Fund Reserve. The money will be used in the first instance to supplement a grant from the Public Facilities Fund. In the future it will be used to fund other capital works projects that will give a financial return through energy and water conservation. The reserve will be funded from financial savings and additional budget bids.	50,000	0	0
13104.	CAP - 2007/08.Sustainable Water Program Milestone Achieved. Works scheduled for completion by June 2008.	50,000	50,000	32,955
13105.	CAP - 2007/08.Water Quality Improvement Milestone Achieved. Holland Place - Construction works have commenced with a view to completion within the June 2008 quarter. Final design for Park Ave pollutant trap completed. Budget forecast down with funds back to the environment special rate reserve.	300,000	269,000	21,916
13172.	CAP - 2007/08 - Natural Resource Management Milestone Achieved. Seasonal expenditure with major planting program in March / April due for completion June 2008.	280,000	280,000	204,900

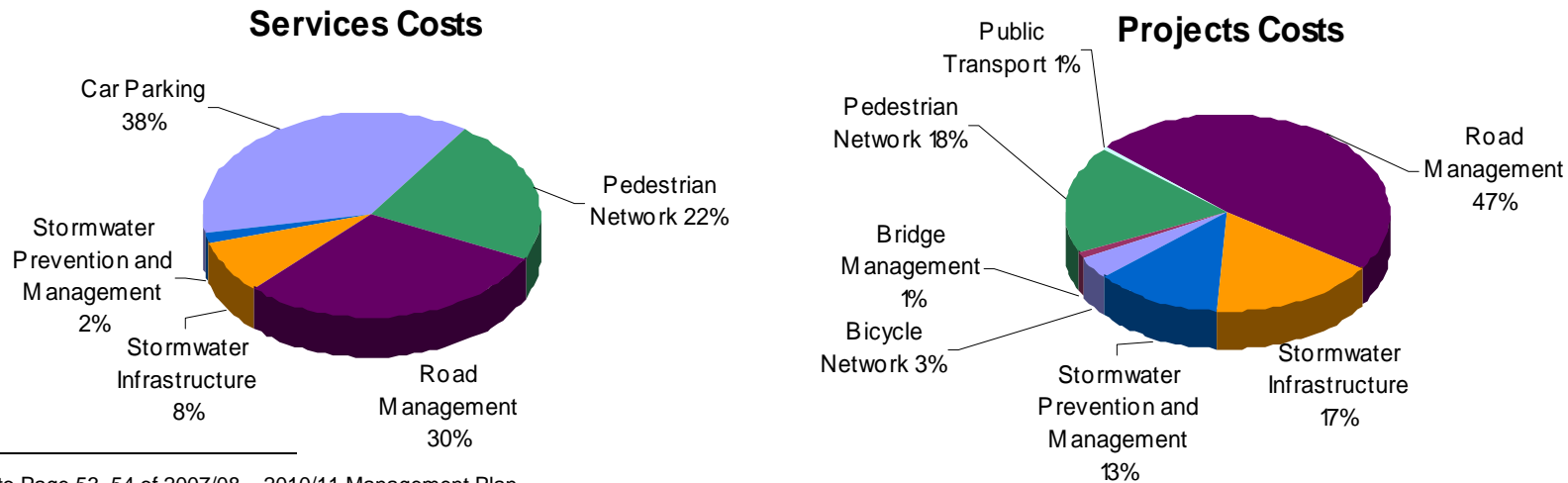
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13283.	Campbell Hill Threat Species Milestone Achieved. Grant funding from the Department of Environment and Climate Change. Contractor engaged, scheduled for completion June 2008.	0	27,273	1,206
13284.	Vineyard Crk Powerful Owl Milestone Achieved. Bush regeneration work with grant funding. Project underway with scheduled completion October 2008.	0	37,822	11,515
Total for Capital Projects		2,004,025	1,991,963	909,023
Operating Projects				
<u>MANAGE NATURAL RESOURCES</u>				
11947.	OP - Duck River Icon Project Milestone Achieved. Project scheduled for completion in May 2008 - vegetation and seating at Duck River.	9,549	9,549	5,459
12511.	OP - 2006/07 Platypus Recovery Milestone Achieved. Contract works underway for completion by June 2008.	10,834	10,834	3,611
12512.	OP - 2006/07 Waterways Rehab Milestone Achieved. Parramatta City Council River Foreshore Plan review completed and to be exhibited in June 2008 quarter.	22,000	22,000	19,459
12865.	OP - 2006/07 Estuary Management Plan Milestone Achieved. Draft estuary data compilation study submitted to Council for comment. Awaiting final claims.	44,752	60,000	46,884
13100.	OP - 2007/08.Bushland Resources Management Milestone Achieved. Restoration of Lower Toongabbie on track for completion by June 2008.	55,000	65,000	63,498
13102.	OP - 2007/08.Parramatta City Centre C Milestone Achieved. City centre car share scheme linked to SMART grant (project 11996). Expenditure in June 2008 quarter.	20,000	20,000	0
13106.	OP - 2007/08.Waterways Litter Reduction Milestone Achieved. Project on schedule with remaining funds to be expended in June 2008 quarter.	50,000	50,000	16,624

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13107.	OP - 2007/08.Waterways Rehabilitation Milestone Achieved. Ponds Subiaco master plan preparation underway. Community and schools consultation completed.	100,000	100,000	23,936
13169.	OP - 2007/08 Asbestos Removal Milestone Achieved. Project at Model Farms Reserve complete. Lake Parramatta project to be completed by June 2008.	50,000	44,144	24,784
13170.	OP - 2007/08 Bushland Protection & Noxious Weeds Milestone Achieved. Project on schedule for completion by June 2008.	327,000	327,000	205,528
<u>PROTECT ENVIRONMENT</u>				
12858.	OP - TBL - Model for Duck River Milestone Not Achieved. Project delayed pending appointment of Project Officer to manage project. Interviews undertaken and preferred candidate selected. Interim report prepared and sent to DECC.	113,000	113,000	0
13101.	OP - 2007/08.Cities for Climate Protection Milestone Achieved. Successful Earth Hour event undertaken including candle light dinner and community event. Other actions include design of sustainable garden for Childcare Centre and purchasing of sustainable products to promote environment. Proposed solar voltaic panels considered not viable for Jubilee. Proceeding with supply and installation of Solar Hot Water Systems on other Childcare centres resulting in savings in energy.	94,000	94,521	16,864
	Project with purchasing adjustment relating to 2006/07			(23,856)
Total For Operating Projects		896,135	916,048	402,792
TOTAL FOR ENVIRONMENT PROGRAM		2,900,160	2,908,011	1,311,815

13.0 ROADS, PATHS, ACCESS AND FLOOD MITIGATION PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION



13.10 ROADS, PATHS, ACCESS AND FLOOD MITIGATION PROGRAM EXPENDITURE²²



²² Refer to Page 53, 54 of 2007/08 – 2010/11 Management Plan.

Roads, Paths Access and Flood Mitigation Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
Provision of roads, footpaths and bicycle facilities												
Bicycle network	(1)	3	4	4	-	4	238	363	125	484	484	-
Bridge management	-	5	5	7	-	7	191	186	(5)	186	194	(8)
Pedestrian network	1,999	1,653	(347)	2,290	2,513	(223)	1,506	1,514	8	2,222	2,663	(442)
Road management	2,885	2,764	(120)	3,749	3,401	348	4,191	5,156	965	7,123	7,175	(52)
Stormwater drainage												
Stormwater infrastructure	457	665	207	932	947	(15)	1,022	1,982	960	2,732	2,532	200
Stormwater prevention and management	(74)	194	268	257	188	69	196	1,311	1,116	1,690	1,924	(234)
Transport support services												
Car parking	3,337	4,003	665	5,125	4,199	926	-	-	-	-	-	-
Public transport	-	2	2	2	2	-	32	61	29	100	100	-
Program Total	8,603	9,288	685	12,366	11,250	1,116	7,376	10,573	3,198	14,536	15,073	(536)
User charges and fees	8,193	8,628	(434)	11,750	10,950	(800)	-	-	-	-	-	-
Other revenues	10	8	2	10	10	-	-	-	-	-	-	-
Grants	585	882	(297)	1,176	1,176	-	413	1,135	(722)	1,637	2,124	487
Contributions and donations	927	887	41	1,183	1,216	33	83	62	21	83	126	43
Total gain on disposal of assets	-	-	-	-	-	-	-	-	-	-	-	-
Revenue	9,715	10,404	(689)	14,119	13,352	(767)	496	1,197	(702)	1,719	2,250	530

Project Milestones Achieved

95%

Roads, paths access and flood mitigation Major Highlights Services and Projects

Projects

Projects relating to the Roads, Footpaths and Bicycle Facilities have achieved milestones and are schedule for completion by June 2008. This includes the Program's three largest budget projects (PAMP, Road repair and Maintenance and Kerb and Gutter repair). There was significant underspending for projects relating to Stormwater infrastructure, Prevention and Management works and Road Management. This was attributed to the phasing of a small number of large budget projects (eg. \$800K for Voluntary purchase of two flood affected properties) which are currently approved and schedule for completion by the fourth quarter. There are three budget forecast variations (up) under the Pedestrian Network, Road Management and Stormwater Prevention works. The latter involving expected grants to be received as part of Year 2 of the Sustaining the Parramatta River project (12873).

Within the Roads, Paths, Access and Flood Mitigation Program there are a number of projects where revotes are expected into 2008/09. Significant revotes anticipated include Shuttle Bus Procurement (13576), Civil Construction (13047), Roads to Recovery (13050) and Sustaining the Parramatta River (12873). Other anticipated revotes (and reasons) are documented within the specific project comment section of this quarterly review.

Services

Footpath Maintenance is overspent on the year to date budget. This has been pulled back slightly from the December 2007 review as the team redirects focus to Capital Projects. The budget overspend is largely the result of two factors. Firstly there has been a significant improvement in productivity, which has resulted in an increase in materials and contracts as well as the use of specialised external plant and equipment not currently available in Council's Fleet of machinery, including Excavators and Bobcats. Secondly there has been significant expenditure on the maintenance of the footpaths within the CBD as failures were becoming a danger to pedestrians. This has also required the use of specialised external providers, which the 2008/09 Budget will address via a dedicated CBD Path Paving Team. The fourth quarter will see the team focus primarily on completing Capital Works Projects in progress. Emergency reactive maintenance will be undertaken where there is significant risk in not completing the work. As a consequence there is an increased forecast budget for the Pedestrian network and a decreased forecast for Road Management, resulting in an overall near balanced forecast variance. Stormwater Drainage services are currently underspent with significant expenditure proposed during the last quarter.

Under Car Parking, revenue from parking stations is projected to be significantly lower than budget as the increase in revenue expected from increased charges in October 07 has not eventuated as patronage has fallen off in response to the increase. Patronage is now returning to pre-October levels but this will not improve the position this year. The reduced revenue is offset by significantly lower operating expenses. Revenue and expenses have been reforecast downward for a net bottom line reduction of \$230K. Expenses for parking meters maintenance and management are significantly lower than budgeted and have been reforecast down also.

13.20 ROADS, PATHS, ACCESS AND FLOOD MITIGATION PROGRAM PROJECTS PROGRESS REPORT²³

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
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Capital Projects

BICYCLE NETWORK

12507. CAP - 2006/07 Regional Bicycle Facilities 34,000 34,000 34,000
Milestone Achieved. Draft received from Urban Arc consultants for the 2008 Bike Plan & being consulted with Council staff & Cycleway Advisory Committee. To be completed by May 2008.

13075. CAP - 2007/08.Regional Bicycles 200,000 200,000 28,593
Milestone Achieved. Section of the Parramatta Valley Cycleway from Brodie St to Subiaco Creek Rydalmere \$60K - underway - to be completed by May 2008. Eric Primrose Reserve Stage 3 - \$140K - underway & scheduled to be completed by April 2008.

13076. CAP - 2007/08.Local Bicycles 250,000 250,000 175,666
Milestone Achieved. Oakes Rd to Goliath St Winston Hills Cycleway - The drainage works being constructed in conjunction with this cycleway have been completed. The cycleway will be constructed within the June 2008 quarter.

BRIDGE MANAGEMENT

12520. CAP - 2006/07 Bridge Repair & Maintenance 186,021 193,801 191,306
Completed.

PEDESTRIAN NETWORK

12477. CAP - 2006/07 Epping TMAP 0 380,000 9,618
Milestone Achieved. Works substantially underway and will be completed during the June 2008 quarter.

12502. CAP - 2006/07 Paths Foreshores 170,000 170,000 170,000
Completed. Shared pathway along Parramatta River foreshore below Riverside Theatre, between Church St & Marsden Rd - completed. Also partly funded under related Projects 13072 (\$200K) & 12502 (\$242).

13053. CAP - 2007/08. Pedestrian Access Mobility Plan 1,000,000 1,000,000 843,981
Milestone Achieved. Program of works on track for completion in June 2008 quarter.

²³ Refer to Page 78, 79 of 2007/08 – 2010/11 Management Plan.

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13054.	CAP - 2007/08. Bridge Street Epping Milestone Achieved. Transport Infrastructure Development Corporation's (TIDC) components of the works are scheduled for completion by mid May 2008. Council's component of the works to follow.	120,000	120,000	11,250
13056.	CAP - 2007/08. Local Network Services Milestone Achieved. Three of the eight projects have been issued for construction. The remaining five projects are in the final stages of design and will be constructed during the June 2008 quarter.	200,000	200,000	7,927
13059.	CAP - 2007/08. Urgent Ward Works Milestone Achieved. All issued works complete.	401,700	401,700	76,605
13355.	CAP 2007/08 Darcy Street Laneway Milestone Achieved. Works complete. Contributions towards the work to be received during June 2008 quarter.	0	43,397	38,413
<u>PUBLIC TRANSPORT</u>				
13112.	CAP - 2007/08. Street Furniture Milestone Achieved. Works program on track.	100,000	100,000	32,048
<u>ROAD MANAGEMENT</u>				
11746.	Opening Church St Mall Completed.	14,564	14,564	14,564
12491.	CAP - 2006/07 New Rd Construction Milestone Achieved. Outstanding street lighting works being finalised.	73,383	73,383	55,874
12577.	CAP - 2006/07 City Centre Transport Plan Milestone Achieved. Expected final draft for the traffic modelling and study is anticipated for July 2007. Budget increased to cover additional traffic modelling work required associated with Civic Place development.	83,183	110,500	88,858
13044.	CAP - 2007/08. K&G Repair (Assoc) Milestone Achieved. This project is closely aligned with Project No. 13055. Both expenditure and budget for this project should be reviewed in conjunction with Project No. 13055.	900,000	900,000	1,025,316

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13047.	CAP - 2007/08.Civil Construction Milestone Achieved. Designs being finalised, works to be constructed during the June 2008 quarter.	400,000	400,000	46,005
13049.	CAP - 2007/08.Blackspot Treatment Milestone Achieved. The program consists of construction of two roundabouts. Both designs have been completed. Construction to commence early April 2008.	250,000	250,000	35,250
13050.	CAP - 2007/08.Roads to Recovery Milestone Achieved. Marion Street design completed. Tenders for the Marion Street, Parramatta drainage and road rehabilitation works close mid April 2008. It is anticipated that works will commence mid June with a total expenditure for 2007/08 of \$100k. This project is fully funded by the Federal Department of Transport and Regional Services on a do and charge basis. The remainder of the budget will be rolled over to 2008/09.	619,004	619,004	64,374
13052.	CAP - 2007/08.Local Traffic Facilities Milestone Achieved. One of the three projects has been issued for construction. The remaining two are in the final stages of design and will be constructed during the June 2008 quarter.	150,000	150,000	40,187
13055.	CAP - 2007/08.Road Repair & Maintenance Milestone Achieved. Works program on track for completion by June 2008.	4,582,500	4,582,500	2,818,581
13061.	CAP - 2007/08.Mobbs Lane Shops Car park Milestone Achieved. Design being finalised with construction to be completed during June 2008 quarter.	50,000	50,000	2,093
13575.	2007/08 Railway Parade Milestones Achieved. Design being finalised. Works to be undertaken during the June 2008 quarter.	0	25,000	0
<u>STORMWATER INFRASTRUCTURE</u>				
12479.	CAP - 2006/07 Flood Mitigation Milestone Achieved. Ollie Webb flood mitigation works complete. Some minor enhancements being undertaken during the June 2008 quarter. A proportion of unspent funds back to special rate reserve.	624,578	406,014	285,793
12483.	CAP - 2006/07 Lake Parramatta Dam Milestone Achieved. Works progressing as planned and to be completed by the end of June 2008.	256,605	256,605	69,675

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
12484.	CAP - 2006/07 Parramatta City Council River Wall Milestone Achieved. 2007/08 stage of works nearing completion. Progress claims during June 2008 quarter.	613,745	613,745	177,652
12486.	CAP - 2006/07 Drainage Construction Milestone Achieved. Work near completion. Outstanding invoices being paid during June 2008 quarter.	96,887	96,887	70,021
13045.	CAP - 2007/08.Camelia Drainage Works Milestone Achieved. Investigations progressing as planned for works at the end of Grand Avenue. Funds to be fully expended by the end of June 2008.	150,000	150,000	27,410
13048.	CAP - 2007/08.Drainage Construction Milestone Achieved. This program consists of five construction and one design projects. The two major construction projects in Bago and Tabooba Streets have been completed. The remainder of the works will be completed during the June 2008 quarter.	600,000	600,000	287,793
13051.	CAP - 2007/08.Flood Mitigation Milestone Achieved. This program consists of four design/investigation projects and one construction project (Lister Street). Quotations for the Lister Street works close early April and will be constructed during the June 2008 quarter.	390,000	409,000	103,208
<u>STORMWATER PREVENTION AND MANAGEMENT</u>				
13109.	CAP - 2007/08.Floodprone Property Acquisition Milestone Achieved. Report to Council approved for voluntary purchase of 2 flood affected properties. Project closed and funds re-distributed to two newly created property specific projects 13271 and 13286.	800,000	0	0
13271.	97 Spurway St Ermington Milestone Achieved. Voluntary purchase of flood affected property as approved by council. Formerly part of Project 13109 (Roads Program) since closed. Contract is being prepared.	0	400,000	1,400
13286.	Purchase of 23 Budgeree Milestone Achieved. Voluntary purchase of flood affected property as approved by council. Formerly part of Project 13109 (Roads Program) since closed. Contract is being prepared.	0	400,000	1,400
13465.	Leica Surveying Total Station Milestone Achieved. Equipment purchased for commencement of stormwater drainage survey. Budget transferred from Project 13167 to permit capitalisation.	0	83,750	83,750

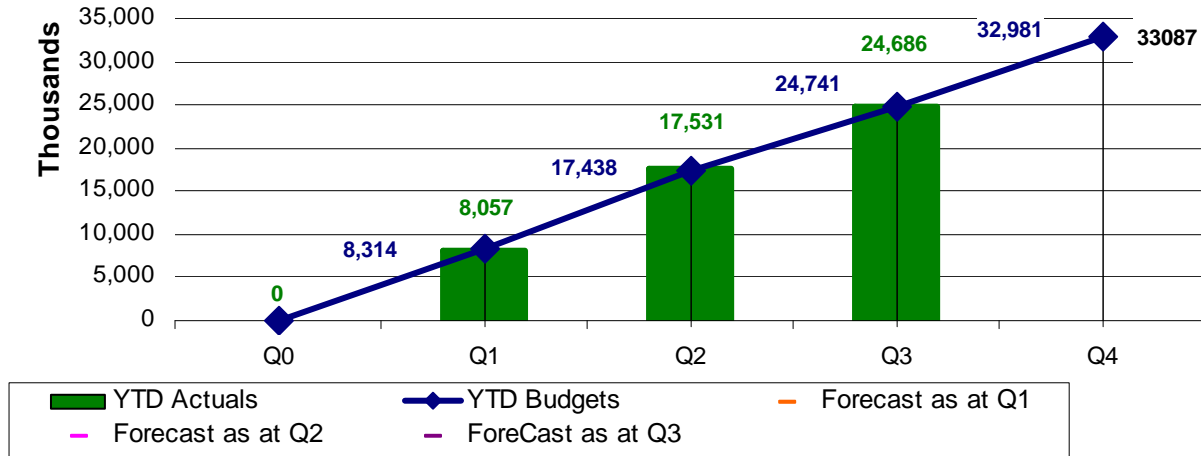
Projects with purchasing adjustment relating to 2006/07

(84)

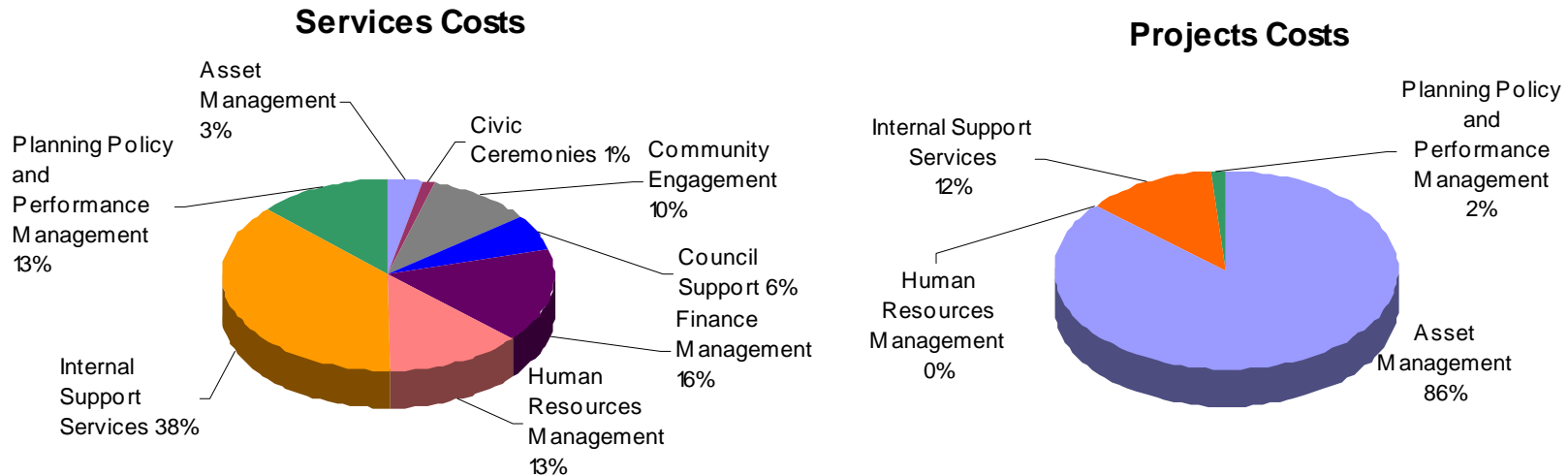
Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Total for Capital Projects		13,316,170	13,683,850	6,918,527
Operating Projects				
<u>PEDESTRIAN NETWORK</u>				
13110.	OP - 2007/08.Parramatta City Centre Milestone Not Achieved. Project cancelled due to anticipated \$15K grant funding being unsuccessful. Matching \$15K revenue funding back to reserve.	30,000	0	0
13168.	OP - 2007/08 Footpath Repair Completed. Program fully expended.	300,000	348,222	348,221
<u>STORMWATER PREVENTION AND MANAGEMENT</u>				
12480.	OP - 2006/07 Floodplain Risk Mgt Milestone Achieved. Brief issued to consultants for quotations on Duck River floodplain risk plan. Expenditure expected in June 2008 quarter.	175,186	175,186	0
12873.	OP - Sustaining the Parramatta City Council River Milestone Achieved. Water sensitive urban design and capital works have commenced at Church Street South and Guildford laneway. Project officer and consultant to commence last quarter. Budget increased based on accrued grant income from State government. This is a 3 year project across seven council areas.	345,000	697,000	27,273
13046.	OP - 2007/08.Catchment Modelling Milestone Achieved. Consultants report submitted to Council for review.	100,000	100,000	58,284
13108.	OP - 2007/08.Floodplain Risk Management Milestone Not Achieved. Preparation of consultant brief for the Mid-Parramatta River floodplain risk plan delayed. Funds back to the respective reserves for 2008/09.	120,000	2,254	2,254
13167.	OP - 2007/08 - Asset Management Data Collection Milestone Achieved. GPS data equipment purchased and capitalised to Project No. 13465, hence a budget change in accordance. Stormwater Survey to begin in June 2008 quarter.	150,000	66,250	21,356

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
	Projects with purchasing adjustment relating to 2006/07			(138)
	Total For Operating Projects	1,220,186	1,388,912	457,249
	TOTAL FOR ROADS, PATHS ACCESS AND FLOOD MITIGATION PROGRAM	14,536,356	15,072,762	7,375,776

14.0 CITY LEADERSHIP AND MANAGEMENT PROGRAM SERVICES EXPENDITURE EXCLUDING DEPRECIATION



14.10 CITY LEADERSHIP AND MANAGEMENT PROGRAM EXPENDITURE²⁴



²⁴ Refer to Page 59, 60 of 2007/08 – 2010/11 Management Plan.

City Leadership and Management Expenditure	Services Cost (\$,000)						Projects Costs (\$,000)					
	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance	YTD Actual	YTD Budgets	YTD Variance	Annual Approved Budget	Forecast	Forecast Variance
City leadership												
Civic ceremonies	99	314	214	402	371	32	-	-	-	-	-	-
Community engagement	2,835	2,570	(264)	3,395	3,405	(9)	1	4	3	4	4	-
Council support	1,400	1,567	167	2,104	1,923	181	-	-	-	-	-	-
Planning policy and performance management	3,113	2,999	(114)	3,937	4,199	(262)	55	68	13	90	90	-
Corporate management												
Asset management	981	816	(165)	915	1,078	(164)	3,291	3,372	81	4,455	5,029	(575)
Finance management	3,349	3,674	325	5,391	5,309	81	-	-	-	-	-	-
Human resources management	3,863	3,145	(718)	4,206	4,332	(127)	13	12	(1)	12	12	-
Internal support services	9,047	9,657	610	12,631	12,470	161	558	375	(183)	433	703	(270)
Program Total	24,686	24,741	55	32,981	33,087	(106)	3,917	3,830	(87)	4,993	5,838	(845)
Rates and annual charges	75,071	74,938	134	75,049	75,071	22	-	-	-	-	-	-
User charges and fees	608	460	148	614	614	-	-	-	-	-	-	-
Interest	1,742	2,522	(780)	3,362	2,292	(1,070)	-	-	-	-	-	-
Other revenues	1,026	776	250	1,010	1,223	213	0	0	0	0	0	0
Grants	4,683	4,407	276	5,610	5,610	0	0	0	0	0	0	0
Contributions and donations	345	222	123	295	438	142	0	0	0	0	0	0
Total gain on disposal of assets	113	0	113	0	0	0	0	0	0	0	0	0
Revenue	83,588	83,324	265	85,941	85,248	(693)	0	0	0	0	0	0

Project Milestones Achieved

100%

City leadership and management Major Highlights Services and Projects

Overall, the City Leadership and Management program is within budget. There were a number of variations within the detail of the program that have balanced out favourably, offsetting some significant reductions in income, primarily in interest from Council's investment portfolio.

Some of the savings were in depreciation, HR expenses, City strategy, legal expenses and communications.

There were some areas where costs either exceeded budget or were unexpected. General Managers' recruitment, records costs involved in addressing a backlog in scanning and archiving. While telephone and communication appears overspent, this is expected to come in on budget by the end of the year as a result of savings from the new telecommunications contract.

Projects

The review of the value of Council's buildings, structure and land (required by the Department of Local Government in the 2007/08 Financial year) is largely complete. The project identified some additional opportunities to improve Council's land database. Once these are addressed, the valuations will be finalised and incorporated into Council's asset register. This project has been a significant undertaking and positions Parramatta to better understand the true value of these assets and incorporate these values into our financial modelling.

An additional project has been included in the program to show modifications to buildings to accommodate staff transfers resulting from the City Services Restructure. The project is funded from one off savings in staff costs resulting from the restructure. There is also an additional project for some minor building works to the customer foyer in Darcy St. The police provided Council with a report on the safety aspects of the front counter area that said it required modifications to address security. At the same time, there will be some minor modifications to address OH&S issues.

14.20 CITY LEADERSHIP AND MANAGEMENT PROGRAM MEASURES²⁵

Measure: Number of service requests (CRM) received (CE)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			8,014	9,404	10,729
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	2,758	2,965	2,616	4,606	6,288
Comments: There has been a 73% increase in the amount of Service Requests received since the December quarter. The amount of Service Requests received for the same quarter last year has more than doubled. This figure can be partly contributed to by the introduction of Waste requests into CRM. There were 2536 waste requests received this quarter as opposed to 1585 waste requests last quarter.					

Measure: Number of service requests (CRM) completed (CE)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			7,453	7,744	10,115
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	2,492	2,966	2,553	4,111	5,729
Comments: There was a 71% increase in the amount of Service Requests completed this quarter compared with the December quarter; again this figure can be partly contributed to by the introduction of waste requests into CRM.					

²⁵ Refer to Page 61,62,63 of 2007/08 – 2010/11 Management Plan.

Measure: % of CRM's responded to within agreed timeframe (CE)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			67%	72%	72%
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	68%	71%	69%	83%	84%
Comments: The number of Service Requests completed within the agreed timeframe has increased by 1% in comparison to the last quarter, and increased by 16% on the same period last year.					

Measure: Number of correspondence received (Records & Local)			2004/05 Actual	2005/06 Actual	2006/07 Actual
			103,422	106,026	108,067
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actual	27,753	25,608	26,661	30,105	31,646
Comments: There has been a significant increase in documents registered to Councils Corporate Document Management System (TRIM).					

Measure: % of incoming correspondence 'actioned' in TRIM within agreed timeframe (Records)				2005/06 Actual	2006/07 Actual
				72%	71%
	Mar 07	June 07	Sep 07	Dec 07	Mar 08
Actuals	68%	67%	64%	69%	70%
Comments: This is an improvement on all four previous quarterly results.					

Measure: Number of phone calls offered at Customer Service Centre (answered and abandoned) (CE)					2005/06 Actual	2006/07 Actual
					190,628	169,438
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	June 06
Actual	15,968	16,439	17,508	12,672	15,348	13,753
	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Actual	14,392	16,689	15,167	13,826	14,041	10,527
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	June 07
Actual	11,896	12,560	14,321	12,876	17,570	15,573
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07
Actual	15,244	18,394	14,570	17,179	16,200	12,638
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Actual	14,325	14,553	13,696			
Comments:						
<p>There has been a 9% increase in call volumes this quarter compared with the corresponding period last year and this can be partly attributed to the increase in Waste related calls, however, there has been a decrease of 8% on the December 07 quarter.</p>						

Measure: Number of calls answered at Customer Service Centre (CE)					2005/06 Actual	2006/07 Actual
					169,305	146,714
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	June 06
Actual	14,451	14,915	15,504	10,830	13,508	11,989
	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Actual	12,590	14,719	13,187	12,041	12,250	8,864
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	June 07
Actual	10,214	11,074	12,888	11,045	15,008	12,834
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07
Actual	12,497	15,686	12,338	15,496	14,580	11,356
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Actual	11,566	12,186	10,495			
Comments: As per comments above.						

Measure: % of calls resolved at First Point of Contact at Customer Service Centre (CE)					2005/06 Actual	2006/07 Actual
					89%	95%
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	June 06
Actual	88%	92%	94%	97%	95%	97%
	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Actual	98%	96%	98%	95%	95%	95%
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	June 07
Actual	99%	97%	92%	93%	89%	97%
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07
Actual	96%	96%	97%	94%	96%	96%
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Actual	94%	87%	91%			
Comments:						
Another pleasing result with % of calls answered at the 1 st point of contact above target for each month and the quarter.						

Measure: Number and % of incoming phone calls that are abandoned from Customer Service Centre (CE)					2005/06 Actual	2006/07 Actual
					17,313 or 8.7%	14,777 or 8.7%
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	June 06
Actual	1,535 or 9%	1,524 or 9%	2,004 or 11%	1,250 or 10%	1,227 or 8%	1,173 or 8%
	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Actual	1,208 or 8%	1,416 or 8%	1,340 or 9%	1,218 or 9%	1,297 or 9%	805 or 8%
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	June 07
Actual	1,079 or 9%	1,092 or 9%	1,001 or 7%	1176 or 9%	1606 or 9%	1539 or 10%
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07
Actual	1,381 or 9%	1,721 or 9%	1,327 or 9%	1683 or 10%	1620 or 10%	1282 or 10%
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Actual	1,568 or 11%	1,417 or 10%	1,294 or 9%			
Comments:						
Abandoned calls continue to be high and above targeted figure of 5%. Visits are planned to other Councils (who use the same Telephone software) to compare abandonment rates and the way these are reported. 70% of our abandon calls are dropping out within the first 5 seconds.						

14.30 CITY LEADERSHIP AND MANAGEMENT PROGRAM PROJECTS PROGRESS REPORT²⁶

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
Capital Projects				
<u>ASSET MANAGEMENT</u>				
10090.	Property Acquisition Program 3145 Completed. The legal costs were associated with a Class 3 Application from Home Wilkinson & Lowry - 1 Cocos Avenue.	900	900	900
12580.	CAP - 2006/07 Works Morton St Depot Milestone Achieved. Demolition of bowser at Morton Street Depot.	5,300	5,300	5,300
13062.	CAP - 2007/08.Light Commercials 3rd Quarter Expenditure at 44% of annual budget - Problem with sourcing environmentally friendly Light Commercial Vehicles as most manufacturers have moved from 4 to 6 cylinder models. Currently trialling the Falcon Dedicated LPG utility and looking at Turbo Diesel Models.	652,800	652,800	285,875
13063.	CAP - 2007/08.Passenger Vehicles Milestone Achieved. 3rd Quarter Expenditure at 66% of annual budget - on target to meet annual expenditure.	2,251,600	2,251,600	1,476,432
13064.	CAP - 2007/08.Trucks & Heavy Plant Milestone Achieved. 3rd Quarter Expenditure at 67% of annual budget - on target to meet annual expenditure.	1,385,600	1,385,600	935,022
13126.	CAP 2007/08 -Small plant Replacement 3rd Quarter Expenditure at 164% of annual budget - additional expenditure recovered through internal charges for the purchase of the small plant.	40,000	40,000	76,279
13263.	CAP - 2 Bright St Guildford Completed. Acquisition from Integral Energy completed.	1,500	398,921	394,227
13272.	CAP - 101A Part George St Completed.	108,585	108,585	108,602

²⁶ Refer to Page 79 of 2007/08 – 2010/11 Management Plan.

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
13356.	Darcy St Ground Floor Ref Milestone Achieved. Concept design completed. Final design and specification being prepared. The police provided Council with a report on the safety aspects of the front counter area that said it required modifications to address security. At the same time, there will be some minor modifications to address OH&S issues.	0	57,324	0
13585.	2007/08 Building Modifications New project for the modification of buildings to accommodate staff transfers resulting from the City Services Restructure. Project is funded from one off savings in staff costs resulting from the restructure. Modifications include moving the HR Training Room and IT Assembly room from Level 1 of the library building to level 2 of the Council chambers building, allowing City Assets and Environment staff to transfer from Darcy St to the library building.	0	120,000	0
<u>COMMUNITY ENGAGEMENT</u>				
11801.	Fit Out Level 12-Civic Place Milestone Achieved. Revisions of design and documentation for Level 12 fit out.	3,519	3,519	3,519
<u>HUMAN RESOURCES MANAGEMENT</u>				
13330.	07/08 SES Headquarters Air Con Completed.	11,990	11,990	11,990
<u>INTERNAL SUPPORT SERVICES</u>				
13209.	Purchase of PABX Milestone Achieved. The PABX is being purchased in three payments in 2007/08. The purchase is on track.	200,000	200,000	133,333
13279.	IT HW Purchases Milestone Achieved. Necessary upgrades to Council's network backup and server room air conditioning as a result of the network infrastructure and security review. In addition, we significantly upgraded our print room functionality through the purchase of high speed production colour printer.	233,000	503,000	424,254
Total for Capital Projects		4,894,794	5,739,539	3,855,844
Operating Projects				
<u>ASSET MANAGEMENT</u>				
11470.	AM2 Asset Management Plan Milestone Achieved. Core plan nearing completion. On course for completion by target date of September 2008.	8,341	8,341	8,341

Project No	Description	Annual Budgets	Annual Forecast	YTD Actual
<u>COMMUNITY ENGAGEMENT</u>				
11049.	2004/05 Parramatta 20/20 & Triple Bottom Line	125	125	84
	Milestones Achieved. The Implementation Plan for Parramatta Twenty25 is currently being reviewed as a result of key changes in personal and direction. The Prioritisation tool to assist in the prioritisation of Council resources has been further developed and refined and successfully used in the development of the budget. It is anticipated that the Implementation Plan will be developed to a consultation document by the conclusion of this financial year and will contain the actions which Council intends to undertake.			
<u>INTERNAL SUPPORT SERVICES</u>				
<u>PLANNING POLICY AND PERFORMANCE MANAGEMENT</u>				
13111.	OP - 2007/08.Fair Value Asset Valuation	90,000	90,000	55,000
	Milestone Achieved. The vast majority of valuation is completed. Expect full completion by end June 2008.			
	Projects with purchasing adjustment relating to 2006/07			(2,935)
	Total For Operating Projects	98,466	98,466	60,490
	TOTAL FOR CITY LEADERSHIP AND MANAGEMENT PROGRAM	4,993,260	5,838,005	3,916,334

15. March Quarterly Review Operating Statement (\$000)

Description	YTD Actuals	YTD Budgets	YTD Variance	Annual Original Budget	Annual Approved Budget	Forecast Variance	New Budget Forecast
REVENUE							
RATES AND ANNUAL CHARGES	84,898	84,660	238	84,545	84,767	125	84,893
SPECIAL RATES	5,255	5,243	12	5,191	5,243	5	5,248
USER CHARGES AND FEES	14,957	15,885	(929)	21,195	21,513	(1,290)	20,223
INTEREST	2,241	3,048	(807)	4,364	4,064	(1,215)	2,849
OTHER REVENUES	7,472	7,819	(347)	10,797	10,394	13	10,407
GRANTS - SERVICES	7,996	7,841	155	9,743	10,282	46	10,328
CONTRIBUTIONS AND DONATIONS - SERVICES	1,778	1,530	248	2,084	2,043	174	2,217
GRANTS - OPERATING PROJECTS	27	165	(138)	0	220	357	577
CONTRIBUTIONS AND DONATIONS - OPERATING PROJECTS	27	6	21	0	8	0	8
TOTAL OPERATING REVENUE	124,651	126,198	(1,547)	137,919	138,533	(1,785)	136,749
CAPITAL GRANTS - MANAGEMENT PLAN PROJECTS	1,060	1,258	(198)	1,368	1,801	250	2,051
CAPITAL GRANTS - OTHER	17	13	4	0	17	0	17
CAPITAL CONT. & DONATIONS - M PLAN PROJECTS	239	179	60	0	238	43	282
CAPITAL CONTRIBUTIONS AND DONATIONS - OTHER	4,175	4,186	(10)	4,081	5,581	(220)	5,361
TOTAL CAPITAL REVENUE	5,492	5,636	(144)	5,449	7,638	73	7,711
TOTAL REVENUE	130,142	131,834	(1,691)	143,369	146,171	(1,711)	144,460
EXPENSES							
EMPLOYEE COSTS	45,074	45,911	837	61,568	61,408	1,866	59,541
BORROWING COSTS	4,191	4,253	62	5,671	5,671	0	5,671
MATERIALS & CONTRACTS	19,144	21,473	2,329	27,206	28,670	1,270	27,400
OTHER OPERATING EXPENSES	17,164	18,065	901	23,056	23,513	261	23,252
CAPITALISED OVERHEADS	(89)	(1,475)	(1,386)	(1,799)	(1,895)	(1,848)	(47)
TOTAL SERVICES EXPENSES	85,485	88,227	2,743	115,703	117,367	1,549	115,818
OPERATING PROJECTS	1,785	3,238	1,453	2,670	4,122	(375)	4,497
DEPRECIATION	18,205	18,749	544	25,000	25,016	697	24,319
TOTAL OPERATING EXPENSES	105,475	110,215	4,740	143,373	146,505	1,871	144,634
NET OPERATING RESULT	24,668	21,619	3,049	(5)	(334)	160	(174)
Operating Result before Capital rev.	19,176	15,983	3,193	(5,454)	(7,971)	86	(7,885)

16.0 GLOSSARY OF TERMS

Services Costs	<p>Costs related to providing Council's services to the community, and meet statutory requirements.</p> <p>This includes all administrative costs, which are not specifically capitalised. Expenses related to these items do not create or contribute towards the creation of an asset.</p>
Projects Costs	<p>Capital expenditure works undertaken to enhance the capacity of Council to deliver existing or new services; purchase of assets or</p> <p>Operating expenditure, where there is only a single one-off commitment for a fixed period to achieve a specific deliverable that does not create an asset. This represents expenditure, which is over and above Council's expenditure on regular services. Operating projects expenditure is now included in the Ordinary Revenue and Operating Expenditure Budget as a separate line item.</p>



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