



Attachments

Ordinary Meeting

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

Monday 8 February 2010

Commencing at 7:30:00 PM for the purpose of considering items included on the Agenda.

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

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

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for the period 1st October to 31st December 2009

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Outcomes, Measurement and Actions for Governance

Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Support services provided to Councillors. (PA 1.1)	Staff reports returned to Council as required. Staff actions arising out of Council meetings carried out within agreed timeframe.	Production of Business Papers. Provision of Councillor Information packages. Monthly Briefing Report to Councillors. Management of Corporate Diary and Civic Events.	Business Paper Agendas printed and distributed PM Thursdays. Councillor Packages sent out PM Thursdays.
Access by the community to Council reports and information. (PA 1.1)	Production and public availability of Business Papers and Minutes to deadline. Percentage of access to Council information requests processed within 7 business days.	Meeting agendas available to public via web by COB Thurs prior to meeting. Meeting minutes available to public via web by COB Thurs after meeting.	All Agendas on the web PM Thursday. Minutes available on the web Thursday after the meeting.
Maintain Service Standards in relation to servicing Council's Special Purpose Committees and Working Groups. (PA 1.1)	Percentage of service targets met.	Timely production of Agendas and Minutes, management of membership, maintenance of attendance register and reporting to Councillors of Minutes and Items for Brief Mention. Publish Agendas and Minutes on Council's website.	All processes completed and within guidelines, meeting pre determined timelines.
Access to Council facilities. (PA 1.1)	Utilisation rates of facilities.	Council Chambers and meeting areas serviced.	37 Committee Meetings 38 Other Meetings 12 GMD Meetings 3 Key Staff Meetings 3 MIA's

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Timely community engagement on key issues and two way information flow between Council and the community. (PA 1.1)	Annual Precinct satisfaction survey. Number of referrals from Council to community and feedback received on these referrals.	Servicing Precinct Community Forums, Special Purpose Committees and Working Groups. Implement Community Engagement Policy. A community engagement framework consisting of a mosaic	<p>3 Mayoral Office Meetings 15 Offsite Workshops 2 Customer Service Training days 1 Corporate Induction 1 Staff Workshop 1 Councilors Workshop 1 MIAP Workshop 1 Australian Citizenship ceremony Beautiful Gardens competition Remembrance Day Christmas Choral Concert Be Local Buy Local Website Launch Afternoon Tea Community Cultural Grant Aft. Tea Australia Day Judging Day Aft. Tea Melbourne Cup Staff Aft. Tea Mayoral Lunch Taijo City Lunch Chinese Mayoral Visit Aft. Tea Bushcare Xmas Party Club Friday Xmas Party MIAP Panel Xmas Lunch HS&F Thankyou evening Manly Scenic Walkway 21st Bday Environment Centre Xmas Party Precincts Xmas Party Mayors Xmas Party Taijo City Cirs Visit Afternoon Tea</p> <p>Nine of the 12 Community precinct forums continued to meet during the reporting period. The Precinct Coordinator continues to look at ways to improve the system and with that in mind, Precinct Members were invited to take part in a stakeholder survey. In</p>

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Information and cultural exchange with other Councils and government organisations nationally and internationally. (PA 1.1)	Number and content of Sister Cities Programs conducted.	Implement Sister Cities program as endorsed by Sister City Committee.	A Virtual Exchange between Odawara and Manly – this programme was initiated due to cancellation of the 2009 Annual Student Exchange Programme. The proposal for a 'bush to beach project' with our Friendship City of Gunnedah is being investigated. Historic event of Sailor's Diary Handover to visitors from our Friendship City of Odawara, Japan at an official ceremony at Manly Council and then made its way back to his family after 66 years. Progressing Friendship City Relationship with Yeongdo-gu, South Korea.
General promotion of Council services and activities, including meeting Council's statutory requirements for reporting to the Department of Local Government. (PA 1.2)	Implementation of 12 month and 5 year Communications Strategy. Number of media inquiries serviced.	Production and distribution of Council's Annual Report, Management Plan and other Community Reports. Ongoing media liaison.	Council's communication team continued to provide support to the organization through the promotion of Council events, achievements and initiatives. We produced a range of promotional material, we distributed regular

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Administer Council's finances in accordance with all relevant statutory requirements.	Annual audit of Council's finances.	Administer rate system, collect other revenues, pay creditors and suppliers, and provide service support to all Divisions in administering their budgets.	Ordinary rates increased of 3.5 for 2009/10.
Develop a long term sustainable Financial Plan that supports Climate Change initiatives. (PA 1.2)	Key/ major infrastructure projects/Climate change programs funded. Outstanding Rates/Total Rate Income ratio at < 3.2% for 2009/10;	Review Investment Policy to ensure compliance with legislated requirements and maximize investment return.	2% Infrastructure Levy included as part of Rate Levy, levied \$463,600 to fund infrastructure projects. Over 36% of Rates collected in first quarter of 2010 Council's Investment are being invested in accordance with the Ministers revised Investment Order.
Develop a sustainable Purchasing Policy for all Council purchases. Initiate savings through the participation in the SHOROC Procurement Group. (PA 1.3.1)	Estimated savings and efficiencies generated.	Maximize opportunities for joint procurement. Ensure sustainability objectives are part of Council Tendering Policy including "Green Purchasing" where appropriate. Ensure that all staff are aware of their obligation under Council's Purchasing and Procurement	Joint Shoroc Tender for supply of Electricity Services let in September 2009, to commence 1 July 2010. All Tenders advertised are now on Manly Council Tenderlink website.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Service & technology support. (PA 1.3.1)	Continual improvement in technology solutions.	Policies. Technology Infrastructure, Records Management and administration. Identification and mitigation of risk for Council's technology investments.	Council has now connected an additional 5 out of 6 CBD locations with fibre optic cables, improving reliability of services throughout Council's IT network.
Staff development. (PA 1.3.1)	Implementation of Corporate Training Program. Percentage of permanent fulltime staff assessed on an annual basis. Bi-Annual Staff Climate Survey. Achieve accreditation as an Investor in People.	Salary Administration System. Staff Consultative Committee. Work/Life Balance Program. Corporate Training Program. Implementation of the Manly Management Development Program.	Maintaining SAS with the annual award increase adjustment made in November 2009 of 3.2%. Joint Consultative Committee has been reinvigorated, with all members attending specific training to enable a positive, productive and collaborative process. Work/life balance programs continue to be embraced by employees with Weight Watchers, yoga and massage resulting in a more positive and balanced approach to work and life. Performance Appraisals, inclusive of training plans, have been conducted and individual training needs identified. These will be consolidated into the corporate training and development plan for next quarter. This in turn contributes to the overall MMD program.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Manage claims. (PA 1.3.1)	Reduction in the number of claims received per annum.	Pro-active Risk Management, Insurance & OH&S.	Last Quarter 2008 20 claims. Last Quarter 2009 15 claims. 25% drop in claims majority of reduction is due to lower incidence of motor vehicle claims.
Real time monitoring of assets and infrastructure information. (PA 1.3.1)	Percentage implementation of new assets system.	Assets and Infrastructure Management and Reporting System. Revaluation of Assets to "Fair Value" in accordance with Department of Local Government schedule.	Preparation and Condition Audits of Council's roads underway. Approx. 65% of Council's roads have been audited. Remaining to be completed by February 2010. Road fair value scheduled by DLG for end of 2009/10. Preparation of draft Infrastructure Management plan underway, approx. 60% completed and draft to be completed by March 2010.
Clear and concise financial and management reporting. (PA 1.3.1)	Number of submissions received on Annual Financial Report.	Review Financial and Management Reporting systems.	Monthly "PowerBudget" Reports sent to Managers. Quarterly budget review reports within 7 days end of each quarter. Annual Financial Report for 2008/2009 presented to Council on 14 September 2009.
All areas of operation to be delivered with a focus on customer service. (PA 1.3.2)	Council's Annual Customer Satisfaction Survey and analysis of data for key areas.	All operational / work plans to incorporate customer service standards. One Stop Customer Service Counter.	Council's Customer Service Counter serviced 4,253 customers face to face and 7,231 customers over the phone in the quarter. This was in the average range for the past 3 years.
Improved transparency in handling customer disputes. (PA 1.3.2)	Number of complaints received and processed. Type of complaints received / trends over time (aiming for a	Review of Council's complaint management process against relevant standards	The TellUs service continues to be an effective tool for the managing of customer complaints and feedback.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
	reduction).		During the period 1 September 2009 to 31 December 2009 102 complaints were received by the TellUs account and all were resolved and finalised.

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Means and Resources to Achieve Objectives

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	48.1	Governance & Executive Support (5); Finance staff (10); CS administration staff (9); Customer Service (6); Human Resources (6.6); Technology Infrastructure (5); Communications (3); Sister Cities Coordinator (1); Precinct Coordinator (1); Chambers Catering and Meeting Coordinator (1.5); Casuals engaged as required for catering for Council's events and ceremonies.
Facilities (number of)		Council Chambers and meeting rooms
Plant: Vehicles (number of)	8	Finance cars (2); CS administration car (1); Executive/GMU cars (5).
Other Plant / Equipment (major items)		Technology Infrastructure equipment
Other major resources		

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Outcomes, Measurement and Actions for People and Place

Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Compliance with NSW planning reforms and amended planning legislation. (PA 2.1)	Percentage completion of new LEP by 2011, reported quarterly in Management Plan matrix.	Development of a Local Environment Plan (LEP) and Development Control Plan that is consistent with the amended planning legislation and directions.	A draft LEP and maps are being completed for presentation to Council and referral to DCP by mid year.
Development and adoption of a Community Strategic Plan and 10 year Resourcing Strategy by March 2010; One Year Operational Plan and budget by June 2010. (PA 2.1)	Adoption by Council for implementation from 1 July 2010.	Development and adoption of a Community Strategic Plan and 10 year Resourcing Strategy.	Council resolution of 1 June 2009 changed the implementation to Group 2 – adoption of the Community Strategic Plan and Delivery Program adopted by 30 June 2011. Project plan has been developed and implementation commenced.
A strategic approach to dealing with heritage in Manly. (PA 2.2 and 5.2.3)	Percentage completion of Comprehensive Heritage Review / Adoption by Council.	Completion of the Comprehensive Heritage Review and inclusion of recommendations in Council's development control plans as appropriate.	A further group of potential items is to be presented to the Heritage Committee in February 2010, and work is progressing on Heritage provisions for the new DCP including potential character areas.
Consideration of Social Capital issues within Council's strategic and forward planning Initiatives. (PA 2.2)	Social capital initiatives recorded within new integrated strategic plan (ISP).	Social needs of the Manly community are considered and documented within new integrated strategic planning (ISP) framework.	An updated Social Plan 2010-2011 has been prepared. It will ensure that the social and community planning needs of Manly LGA are addressed until such time as the Community Strategic plan is completed and adopted by Council in July 2011.
Metropolitan Planning Strategy and the North East Sub-regional Plan provide a strategic basis for Manly LEP 2011.	Approval by Department of Planning to exhibit Draft LEP consistent with their guidelines and legislation.	Address regional and sub-regional strategies in drafting LEP 2011.	Council's new LEP is required to conform to the Metro Strategy and the draft North-East Subregional strategy which sets out the

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
(PA 2.2)			Projected number of dwellings and jobs to be provided in the next 20 years.
Provision of quality library service. Local residents have access to the information they require for educational and recreational purposes and to enable them to make informed decisions and to participate in the democratic process. (PA 2.3.1)	Number of visitations. Manly LGA membership. Number of loans. Annual reference satisfaction survey (State Library coordinated). Number and type of programs conducted.	Manly Library open seven days per week. Key services provided: Loan services Same day reference service; Local history service; Access to technology service; Collection development and management service; Children's and target group programming and activities; Exhibitions and cross promotional activities; Exhibition of official Council material; Inter-Library loans; Home library service; Library Allot mobile service; E-books (accessible 24/7).	Door Count = 102,182 Loans = 101,054 Reference survey week results: 2611 questions; 99% answered on same day. Local Studies, 173 enquiries 3 author talks, 5 exhibitions 6 Genealogy workshops Back to Work tutoring Home Library = 1292 loans Library Allot = 881 loans Pre-school story time = 1,711 Baby Bounce = 598 Special story time = 68 Job hunting workshops Computer tutorials Children's craft workshops = 397 HSC Inside Break lectures Christmas wishing tree (>1,000 gifts) Christmas pantomime Halloween street party = 150
Enable all residents to be able to have easy access to and an appreciation of high quality cultural experiences and programs. (PA 2.3.2)	Number of visitations. Number and type of programs conducted. Number of new acquisitions formalized and catalogued New programs initiated and offered to target groups of children and Youth for variety of media.	Manly Art Gallery is open 6 days per week; installs 20 exhibitions p.a.; coordinates Public Art Program and Manly Arts Festival; manages Collection and Batten Bequest; extensive program of events and education services.	Visitors: 35,527 Exhibitions: 7 Public programs: 32 Group tours: 5 7 artists' talks in association with photography and TAFE exhibitions Accreditation by Museums Galleries Plans formulated for Gallery's 80 th anniversary in 2010. 6 major acquisitions: 3 Eunice

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Strengthen the bonds within key neighbourhoods that make up the Manly LGA. (PA 2.3.3)	Number of neighbourhoods and actual participants involved in specific neighbourhood projects / events.	Coordination of Meet Your Street program. To respond to key issues in the community at a neighbourhood level as resolved by Council.	10 Meet Your Street events
Delivery of Council's Annual Calendar of Festivals, Events, Ceremonial occasions and regular audience participation events. (PA 2.3.4)	Audience numbers. Sponsorships. Media coverage.	Major events: Manly Food and Wine Festival; Manly Jazz Festival; Manly Arts Festival; Ocean Care Day; Community Events (Christmas Choral Concert, Guringal Festival, International Women's Day, Australia Day); Dogs Day Out; Ceremonial Events (Anzac Day, Remembrance Day and Australian Citizenship ceremonies); Community engagement events: Dancing in The Corso; Saturdays @ Sunset; Arts & Craft Market; and Farmers Market @ Short Street Plaza.	1 Australian Citizenship ceremony Beautiful Gardens competition Coastline Management Plan launch Manly Jazz Festival (with sponsorship by Care Fusion) Manly Festival of Surfing Remembrance Day 4 World Food Markets 7 Saturdays at Sunset Fair Trade Markets Christmas Choral Concert New Year's Eve
Council actively manages visitation to Manly in the interest of providing the balance between residential amenity, business	Visitor numbers at Manly VIC. Reporting on one-off projects relating to tourism.	To provide an accessible and customer focused Visitor Information Centre that delivers information to visitors on products.	Average of 441 customers at the counter; Average of 736 customers through the door each day.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
development opportunities and sustaining the local environment. (PA 2.3.4)		a range of services and facilities available in the local area and on environmental sensitivities.	47 event approvals by VIC.
Well utilised community built and open space facilities available for a variety of uses consistent with the demands of the local community. (PA 2.3.5)	Number of bookings taken per type of facility. Filming and event approvals granted each year. Review of local residents' complaints log.	Filming approvals, event approvals, community centre bookings and reserve bookings. Sale of Columbarium niches at Manly Cemetery. Plan and facilitate Stage 2 of Columbarium wall & column.	Filming approvals: 5 Facilities bookings: 178 Columbarium niches: 2 sold Third wall of Columbarium built. Kerrie Park facility ready to open in Jan 2010. Income received: \$56,531
Provide a high standard of pedestrian accessibility, safety and comfort for all public transport users. (PA 2.4.1)	Reduction in pedestrian accidents/claims/complaints in the Manly LGA.	Implementation of the Manly CBD Pedestrian Access Mobility Plan (PAMPs). Condition audits of entire footpath network to prioritise maintenance works.	New footpaths constructed in Ponsorby Pde and Condanne St. Footpath maintenance works have been completed in Balgowlah Heights Precinct and are underway in Clontarf Precinct. Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed. North Harbour Reserve MSW footpath along seawall widening works underway.
Develop and promote Active Transport by encouraging alternate transport modes, walking, cycling, bus and ferry. (PA 2.4.2)	Increased public transport usage; long term decrease of car usage/ownership for local trips; Local pedestrian and cycle and motor vehicle surveys/audits of usage. Reportable indicator <i>Hop, Skip and Jump</i> bus monthly patronage.	Completion of the Manly Cycleway Network and Bike Plan. Regional Cycleway connections Shared paths construction and conversion. Operation of free bus service " <i>Hop, Skip and Jump</i> ". Attaining increased sponsorship and patronage.	Funding secured for new shared paths from Federal Government under Jobs Funds. Construction of shared paths to be completed by June 2010.
Improve the amenity and safety of the local road network.	Reduction in vehicle speeds in local streets.	Completion of various LATM schemes in the Manly LGA.	Alternate pedestrian refuge island design is reviewed for Hill Street as

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
(PA 2.4.3)	Reduction in road accidents reported annually. Increased public transport usage and long term decrease of car usage/ownership. Reduction in complaints and Traffic Committee items.	including: Fairlight LATM; Implementation of recommendations from Local Traffic Committee. CBD Parking Study Resident Parking Scheme Traffic accident analysis. Maintenance of Traffic Facilities.	part of Jobs fund project linking path from Lauderdale Ave and Balgowlah Rd. Ongoing implementation of Local Traffic Committee recommendations and major projects included in Council's works improvement program for future funding. CBD parking study completed and implemented. Proposal involving Raglan St is under review by RTA. Ongoing management of permit parking scheme. New Balgowlah permit parking scheme is being developed and report is underway.. Ongoing review and monitoring all accidents in Manly continuing and treatment measures identified and actioned as seen fit through Local Traffic Committee. Ongoing maintenance of all traffic control devices including lines and signs. Pedestrian safety through "pedestrian postcard" and "Drink Drive" projects are underway.

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Means and Resources to Achieve Objectives

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	49	Corporate/Strategic Planning staff (5.5); Cultural & Information staff (34); Transport & Traffic staff (3) Environmental programs (1) <i>Hop, Skip, Jump</i> bus service casual staff (5.5).
Facilities (number of)	4	Manly Library, Seaforth Library, Art Gallery and Museum, Visitor Information Centre.
Plant: Vehicles (number of)	8	7 cars and Manly Afloat vehicle
Other Plant / Equipment (major items)	9	Public access PCs; <i>Hop, Skip, Jump</i> buses (4).
Other major resources	106,000	Library collection
	1,115 paintings / works on paper; 332 ceramics; 1276 museum objects; 1552 historical photographs; 1450 historical documents	Art collection – valued at \$6,300,000 (2008).

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Outcomes, Measurement and Actions for People Services

Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
The provision of children's services to better support families. (PA 3.1.1)	National Accreditation and State Licensing: Utilisation rates to remain at 95% or higher (averaged across all services).	Children's service delivery: Roundhouse and Harbour View Long Day Care; Harbour View Occasional Care; Ivanhoe Park and Kangaroo Street Pre-schools; Family Day Care; Vacation Care Before and After School Care Immunisation Clinic.	Preparation for the extended hours of operation for Harbour View Children's Centre attended, including kitchen refurbishment and staff recruitment and selection. Hours of operation will be 0715 – 1815 from 4 January 2010. Development Application prepared for the Roundhouse, following the successful grant from DEEWR for building extension, to increase service capacity by 40 child care places. Successful accreditation for the Vacation Care service in October 2010. 100% occupancy achieved for long day care and preschool services. Marketing promotions of Family Day Care and Occasional Care services attended.
Enhance opportunities for local youth with activities that support development and social cohesion. Provide Council with advice on what youth need as part of Youth Council Committee meeting objectives.	Participant numbers per program.	Youth Services activities and programs: Adolescent and Family Counselling Service; Many Youth Council & events with Bands, Dance and recreational activities; Clearway Youth Club program;	Youth continued to be supported with a range of band nights, surfing and skating competitions, and education programs. Youth involved in the Penguin Warden program to promote environmental education and support.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
(PA 3.1.2) Provide information and support services to aged members of the Manly community to allow them to remain independent for as long as possible. Provide a facility to support activities suitable for older adults. (PA 3.1.3)	 Number of meals delivered by Meals on Wheels service. Number of social support services provided. Manly Club for Seniors membership, and activities information guides and brochures.	 Operations of : Meals on Wheels; Community restaurant, shopping & recreational excursions. Operation of Seniors Centre to provide a range of social & recreational activities.	 Updating of the Seniors Guide attended. Marketing of the Meals on Wheels service with new brochures distributed in October rates notice. Meal outputs continue to achieve HAOC targets set by ADHC. Continuation in social isolation network meetings with neighbouring Councils. Social support provided as recreational excursions, shopping excursions and community restaurants by MOW service.
 Provide professional lifeguard patrol at Manly Ocean Beach to ensure safety. Manage beach licences. (PA 3.1.4)	 Number of rescues and preventable actions. Compliance with risk management. Percentage of actions on the beach resulting in litigation.	 Operations of: The Ocean Beach Professional Lifeguard Service. Beach users license administration and monitoring.	 Preparation of beach signage to promote safety and acceptable standards of behaviour, including Surfers Code of Conduct. Maintained excellent safety standards with nil drowning statistics achieved.
Ensure Council is targeting services and initiatives across the key target groups identified in the Manly Council Social Plan, being: ATSLC Men Children 0 -12 years and Families Gay and Lesbian Communities Older People	Reporting on each initiative to Social Plan. Committee Meetings for : Youth Council Disability Access Meals on Wheels Children's Services occupancy rates statistics.	Community support and development: Funding assistance for Manly Community Centre; Administration of Community and Cultural Grants; Administration of Community Development Support and Education Grants (CDSE). Information & service referral. Youth program and activities	Annual grant allocated to Manly Community Centre, as well as capacity building support to assist in development of a MCC Business Plan. Community development in relation to address targeted needs re social isolation, health transport, aged services for men.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Youth CALD Communities Women People with Disabilities (PA 3.1.5)	Parent surveys.	provision.	GLAM program continues to meet each fortnight with 6-8 in attendance. GLAM is developing a program specific web page, with grant income from NSCAHS. International Day for People with a Disability celebrated 3 December with Sunnyfield and Club Friday clients as a barbecue event, with 80 in attendance. Once a week recreational program provided for 20 Club Friday clients with an intellectual disability. Youth programs provided to promote recreational, educational and sporting activities. Early childhood services maintained 100% occupancy for preschool and long day care services. OOSH services maintained 78% occupancy for October program, 50% occupancy achieved for before and after school care.
Provide a diverse range of aquatic activities, both passive and structured in Manly. (PA 3.2.1)	Visitations to Manly Swim centre each quarter. Diversity of user groups and programs provided.	The operation of the Manly Swim Centre in accordance with Public Health regulations, operating plan and budget requirements.	Total Visitation 1/8/09 - 31/12/09: 128,300 Services offered include, Swim School & squads, school lifesaving and Learn to swim programs, Aqua aerobics, public lap swimming & recreational swimming.

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Means and Resources to Achieve Objectives

Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	73.53	Social Planner (1); Community Care staff and Aquatic staff not including casual staff, carers and volunteers (72.53); Swim Centre has additional casual staff employed to ensure compliance with regulations, safe environment for public.
Facilities (number of)	11	1. Kangaroo Street Childcare and Youth Centre. 2. Ivanhoe Park Pre-school. 3. Roundhouse Childcare Centre. 4. Harbour View Children's Centre. 5. Manly Seniors and Meals on Wheels Centre. 6. Seaforth Community Centre. 7. Andrew Boy Charlton Swim Centre 8. Manly Life Saving Club. 9. North Steyne Surf Life Saving Club. 10. Queenscliff Surf Life Saving Club. 11. Seaforth Sporting and Community Pavilion. 12. Before & After School Care at leased premises from Manly Village Public School
Plant: Vehicles (number of)	9	7 motor vehicles and 2 x 12 seater buses
Other Plant / Equipment (major items)	2	1 Quad bike and 1 jet ski
Other major resources		

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Outcomes, Measurement and Actions for Infrastructure Services

Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Delivery of Major Infrastructure Projects that are sustainable, safe and meet customer needs. (PA 4.1.1)	Number of projects completed on time and within budget.	Refer capital projects list – implementation of same.	Fairlight Shops Urban Improvements Masterplan Stage 2 design review underway. North Steyne footpath widening works completed. Ocean Beach Promenade Upgrade Stage 4 (Nth Steyne – Queenscliff) construction works underway. Landscape works to be completed by end of Feb 2010. Construction of secant pile wall to commence in middle of April 2010. Powder Hulk Bay public pontoon construction has been completed.
Transport infrastructure is constructed and maintained in a financially sustainable and safe manner, and meets customer needs. (PA 4.1.1)	Completion of Annual Maintenance and Capital Works Program on time and within budget. Number of insurance claims. Number of accidents reported.	Annual Capital/Maintenance Works Program implemented. Forward works program. Asset Management Plan.	Annual Capital and Maintenance works programs prepared and being implemented. New footpaths constructed in Ponsonby Pde and Candarine St. Preparation of draft Infrastructure Management plan underway. approx. 60% completed and draft to be completed by March 2009.
Areas of roads resurfaced and rehabilitated. (PA 4.1.1)	Completion of Annual Roads Program on time and within budgets. Road Network condition remains same level or	Annual Road resealing program implemented. Asset Management Plan and Pavement Management System implemented.	Annual road resealing program prepared and being implemented. Preparation and Condition Audits of Councils roads underway. Approx. 65% of Councils roads have been audited. Remaining to be completed

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
	improves. Condition Assessment of Road Network, 25% annually		Preparation of draft Infrastructure Management plan underway, approx. 60% completed and draft to be completed by March 2009.
Footpaths are maintained in a safe and financially sustainable manner. (PA 4.1.1)	Completion of Annual Footpaths Program on time and within budgets. Reduction in Extreme (>25mm) Footpath Conditions. Condition Assessment of Footpath Network, 25% annually. Number of trips/falls reported. Areas of footpath repaired/constructed. Number of insurance claims.	Annual Footpath program implemented based on condition audits. Asset Management Plan.	Annual road resurfacing program prepared and being implemented. New footpaths constructed in Ponsorby Pde and Candamine St. Footpath maintenance works have been completed in Balgowlah Heights Precinct and are underway in Clontarf Precinct. Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St completed. North Harbour Reserve MSW footpath along seawall widening works underway. Preparation of draft Infrastructure Management plan underway, approx. 60% completed and draft to be completed by March 2009.
Provide drainage infrastructure that is functional, effective and environmentally sensitive, and meets community expectations. (PA 4.1.1)	Reduction in number of customer complaints and claims. Completion of Annual Maintenance and Capital Drainage Works Program on time and within budgets. Number of flooding	Annual Capital/Maintenance Works Program implemented. Forward works program. Asset Management Plan. Stormwater Management Plan. Modelling and Analysis of Stormwater Network. Review On Site Stormwater Management Policy.	Annual drainage capital/maintenance program being implemented. Drainage Works completed at 151 Seaford Cr., 102 Seaford Cres, Harbournview Childcare at Ross St. Seaford Oval car park drainage works are underway.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Assets are managed in a financially sustainable manner, and meet community expectations. (PA 4.1,2)	claims/complaints. Number of flood related accidents. Length of pipelines constructed/reconstructed.	Asset Management Plan is developed and implemented. Maintenance and Capital Works done in accordance with Asset Management Plan. Full Integration of Asset Management System across Council.	Preparation of draft Infrastructure Management plan underway, approx. 60% completed and draft to be completed by March 2009 Ongoing Investigation of stormwater complaints. Modelling and Analysis of Stormwater Network for specific problems. Implement and apply On Site Stormwater Policy for DAs.
		Asset Management Plan is developed and implemented. Condition audits. Levels of Service. Inventory. GIS connection. Financial reporting. Corporate integration. Implementation of OpTAMS.	New Integrated Strategic Planning policy with Asset Management area for NSW Government. Preparation of draft Infrastructure Management plan underway, approx. 60% completed and draft to be completed by March 2009.
Provide a safe, efficient, cost effective and environmentally sustainable fleet that meets operational needs. (PA 4.1,2)	Reduction of Plant, Fleet and Equipment Life Cycle Costs. Annual review of Leaseback vehicles. Number of accidents related to Plant condition. Vehicle downtime. Vehicle running costs.	Fleet rationalisation/usage. Review leaseback policy whole of life costs and lease back/plant hire rates. Biodiesel review. Reduce number of accidents. Driver training.	Rationalization and review of Heavy Fleet operational needs completed. Heavy Fleet plant strategy for 09/10 is being implemented. Continual review of leaseback vehicles operational costs & market trends to provide a fuel efficient & greener light fleet.
Prepare and review of Emergency DISPLAN for Local	Effective response to an emergency and feedback from	Emergency DISPLAN. Manly Council provides a	Manly Council currently Chairs the Local Emergency Management

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Area. (PA 4.1.3)	training exercises conducted. Review of DISPLAN.	designated Local Emergency Management Officer (LEMO). Council to respond in concert with nominated combat agencies in official emergency situations and conduct training exercises in accordance with the above. Review mitigation strategies.	Committee (LEMC) SES presentation on tsunami to LEMC plus response to Council. List of Neighbourhood Safe Places during bushfire. State DISPLAN review.
Ensure that Council's community facilities are clean, fit and habitable for use for designated purposes. (PA 4.2.1)	Maintenance and Capital Building Works done in accordance with Asset Management Plan. Reduction in customer complaints.	Maintain Buildings and Facilities to a sustainable and functional standard.	Pioneer Clubhouse extension was completed to lock up. Manly Cemetery Columbarium Stage 3 was completed with minor works to occur in early January to refurbish the earlier two stages. Manly Library air conditioning replacement is currently underway with completion scheduled for January. Public toilets upgraded & completed include West Esplanade and East Esplanade All other community facilities also maintained to a sustainable and functional standard on an ongoing basis throughout the year. Total number of requests "actioned" was 516 incl. CARS, inspections & scheduled maintenance etc.
Maximise return to Council by appropriate utilization of Community facilities and properties.	Increase in bookings and income. Annual review of fees and	Provide an accessible booking system of all council's facilities available for hire and or use by members of the general public.	Facilities bookings: 178 Income received: \$56,531 Keirle Park facility to come on line in Jan 2010.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
(PA 4.2.2) Provide paid parking facilities within the Manly LGA. (PA 4.2.3)	charges. Usage figures of Council's four car parking facilities. Meter usage.	Manage, operate and maintain Council's four parking facilities: Whistler St; Pacific Waves building; Peninsula building; Manly National building. Improve usage across all four facilities, through improved marketing. Management of Council's parking meters.	During the September to December 2009 quarter a total of 349,732 vehicles used the four Manly CBD car parks, of which 237,594 (67.9%) exited inside two hours without paying. Revenue derived from this activity is ahead of budget projections, reflecting higher-level usage. Signs with instructions for using credit card payments at exit gates were installed in all car parks to assist with crowded autopay machines. All car parks were open free of charge on Christmas Day as per previous years. Parking meter usage has continued to increase when compared to the same period in 2008.
Ensure that the Geographic Information System is available to staff to assist Council business and customer service functions. (PA 4.2.3)	Internal staff survey of satisfaction with GIS system (bi-annual). Full Corporate Integration.	Maintain Corporate GIS and Land Information Systems. Increase level of GIS integration and use across Council.	Undertaken project to locate public waste bins throughout the LGA, assess condition of bin to assist asset management. Updated Authority software to reflect changes to 149 Certificate Guidelines (SEPP Exempt and Complying Development Codes).
Provide an integrated open space and bushland which is accessible, interesting, sustainable and meets the needs of the public users. (PA 4.3)	Measure current level of productivity. Review current works and services provided. Consult with staff on possible outcomes, targets and services	Calculate unit rates for services provided. Review current work practices, systems, schedules, processes and further develop change plans with staff.	Mowing contracts awarded and finalised. Audit site inspections carried out with Safety Officer.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Provide sporting fields that are able to support increased future usage. Provide sound and safe playing surfaces for users. (PA 4.3)	Percentage of weekends sports grounds open for use. Amount of usable open space area within a park or sportsfield. Decrease in % area seriously and moderately weed infested. KPI: Meet industry standard KPI: No or reduced number of injuries from surface. KPI: Retain green surface in a safe level.	Annual Topdressing of sportsfields. Re turfing of worn areas of grass. Maintenance of sportsfields and parks grassed areas by contract and where possible internal mowing services. Reduce water consumption by 50 %. Improve sporting grass and synthetic surfaces. Improve irrigation systems to achieve more efficient systems and water savings. (Seathorn Oval) Capital improvements to sports fields infrastructure. Additional line at Seathorn oval, and undergrounding of pump shed Leveling of field number 1 Keirle Park. Improvement to training grass areas on sporting ovals.	All sportsfields mowing cycle completed this quarter. Repairs to Balgownie oval synthetic wicket completed. Topdressing of Manly oval and Grahams Reserve.
Provide playgrounds that meet the current needs of the public.	Annual audit of playground equipment, sportsfields, parks	Auditing process that produces timely repairs, and maintains low	Sangrado Playground all processes complete for installation, installation

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
eg. playgrounds that are relevant to ages of the prospective user. Maintain play equipment in sound and safe working order. (PA 4.3)	KPI: Meet Australian Standard and Precincts.	risk to users. Implementation of the 5 year Playground Strategy. Maintain updated asset information on playgrounds. Maintain and upgrade play grounds & equipment in parks with best practice methods, and proactive implementation of maintenance.	Designs submitted to increase the height of the North Harbour Shade sail, works to be completed in Jan /Feb now.
		Maintain and improve the standard of equipment.	Playground inspections carried out in line with safety spread sheet cycle.
Present Manly to the public and the world and maintaining the cultural heritage of Manly. (PA 4.3)	Civic Amenity To sustain and maintain cultural heritage of civic gardens, piazzas, streetscapes, street plantings, and shopping centres, and to manage horticulture and arboriculture processes in Manly. To improve overall presentation of Manly. KPI: Number of complaints received. KPI: Agreed service levels are met. KPI: Low complaint ratio. KPI: Benchmarking.	Carry out regular maintenance of civic gardens and other park and open space gardens. Improve Civic Amenity. Sustain and maintain cultural heritage of civic gardens, piazzas, streetscapes, street plantings, and shopping centres Manage horticulture and arboriculture processes in Manly. Introduce more water saving plants to Manly. Scented Garden Ivanhoe Park. Ivanhoe Botanic Gardens signage and interpretive signage. The Corso gardens and presentation maintenance. Reduce water usage to a lower % wherever possible.	Ocean Beach South Steyne 400m ² of turf laid opposite Manly Pacific.
Trees in Manly are pruned twice per year on cycle to alleviate	Annual Audit and maintenance of trees, number of cycles per	Maintain and manage trees in all public areas including protection	Cyclic tree works started 1st August 2009, Tree cyclic works Precincts

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Issues with street trees and park trees. Reduce the incidence of illegal tree removals in Manly. Action customer requests, and improve customer service. (PA 4.3)	year. Number of Tree Preservation Orders per quarter. Reduction in escalation rate weekly. KPI: Low rate of escalation.	and care of Norfolk Island Pines. Manage compliance with Tree Preservation Order. Inspections and administer process, improve customer service response times, and improve communications back to customers.	completed Balgowlah, North Harbour, Fairlight Ivanhoe Park, Ocenia Beach, Little Manly, Corso. North Steyne Pines had 4 treatments of hormone this month. 148 Tree permits issued – Removal 34 Tree permits issued - Prune 312 TPO Inspections, 6 Breaches of the TPO 312 CRM tree related inspections (estimate). Customer request escalation rate down.
Improve and restore declining bushland. Revegetate or increase bushland corridors. Increase habitat for animals. Prevent decline of natural animal populations. Reduce noxious weed infestations public and private land. Keep waterways and estuarine communities free from weeds. Upkeep the Manly Scenic Walkway track and path areas. Ensure implementation of levy projects. (PA 4.3)	Audit annually. Bushfire management annual audit. Percentage of weed reduction to previous year. Increase in areas of endemic native vegetation. Replenishment of vegetation corridors. KPI: Benchmark industry standard. KPI: works completed within agreed timeframes. KPI: Action Plan deadlines met.	Review Action Plans for bushland reserves. Manage contract works. Carry out fire hazard reduction works annually. Provide strategic direction for Bushland. Implementation of Bushland Environment levy projects and maintenance. Manage threatened species habitat and populations. Audit for reduction of habitat. Audit of possible additional vegetation corridors.	Bush regeneration contracts were extended throughout the reporting period. Contractors undertook bushland maintenance work at the Manly Scenic Walkway (Lauderdale Ave, Tania Park, Ellery Punt Reserve, and Heaton Ave. Works also undertaken at Seaforth Oval, Burnt Bridge Ck, Bantry Reserve, & Woodland St. Council bush regeneration staff completed action plans for the six month period July to December 09. Action plans due to be reviewed again in January 2010.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Ensure that the cemetery is presentable and secure from damage. The fabric and history of the cemetery is maintained in line with Cemetery Conservation Plan. (PA 4.3)	Maintain cemetery grounds under contract. Install security measures to prevent vandalism. KPI: Number of customer complaints compared to customer compliments. KPI: Number of vandalism reports.	Noxious weed management. Develop a strategy for future bushland management and biodiversity management in Manly.	Progress 1st October to 31st December 2009 The revised Manly Scenic Walkway brochure was completed for distribution. Manly Scenic Walkway 21 st Anniversary was held on December 16 th to launch the new brochure and promotional sample bags. Tooliooa nursery were contracted to manage Council's seed collection and plant propagation project for the next 3 years. They will provide approximately 10,000 plants per year. 20 noxious weed inspections on private property were completed and 6 notifications sent during the reporting period. Contract maintenance cycle completed this quarter. Further weed control measures implemented to prevent weed accumulation on grave tops. Reduction in grave works carried out without approval.

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Means and resources to achieve objectives:	Current	Description / Comments
Staffing EFT	101	Divisional Manager (1) Office Manager (1) Urban Services Infrastructure engineers (8) Traffic staff(4) Admin staff(1) Civic Services/ Engineering/ Works/ Trades Staff, Mechanics/Labourer (36); Sub Contractors / Electrician & Plumber (various) Facilities Management (1) Licences and Leases staff (1) Property staff (2 GIS staff) Car parks staff (2) Manager Parks & Reserves (1) Parks and Reserves staff (27) Bushland Staff (15) Parks and Bushland Contractors (variable) Volunteer Bushcare workers (variable) Deputy General Manager (1) Project Manager (1)
Facilities (number of)	1	Council Works Depot, 46-48 Balgowlah Road
Plant: Vehicles (number of)	20	11 cars, 8 utilities plus 1 van equipped with basic tools
Other Plant/Equipment (major items)	102	Loaders/Trailers/Rollers/Compressors (9); Garbage Trucks (12); Civic Services trucks (10); Parks & Bushland trucks vehicle plant items (12); Trucks / Major Plant Items (49); Mowers, blowers, whipper snippers (10).
Other Major Resources	5	Crane (1) Truck Hoists (4)

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Outcomes, Measurement and Actions for the Environment

Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Protect threatened species habitat and populations. (PA 5.1.1)	Number of DAs assessed in relation to threatened species issues. Annual data on little penguin and long nosed bandicoot numbers.	Implement projects for the rehabilitation and protection of terrestrial, aquatic and marine ecosystems, and natural heritage.	<p><u>DAs – threatened species</u> During this quarter Staff have assessed approximately 12 threatened species development applications largely in relation to the Endangered populations of Little Penguins and Long-nosed Bandicoots.</p> <p><u>Little Penguins</u> Council has continued involvement in the Little Penguin Recovery Team and program this quarter, providing input on a number of projects. Of particular relevance to Council is assisting the penguin wardens in the protection of breeding Penguins at Manly Wharf and the Pavillion/Federation Point sites. Staff continued preparation of an interpretive panel at West Esplanade in addition to organising walkway stencils, arranging new year's eve protection measures and making additions to the wharf penguin barriers. Staff also provided input on the recovery team.</p> <p>Data for the 08/09 Little Penguin breeding season was reported on last quarter in detail. In summary it concluded that that overall the season was successful.</p>

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
			<p>The 09/10 breeding season date is not yet available given the season has not completed.</p> <p><u>Long-nosed Bandicoots</u> The May 2008 summary of the biannual Long-nosed Bandicoot survey reported that modelled total predicted individuals for the population at North Head was 114 +/- 8.</p> <p>Awaiting results from DECOW for modelled total predicted individuals for 2009.</p> <p><u>Cabbage Tree Aquatic Reserve Management Plan</u> The draft Plan of Management Regulation is now finalised for public exhibition.</p> <p><u>Fisher Bay Mangrove Ecosystem Restoration Project</u> Survival rate of planted 500 seedlings poor. Replanting planned. Ecosystem baseline monitoring on-going (Macquarie University)</p> <p><u>Seagrass friendly moorings</u> 25 seagrass friendly moorings installed. These will reduce damage to seagrass beds. 3-year monitoring program started.</p>

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Sustainable and planned, as opposed to 'ad hoc' development of Council controlled open space. Improved management of open space areas including the coast, estuaries and community land. (PA 5.1.2)	% of Actions implemented within adopted Management Plans for open space areas.	Develop and implement management plans for natural environment and open space areas.	<p>Preparation of the LM Graham Masterplan was on hold awaiting the results of designs for the swim centre and roundhouse.</p> <p>Progress on Tania Park PoM Masterplan – erosion and access improvement works – these were commenced on-site and will be completed next quarter.</p> <p>Ongoing implementation of the Keirle Park and Seaforth Oval Masterplans through Urban Services.</p> <p>The Final draft of North Harbour Coastline Management has been endorsed by the Harbour Foreshores & Coastline Management Committee. Ready for adoption by Council.</p> <p>Manly Cove Coastline Management Study completed and adopted by Council</p> <p>Final Draft of the Sandy Bay Landscape Masterplan has been endorsed by the Harbour Foreshores & Coastline Management Committee.</p> <p>Preparation of the North Harbour Reserve Landscape Masterplan has now commenced.</p>

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Administer the Environmental Levy including regular reporting to the community. (PA 5.1.2)	Number of projects implemented on time and to budget.	Environmental projects proposed to be implemented from the Environmental Levy (these are listed in Appendix along with background on the Environmental Levy).	Key projects progressed related to the following key program areas: Biodiversity & Bushland Program, Watercycle Management Program, Manly Lagoon Conservation & Remediation Program, Coastline Management Program, Education for Sustainability Program & Climate Change Program. The annual community newsletter was printed in the Manly Daily this quarter.
Reduce potable water consumption in Council facilities. Improve water quality in Manly Lagoon to primary contact and ecosystem health guidelines. Reduce greenhouse gas emissions and energy use by Council. Obtain funding towards climate change initiatives. (PA 5.1.3)	KL consumption in Council facilities from Sydney water meter readings. Water usage in 2008/09 Financial Year – 80,350 KL (compared to Water usage in 2000/01 – 176,205 KL) Analysis of pollutant loads in water column, stormwater inflow and sediments. Greenhouse Gas Emissions Inventory and energy bills. Latest inventory (for 07/08) indicates that Council's GHG emissions are in the order of: 14,300.6 tonnes CO2e Funding and voluntary contributions obtained.	Finalise Water Savings Action Plan and commence implementation. Commissioning of major Lagoon rehabilitation projects. Implement Point Source / Dry Weather sampling program. Prepare and implement a Carbon Neutral Plan for Manly Council, that is consistent with the widely accepted energy hierarchy of: <ul style="list-style-type: none"> reduce the demand for energy; increase/improve energy efficiency; purchase or generate renewable energy; and then finally purchase offsets, to become carbon neutral. Consultant has been commissioned to assist with the preparation of	Four yearly Water Savings Action Plan (2008/09 – 2012/13) adopted and approved by NSW Government. Implementation continuing and underway. Manly Lagoon Rehabilitation Works (sites 1 and 2) scheduled to be undertaken in early 2010. Tender Awarded. Draft REF completed. REF anticipated to be signed off by Manly and Warringah Councils and NSW Government by end Jan 2010. Dry Weather Sewer Leak Sampling Program on Manly Council foreshore of Manly Lagoon completed. Manly Council working with Warringah Council to implement Dry Weather Sewer Leak Sampling Program in Warringah Council foreshore.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Advocate and provide information on environmental issues. Provide people with an opportunity to raise issues of concern about the local and global environment as well as an opportunity to learn more, volunteer time, effort and skills towards addressing the same issues. (PA 5.1.3)	Number of volunteer hours per quarter: 1911 Number of programs / events per quarter: 3	carbon emissions reduction plan for Council and also the community. Their brief is to focus on the widely accepted energy/carbon hierarchy. Note: the carbon neutral target has since been amended by Council therefore currently working towards the new GHG emissions reduction goals set. Implement \$40 voluntary contribution scheme to fund initiatives that address climate change. Voluntary contribution scheme established and raised in the order of \$11,541 for climate change projects.	Background Stormwater Bacterial Load and Bio-retention Basin Stormwater Treatment Study also commenced. Staff commenced the Carbon Emission Reduction Project to reduce carbon emissions of Council in line with Council's recent resolution to reduce Council's carbon emission by 25% on the 2000 level by 2020. October: MEC attended and maintained an information stall at SHOROC Regional Sustainability Conference. Meeting with Maritime Museum staff to discuss shared activities. Participated and assisted with the 350.org event at North Steyne which received coverage on channels 2, 7, 9 & SBS and major newspapers. November: MEC continues working with North Curl Curl School, Manly Village, local artist, and Sustainability Team Leader on the Penguin interpretative signage at Manly Wharf.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
			<p>Intern finished early October with Report on The Aquatic Diversity of Manly Lagoon.</p> <p>Meeting with Sydney Observatory staff to discuss their participation in children's activities for Ocean Care Day</p> <p>Two interns from Southern Cross University and Bulgaria arrive.</p> <p>December:</p> <p>Annual, Ocean Care Day Festival, Sunday 6th December 2009, enormous success:</p> <p>Attendance from Sydney Observatory.</p> <p>Special guest Mark Horsman ABC Catalyst.</p> <p>Ocean Lab and partnership with Manly Hydraulics Lab (MHL).</p> <p>Project Penguin artwork from 6 local schools on display with students and teachers visiting the Penguin Pavilion.</p> <p>Penguin Plaza featured Penguin Wardens and activities.</p> <p>MEC Stall: Gave out over 300 paper giveaway bags and 100 smaller giveaway bags for children.</p> <p>Melting Earth Display on the beach coinciding with the commencement of the Copenhagen Climate talks.</p> <p>Over 40 volunteers on the day.</p> <p>MEC held a strategic and environmental education program planning day with staff members, 15th December 2009.</p>

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Ensure a sustainable future across diverse community sectors within Manly. (PA 5.1.3)	Number of projects implemented on time and to budget.	Environmental education programs conducted, targeted at encouraging sustainable tourism operations, improving practices of local builders, encouraging sustainable boating practices, conduct of events and programs showcasing Manly's natural environment, investigation of the establishment of a community garden, providing advice on Green Purchasing Initiatives, continuing Manly's Fair Trade initiatives with local businesses.	EIS programs created, conducted & evaluated, including: Green Up Your Life! community workshops: 'Give Your Unit a Green Makeover', 'Composting & Worm Farming Made Easy', 'Recycling the Right Way', Kimbriki Eco Garden Tour, Swap to Shop: Clothing Swap, 'Green Up Your Christmas', Green & Groovy recycled art sessions. December Fair Trade Markets. Staff Mer-recycled Christmas competition. Walk Against Warming. Staff Walk to Work & Ride to Work days. Staff Sustainability Tips. After-school care workshops. School and pre-school recycled Christmas craft. Sustainability Youth Forum.
High quality built environment complementing and improving local amenity and requiring minimal maintenance. Increase tree cover and soft landscape Protect existing natural landscapes and existing trees (PA 5.2.1)	Works staged, funded and developed in accordance with adopted plans.	Develop Masterplans for major reserves. Ongoing funding and implementation of Masterplans – seek additional matching dollar for dollar funding through grants e.g., Greenspace program, Sharing Sydney Harbour Access Program. Key projects include: Fairlight Shops Urban Improvements Masterplan implementation; North Steyne Footpath Widening; Stage 4 (final stage) Ocean Beach	Fairlight Shops Urban improvements Masterplan Stage 2 design review underway. North Steyne footpath widening works have been completed. Ocean Beach Promenade Upgrade Stage 4 (Nth Steyne – Queenscliff) construction works underway. Powder Hulk Bay public pontoon construction has been completed.

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Pollution prevention through active regulation. (PA 5.2.2)	Number of notices and orders issued.	Pollution prevention programs and regulation through Ranger Services and Environmental Health Inspections. Promenade Upgrade (Nth Steyne – Queenscliff); Stage 3 (final stage) Pittwater Road Street Tree Masterplan (including Tramway Plaza); Swirn Centre Upgrade; East Esplanade – Manly Scenic All-access link; Pioneer Clubhouse Upgrade.	18 Notices and Orders were issued for pollution matters during the reporting period. Pittwater Rd footpath maintenance including Street Tree Masterplan works between Pine St and Alexander St has been completed.
Proper regulation of development in accordance with sound and consistent planning controls. (PA 5.2.2)	Number of Development Applications lodged. Number of DAs 2007/08: 699 2008/09: 618 Number of Development Applications determined. Number of DAs 2007/08: 738 2008/09: 787 Average time taken to determine Development Applications. Maximum is 80 days. 2007/08: 89 days 2008/09: 89.18 days Value of Development Approvals: Total value of DAs 2007/08: \$207M	Assess development applications in accordance with Council's planning policies and plans. Review of DA Approval process as implemented in 2007 Negotiate for best environmental, social and heritage outcomes in proposed development within regulatory frameworks.	DAs received October to December = 159 DAs determined October to December = 145 Average time for DAs October to December was 73.7 days Cost of DAs October to December was \$27,263,887

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Key Outcomes	Measurement	Actions	Progress 1 st October to 31 st December 2009
Reduce material entering the waste stream, including increases in diversion rates.	Garbage rates designated as kg/capita/annum (KCA); Recycling rates designated as kg/capita/annum (KCA).	Putrescible waste kerbside collection service.	Primary and secondary school student workshops
Educate residents, schools, businesses, industry and visitors to avoid, reduce, reuse and recycle to assist Council in its commitment to waste minimisation.	Monitoring to reduce putrescible waste.	Vegetation, paper and container recycling kerbside collection service.	Development of green vegetation bin rollout.
Manage recyclable products on the basis of the reduce/reuse/recycle principle to maximise the diversion of material from the waste stream.	Diversion rates from landfill. State government requirement of 60% diversion rate by 2020.	Waste Education Service, including waste avoidance education.	Second-hand Saturdays
Extend the range of recyclable materials suitable for collection within Council services to continually improve both the volume of materials collected and the level of contamination of materials collected.		Trade Waste, putrescibles waste and recycling services.	Second-bin audits
(PA 5.3.1)		Events Waste Management service.	Develop E-waste plan
		Audit of waste stream.	Public place bin assessments
		Alternate waste solutions.	Community composting and recycling workshops.
		E-waste initiatives.	
A clean local amenity. (PA 5.3.2)	Street sweeping litres collected.	Cleansing of Council's publicly controlled places and spaces.	Tender let for the cleaning of Council's public buildings. Cleansing Draft Enterprise Agreement.

ATTACHMENT 1

Planning And Strategy Division Report No. 4 - Quarterly Update Report on the Management Plan 2009-2012

for the period 1st October to 31st December 2009

Management Plan Matrix

MANLY Council – Management Plan 2009-2012 Second Quarter Update 1st October to 31st December 2009
Page 38

Means and resources to achieve objectives:	Current	Description / Comments
EFT Staff	101	Environmental Scientists (6) MEC staff (3); Environmental Educators (3); Environmental Health Officers (3) Architect (1); DA staff (10); Heritage Planner (1); Waste education staff (2); Waste services staff (38); Cleansing Coordinators (3); Cleansing staff Env Services (2); Public Place cleaning (29); Cleansing Contractors (variable).
Other Plant / Equipment (major items)	22	NR Vehicles (2), DA staff cars (3), Waste staff vehicles (1); Environmental Educators vehicles (1); Educational Trailer (1); Street Sweepers Incl. Road sweepers, footpath sweepers (5); Beach Cleaner Incl. Tractor and towed rake (1); Trucks Incl. Open tipplers, van and utilities (8); Resources (1,000's at MEC)

END REPORT

ATTACHMENT 2

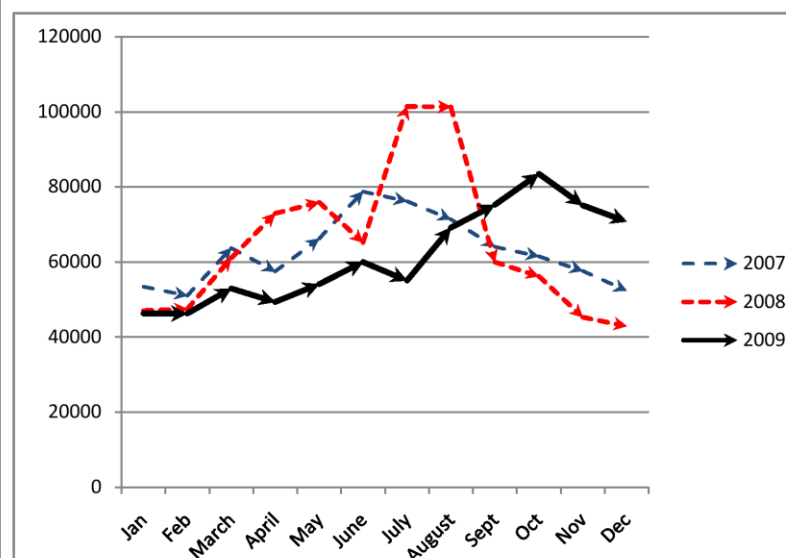
Planning And Strategy Division Report No. 4 - Quarterly Update Report on the Management Plan 2009-2012

for the period 1st October to 31st December 2009

PROGRAM KPIs

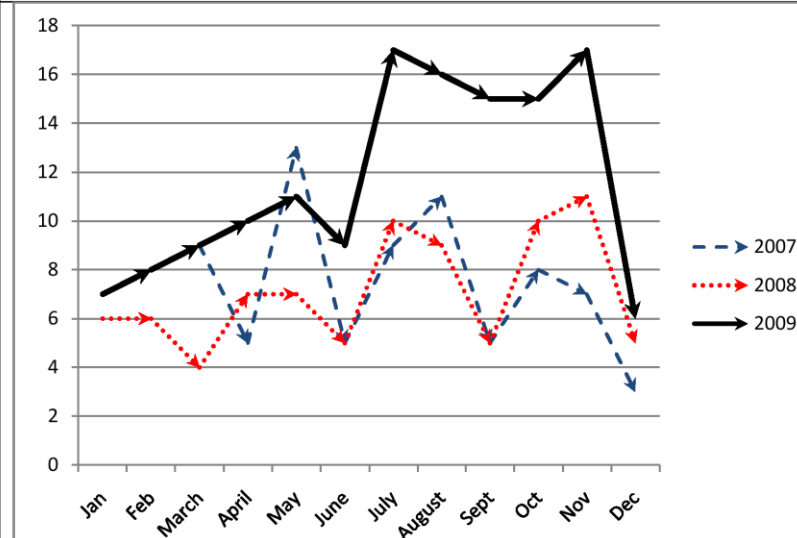
PROGRAM: Governance

G1. Number of unique user sessions on Website



COMMENT: The number of web hits per quarter is trending up, with the December quarter's average being higher than the previous quarters for 2009.

G2. Number of media releases issued



The number of press releases for the December 2009 quarter follows a similar trend to previous years. The fall off in press releases issued during December is lower than the yearly average due to the holiday season and a decline in requests for project promotion.

ATTACHMENT 2

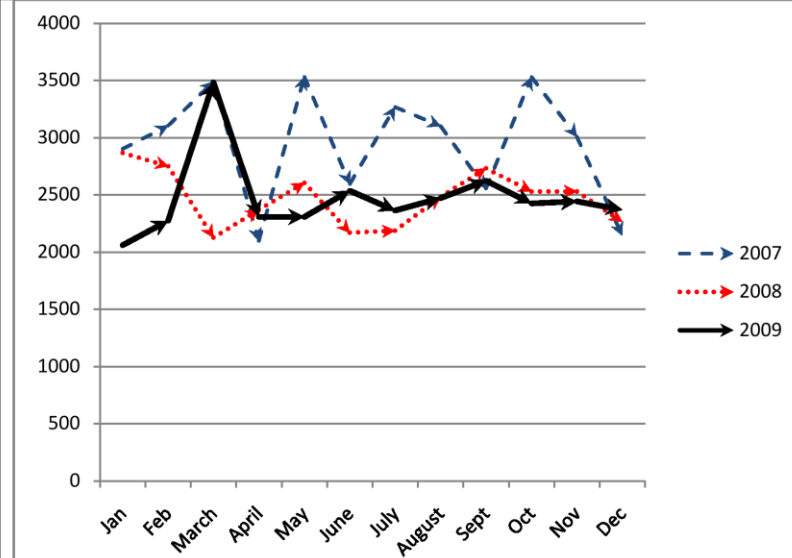
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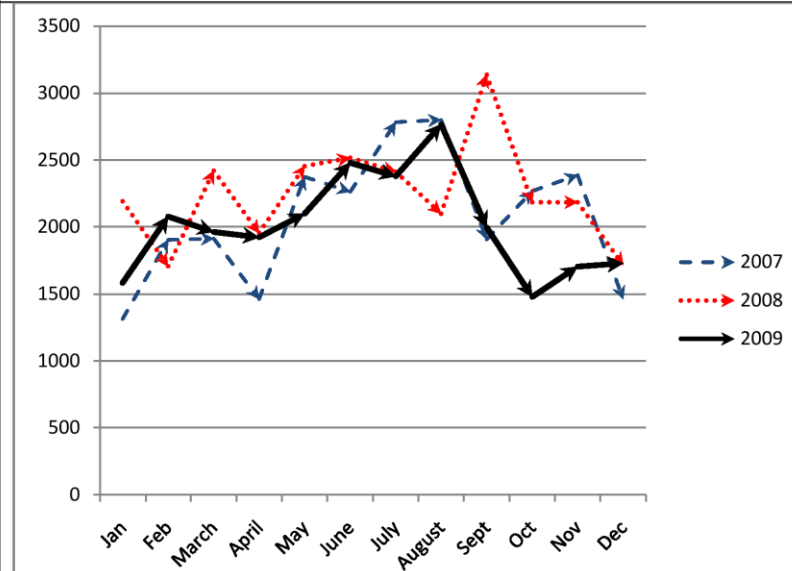
PROGRAM: Governance, continued

G3. Customer service – calls to switch



COMMENT: The calls to the customer service switchboard for the December quarter were within the usual range.

G4. Customer service – counter visits



COMMENT: Visits to the customer service counter during the December 2009 quarter were lower than the previous quarters.

ATTACHMENT 2

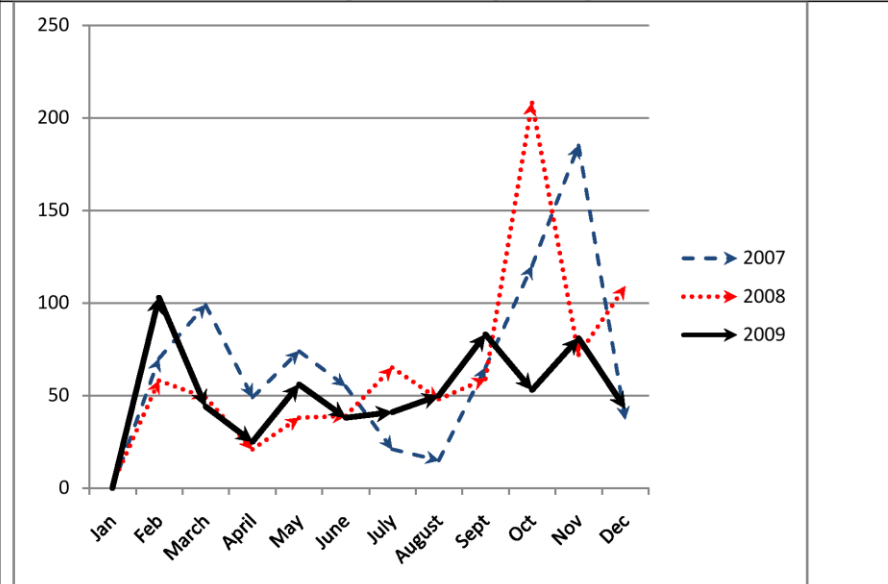
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for the period 1st October to 31st December 2009

PROGRAM KPIs

PROGRAM: Governance, continued

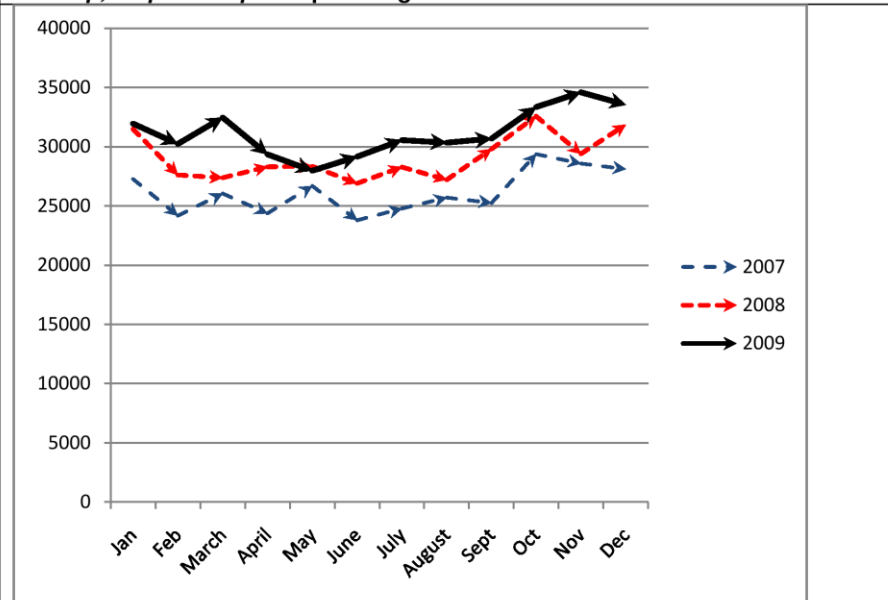
G5. Number of staff and managers attending training



COMMENT: Staff training for the quarter is driven by the annual corporate training schedule as well as specific training programs. The December quarter focused on OH&S with courses conducted in Defibrillator Usage, Construction Induction, Manual Handling, and Senior First Aid, as well as Asthma & Anaphylaxis Awareness for Children's Services.

PROGRAM: People and Place

G6. Hop, Skip & Jump Bus patronage



COMMENT: Passenger numbers continued to follow upward trends.

ATTACHMENT 2

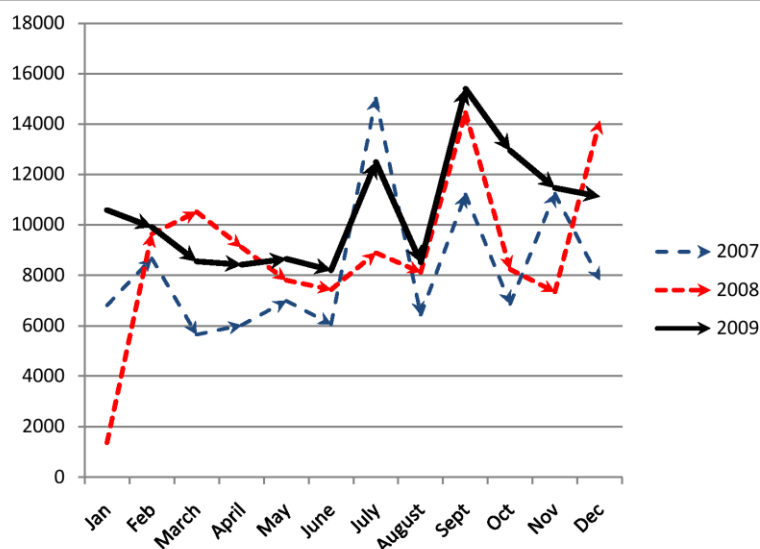
Planning And Strategy Division Report No. 4 - Quarterly Update Report on the Management Plan 2009-2012

for the period 1st October to 31st December 2009

PROGRAM KPIs

PROGRAM: People and Place, cont

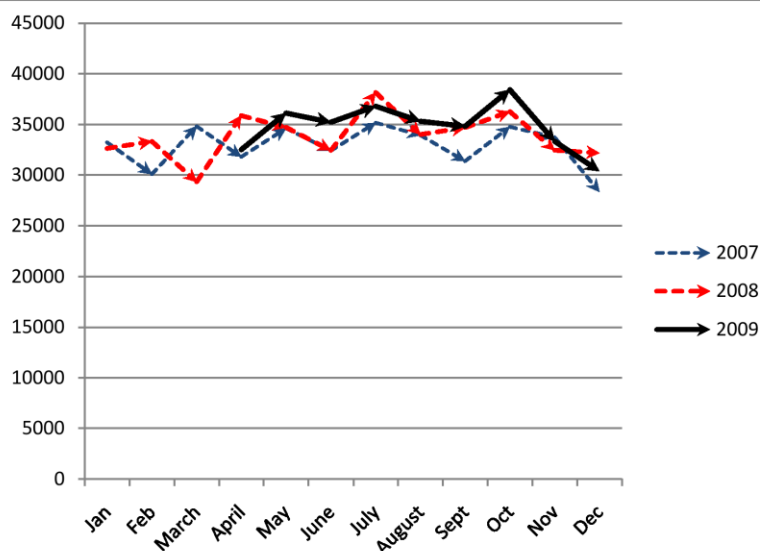
G7. MAGM visitation



COMMENT: Visitation numbers have decreased only slightly over the December public holiday period and reinforce Manly as a holiday destination, providing a constant stream of visitors over a period when other Sydney galleries normally close.

PROGRAM: People Services

G8. Number of library visits



COMMENT: Manly Library was closed for 3 public holidays plus Saturday & Sunday 26 & 27th December. In addition, due to system upgrade, our public pc's were not available for several days may have impacted on lower number of visits to the library than recorded same period 2008.

ATTACHMENT 2

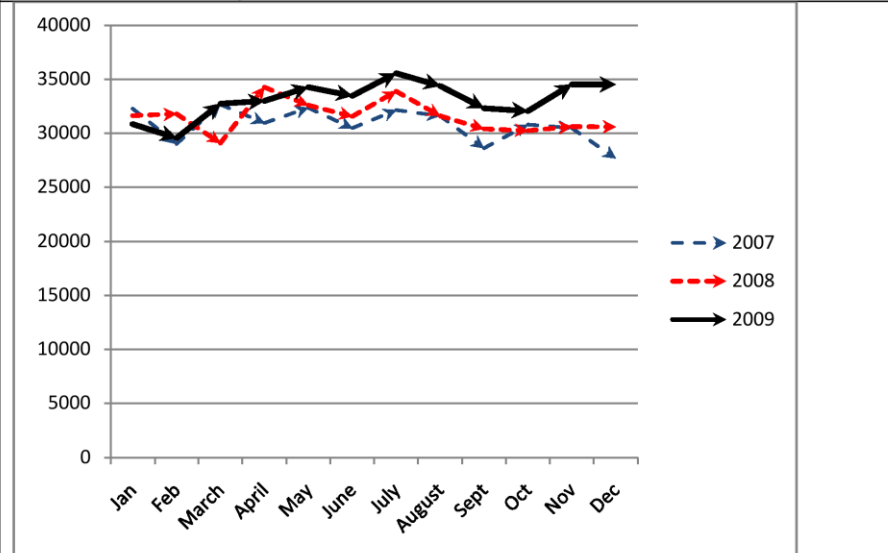
Planning And Strategy Division Report No. 4 - Quarterly Update Report on the Management Plan 2009-2012

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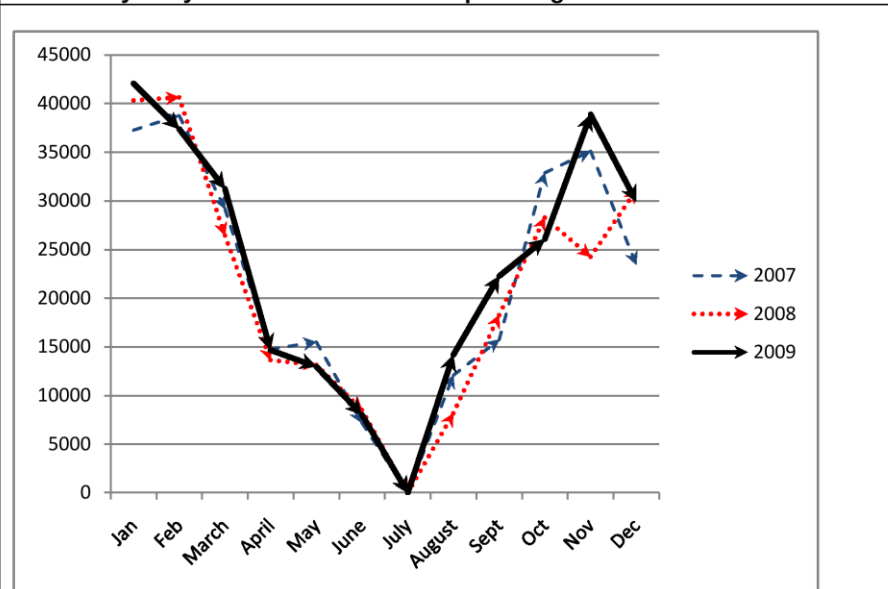
PROGRAM: People Services, cont

G9. Number of library loans



COMMENT: A steady increase in library loans is identified as a trend over the past 12 months.

G10. Manly "Boy Charlton" Swim Centre patronage



COMMENT: Weather throughout late December affected the monthly attendance figures, however remained on average for the period when compared to 2008.

ATTACHMENT 2

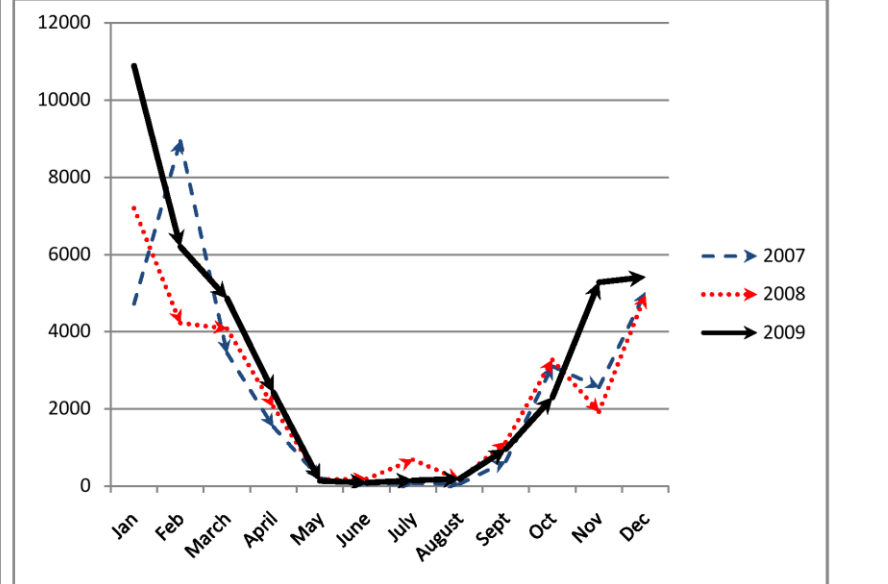
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PROGRAM KPIs

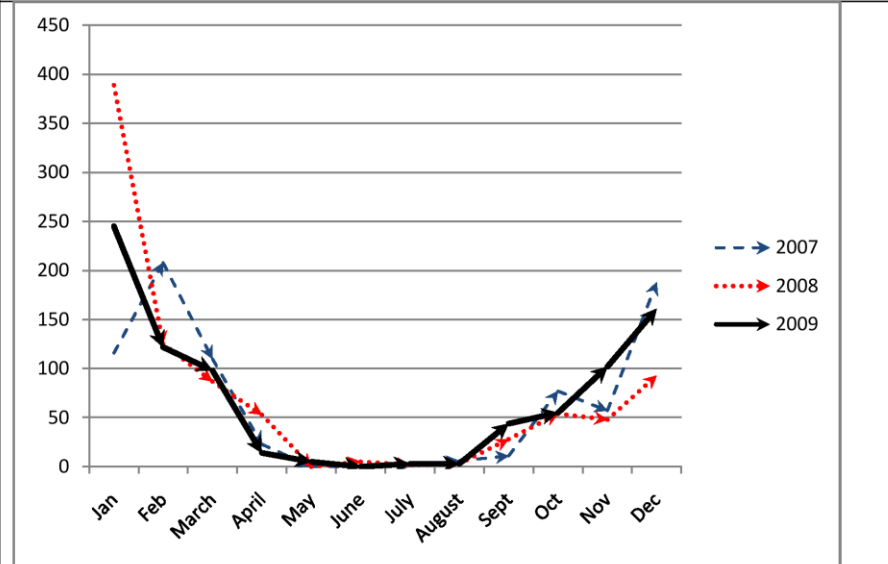
PROGRAM: People Services, cont

G11. Beach services – number of preventative actions



COMMENT: At 5,417 the preventative actions are consistent with previous years for December.

G12. Beach services – number of rescues



COMMENT: Rescues totalled 161 again par for this time of year and represents an increase on November 2008, with the hotter weather and school and Xmas holidays.

ATTACHMENT 2

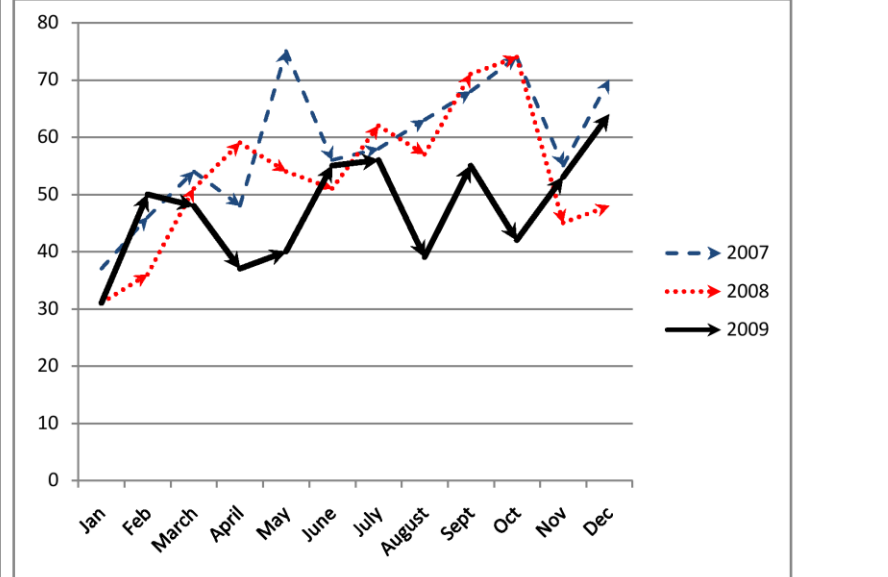
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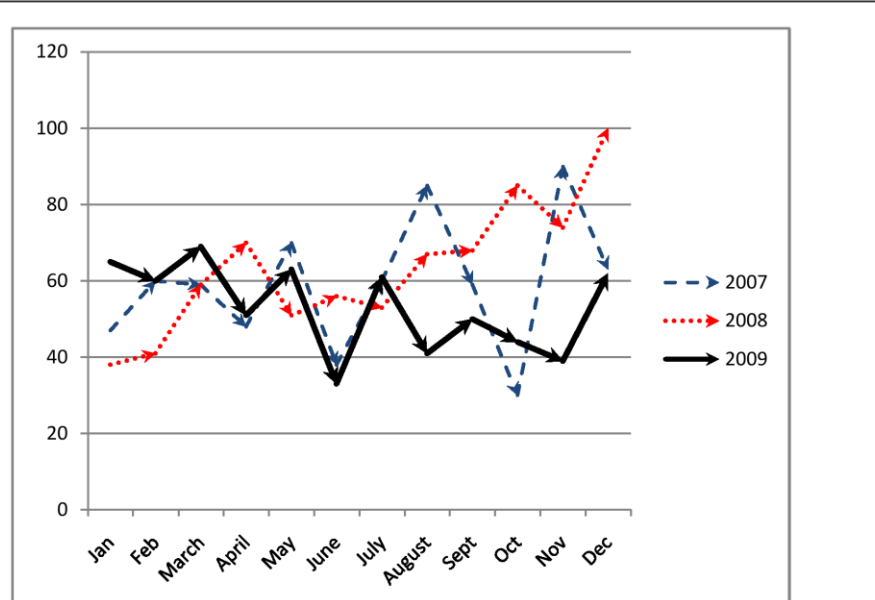
PROGRAM: The Environment

G13. Number of DAs submitted



COMMENT: A sharp increase in DA numbers were submitted during December 2009.

G14. Number of DAs determined



COMMENT: Additional DAU meetings were held during December to relieve backlog of DAs.

ATTACHMENT 2

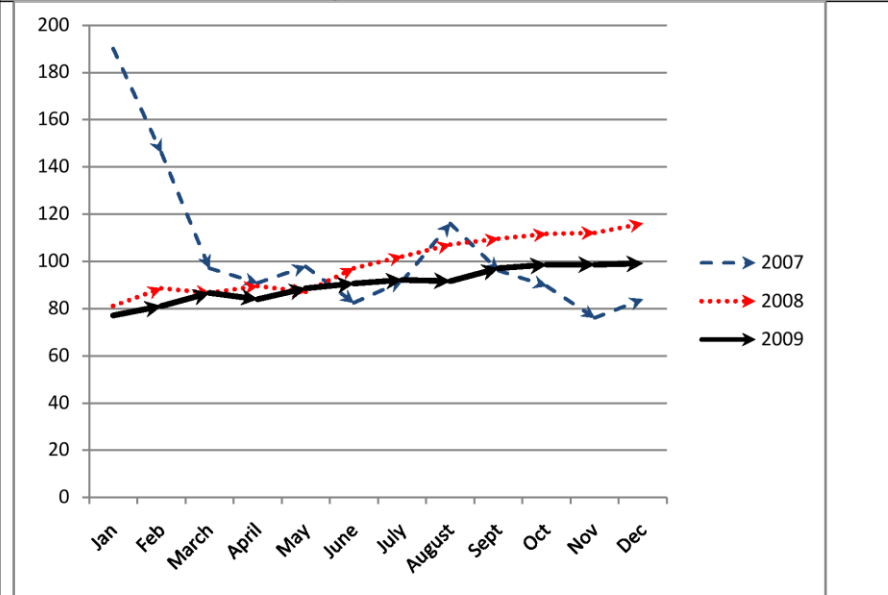
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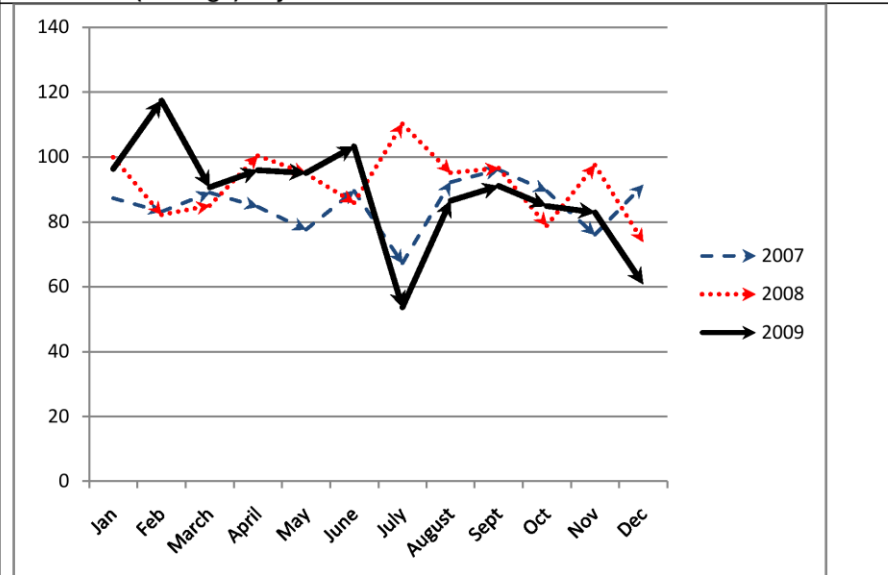
PROGRAM: The Environment, cont

G15. Year To Date Median days turnaround time of a DA



COMMENT: Median turnaround for DAs has remained static during 2009.

G16. Mean (Average) days turnaround time of a DA



COMMENT: Reduction in average days turnaround time for DAs in December was due to additional delegated reports completed.

ATTACHMENT 2

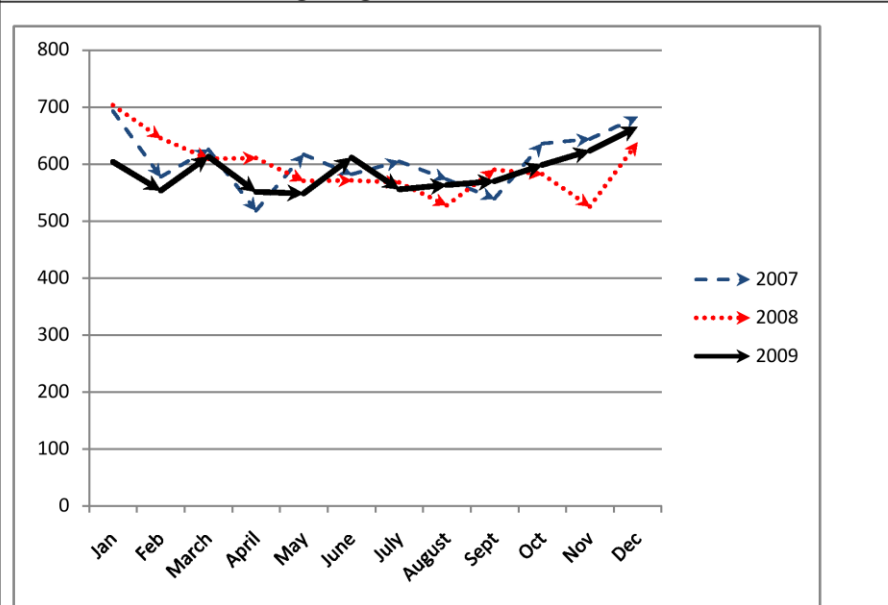
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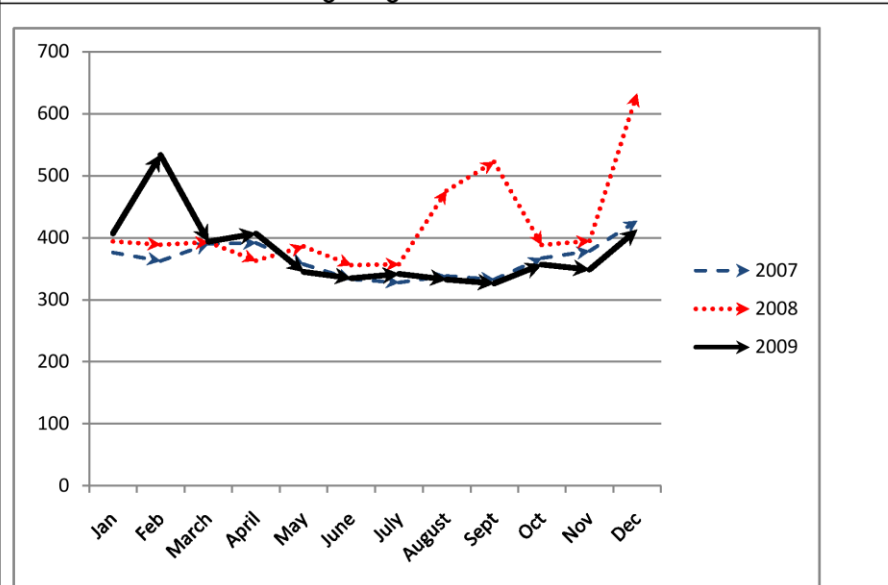
PROGRAM: The Environment, cont

G17. Tonnes of domestic garbage collected



COMMENT: Additional garbage collected in the December quarter due to summer season.

G18. Tonnes of commercial garbage collected



COMMENT: Additional commercial collections carried out in December due to Christmas shopping.

ATTACHMENT 2

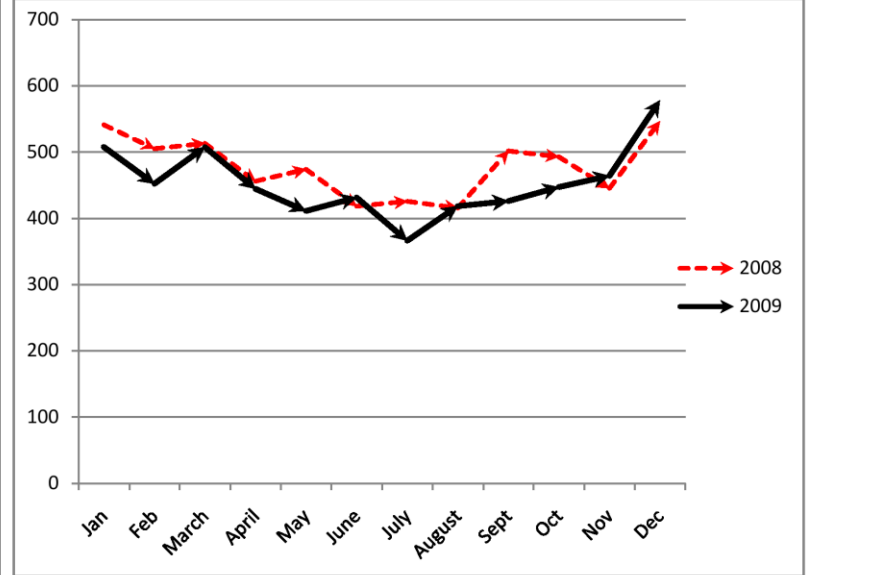
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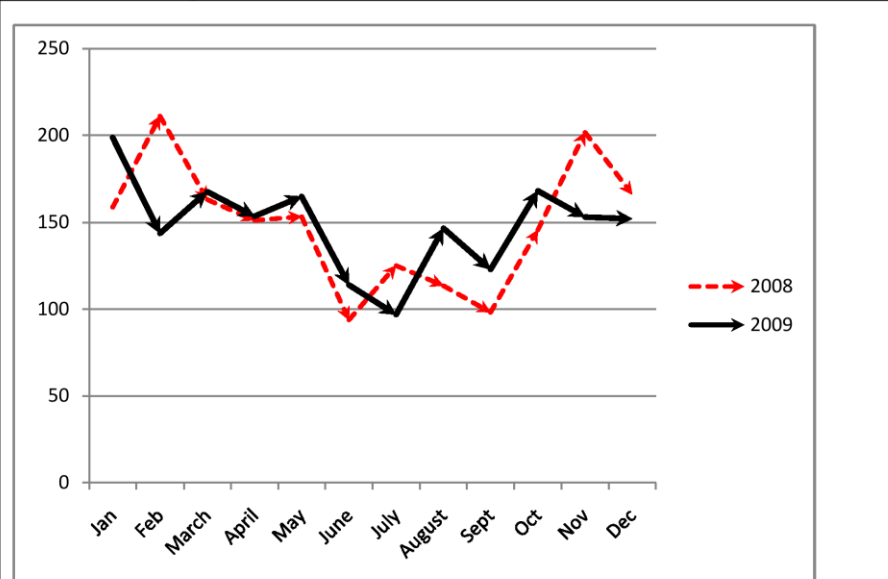
PROGRAM: The Environment, cont

G19. Tonnes of domestic recycling collected



COMMENT: Additional recycling collected due to seasonal fluctuations.

G20. Tonnes of green waste collected



COMMENT: Green waste collections remain static.

ATTACHMENT 2

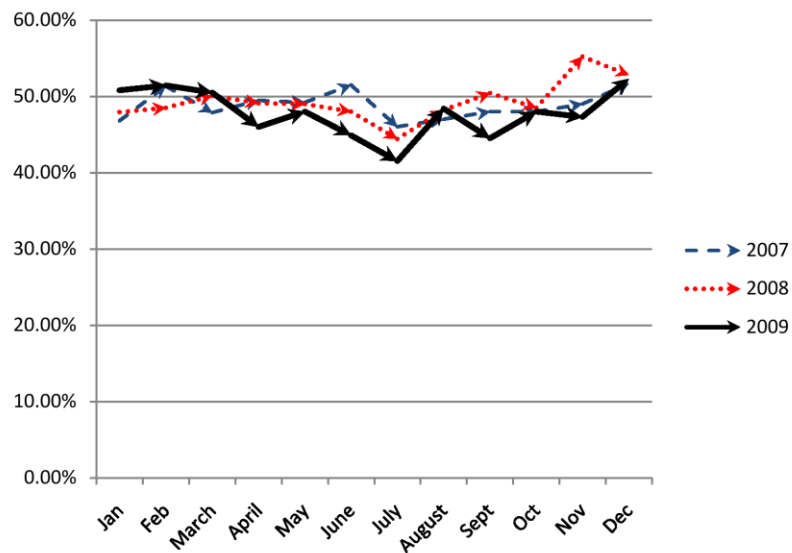
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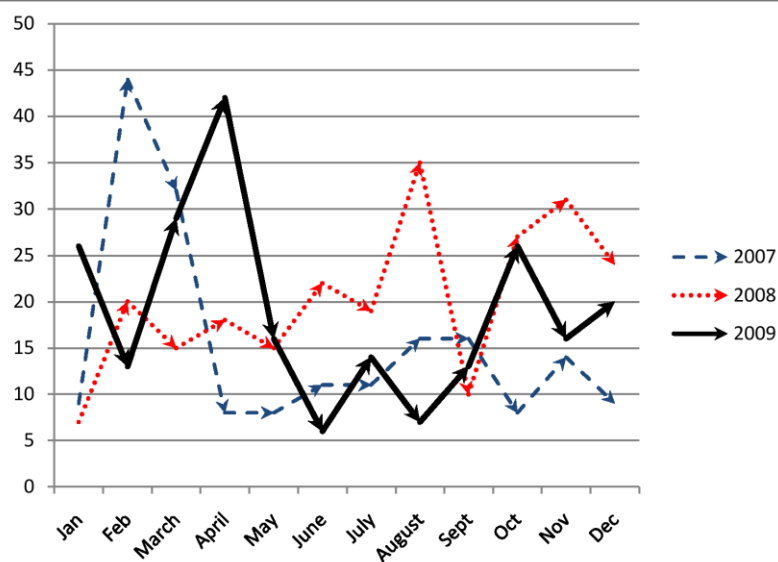
PROGRAM: The Environment, cont

G21. Landfill diversion rate



COMMENT: The diversion rate for December increased due to additional recycling collected.

G22. Number of regulatory and compliance Notices and Orders issued



COMMENT: An increase in the number of Notices and Orders issued during December due to additional inspections being carried out by Compliance Officers.

ATTACHMENT 2

Planning And Strategy Division Report No. 4 - Quarterly Update Report on the Management Plan 2009-2012

for the period 1st October to 31st December 2009

PROGRAM KPIs

PROGRAM: Infrastructure Services

G23. Street sweeping – litres collected

