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This Performance Report is the second in a new and simpler style of reporting that makes the performance of Council more transparent to the community."

Message from the Acting **Chief Executive Officer**

Welcome to Council's second quarterly performance report in this format. This report provides an overview of Council's performance for the January to March period. It demonstrates our key operational achievements and tracks our services over the past three months.

The first quarter of this year saw the delivery of several successful initiatives, including:

- The commencement of a branding strategy which is aimed at improving the image of Liverpool city.
- The development of a business case to the state government in March advocating the relocation of government services to the Liverpool city center and the subsequent announcement by the NSW Premier regarding the relocation of several state government agencies and 3,000 jobs to Western Sydney.
- Several events which were aimed at keeping our city clean including Clean up Australia Day at Lighthorse Park and a chemical cleanout on 22 February.
- Rehabilitation and road resurfacing of several roads, including Reilly Street (Lurnea), Barry Road (Chipping Norton) and Badgerys Creek Rd (Badgerys Creek).
- The determination of 249 development applications by our staff, representing an investment of \$113m in our city.
- The completion of the internal upgrade to Orange Grove Community Centre following a fire last year.

It gives me great pleasure to announce that our Children's Services Team was the recipient of a Local Government Management Excellence Award in the Leadership Excellence in Community Services category.

It is wonderful to see the hard work and dedication of our children's services staff in delivering quality child care services recognised at a state level and the recipient of such a prestigious award. Council was also a finalist in these awards in the Special Projects Category for its consultation around the Badgerys Creek airport. This consultation led to Council changing its position to one of support for the airport and resolving to establish a task force which will represent our community during discussions around this major development for Liverpool.

I am also pleased to report that Council held its first annual 'Shining Stars' Awards Ceremony on 25 March. The awards recognised our internal staff for excellence and achievement in several areas and announced the Communications and Events Team as the overall winner for 2013.

This report provides detailed information on Council's progress in delivering on the activities which are described in the 4-year Delivery Program and Operational Plan. The Plan contains 28 Principal Activities and 216 actions. By the end of the March guarter, 94% of actions were on track for completion or completed and only 6% were experiencing delays. Explanations for all actions which have been delayed or will not be delivered have been provided.

I would like to thank all of our staff, volunteers and partners for their efforts in delivering services this quarter. I look forward to hearing your feedback on this new style of reporting.

lot Mobile Rob Noble

Acting Chief Executive Officer

Future directions

The Growing Liverpool 2023 10-year plan concentrates on seven key strategic directions to move Liverpool forward.

The directions are based on feedback from the community, stakeholders and leaders, and incorporate local, regional, state and national priorities for Liverpool.



Our Directions



Direction 1: Vibrant Prosperous City



Direction 2: Liveable Safe City



Direction 3: Healthy Inclusive City



Direction 4: **Proud Engaged City**



Direction 5: Natural Sustainable City



Direction 6: **Accessible Connected City**



Direction 7: **Leading Proactive Council**

Vibrant Prosperous City





10-Year Strategies

- Position Liverpool as the destination of choice to attract business and investment in South Western Sydney
- Activate the city centre and develop vibrant places that attract people to Liverpool
- Assist existing businesses to grow, innovate and become competitive
- Improve the availability of a diverse range of jobs and increase workforce participation rates.

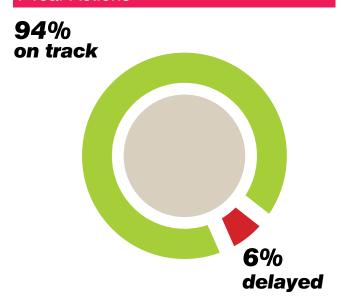
10-Year Targets

- Increased gross regional product (grp). \$7.8 Billion in 2010-11 (source: liverpool economic profile, 2013)
- unemployment rate. Reduced 6.87% as at March 2014 (source: abs data)
- 10,000 Additional jobs in **Liverpool.** Data not yet available.

4 Year Principal Activities

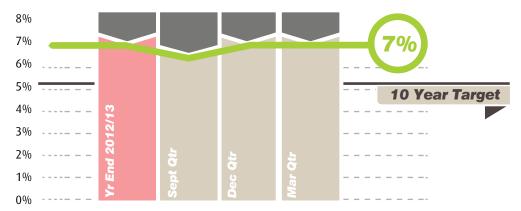
- 1.1 **City Marketing**
- 1.2 **Economic Development**

1-Year Actions



Enhance the use of digital and social media technology to communicate with the business community is experiencing delay. A social media strategy is being completed to progress this. In the interim, Liverpool Listens, an online community forum is being launched and Instagram is being trialled to promote the Night Markets.

10-yr target: an unemployment rate comparable to Sydney at 5% or less



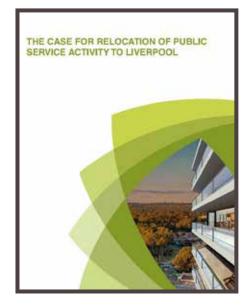
January to March highlights



Work commenced on a branding strategy which is aimed at improving the image of Liverpool city. Marketing materials were developed and translated into key language groups.



The NSW Premier announced the relocation of several state government agencies and 3,000 jobs to Western Sydney in March 2014. This will require 5000m₂ of office space across Western Sydney.



A business case was developed and presented to the state government in March regarding the relocation of government services to the Liverpool city centre. 'Invest Liverpool' brochures were developed to encourage investment and public sector relocation in Liverpool.

Locations of existing banners were mapped and new easy to install banner arms were fitted to a range of sites in the city centre.





Economic Development

March quarter update - Jobs generated include:

Name of Organisation/business	Number of Employment Created
Dulhan Exclusive	3 staff employed
Reehan Collection	12 staff employed
Nararana	2 staff employed
Dezire	2 staff employed
Crazy Franks Furniture	12 staff employed
Western Pet Supplier	18 staff employed
Best Western Casula	10 staff employed
Knight Frank	4 staff employed
Liverpool Employment and Education EXPO	12 positions were created for participants

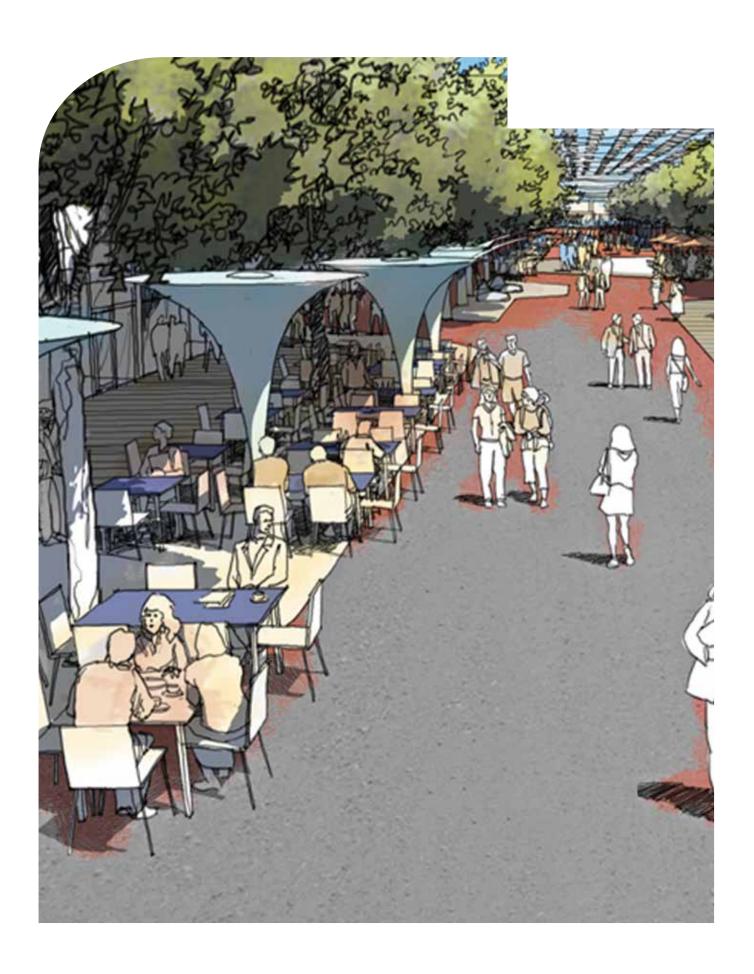
Major Development Application Approvals

Description	Value each
Development of an eight storey mixed use development comprising ground floor retail/commercial, 50 residential units and car parking in Macquarie St Liverpool.	\$8,359,730
Construction of a ten storey hotel and alterations to an existing hotel in Prestons.	\$34,280,000
Fit out of an existing building for the purpose of a retail centre and construction of a new car park at Warwick Farm.	\$3,134,000
Development of an industrial building comprising 3 units at Prestons.	\$3,233,599



"Only new development applications which exceed the value of \$3m have been tabled."







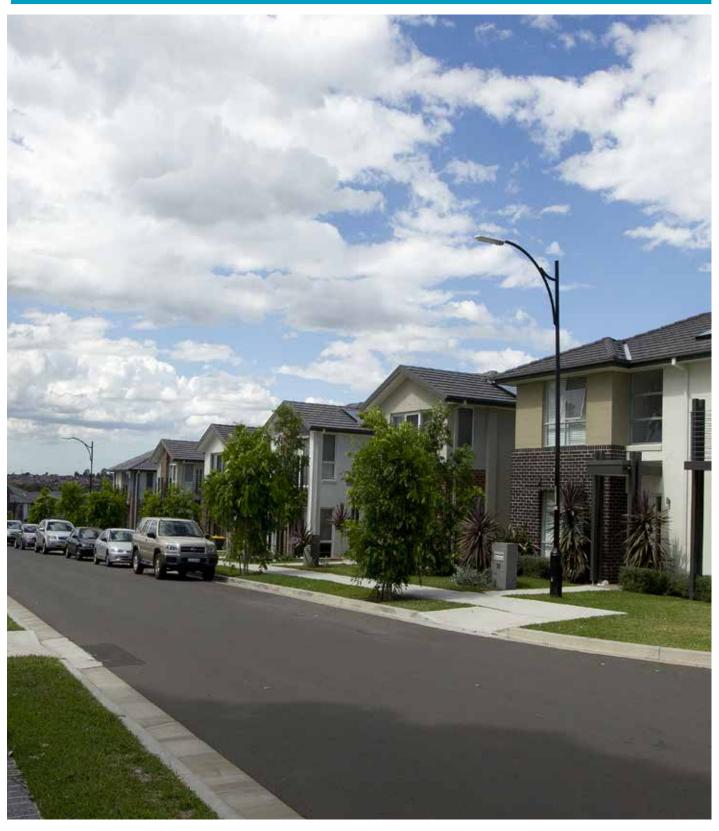
Significant Project Update

City Centre Revitalisation Project

March 2014 Progress	0%	20%	40%	60%	80%	100%
Engagement of consultant for urban design study						
City centre events						
Design for 5 precincts						
Works contracted		to		5 following	cheduled g adoption	
Placemaking and activities						
Planning controls review				"On ho	dd nonding	results of the unber
Town Improvement Fund review					study."	g results of the urban
Transport and parking strategy						
Night time markets						
						Million to . [1]
CITY NERVE CENTRE		UARIE MA	LL		5 GATEWA	YS
2		4		N. Commission of the Commissio	*Pl	ease note: Red blocks indi activity is not progressing
CITY EAT STREET	URBAI	N BREATH	NG SPA	CES		activity is not progres. sche

Liveable Safe City





10-Year Strategies

- Deliver an efficient planning system which embraces sustainable urban renewal and growth
- Create clean and attractive public places for people to engage and connect
- Improve the community's sense of safety in Liverpool
- Facilitate affordable and diverse housing options.

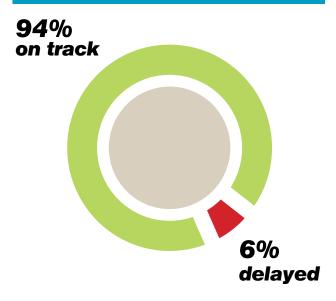
10-Year Targets

- 85% of people report being satisfied or better with cleanliness of public spaces 76% of people as at December 2013 (Source: Annual Telephone Survey)
- 85% of people report feeling safe in the community 62% felt safe as at December 2013 (Source: Annual Telephone Survey)
- An increase in diverse housing options. Data not yet available.

4 Year Principal Activities

- 2.1 **Animal Management**
- 2.2 Community Safety
- 2.3 **Emergency Services**
- 2.4 Public and Open Space Amenity
- 2.5 **Regulatory Services**
- 2.6 **Urban Planning**

1-Year Actions



2.5.1 Review and update Council's Enforcement Policy is experiencing delay and will be completed once new staff have been engaged and the unit restructure fully implemented.

2.5.12 Review the LEP to provide more diverse and affordable housing options and develop an affordable housing strategy to decrease housing stress in Liverpool Will be carried over to 2014-15 financial year. Discussions commenced to align with Planning System reform and review of Affordable Housing SEPP. An affordable Housing Forum was held at CPAC in March and brought together different stakeholders to discuss this issue and its impact on the Liverpool community

2.2.7 Work with local businesses and Police to trial a 'Dining Out' month that activates the city centre at night will not be completed as resources are being directed towards the night markets.

January to March highlights



Clean up Australia Day was held at Lighthorse Park. Participating in the event were 41 local schools, 26 community groups and 3 businesses. An estimated ten tonnes of waste were collected.



An affordable housing forum was held on 27 March 2014. The aim of the forum was to discuss the opportunities and challenges for the delivery of affordable housing in light of the proposed airport at Badgerys Creek A total of 36 people attended including representatives from University of Western Sydney, Regional Development Australia and South Western Sydney Local Heath District.

The following recommendations were implemented following safety audits which were undertaken in carparks in the city center:

- Design of new lighting for the Bathurst Street Car Park and street lighting in Laurentis and Huckstep Service Ways.
- Painting of the exterior lift walls to provide more lighting and comply with safety by design principles.



Turn-around times

100% 91% 85% 100%

programmed maintenance for Rural Fire Service and State Emergency Service completed on time.

scheduled compliance inspections completed

customer complaints regarding regulatory services actioned on time

of Local Environment Plan changes were within determination times

Development and Investment

	Sep Qtr	Dec Qtr	Mar Qtr
Development applications lodged	411	346	246
Value of development applications lodged	\$172M	\$135M	\$151M
Development applications determined	303	410	249
Value of development applications determined	\$176M	\$200M	\$113M
New residential dwellings approved	135	250	180
New residential lots approved	321	250	185



"Almost \$500m in development applications and 565 new residential dwellings have been approved to date."

Significant Project Update

Closed Circuit Television (CCTV)

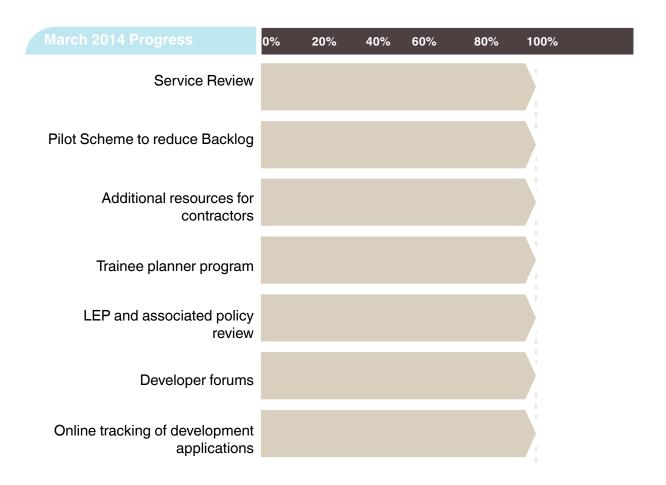
March 2014 Progress	0%	20%	40%	60%	80%	100%
Installation of CCTV						
Visual display in Police Station						
Signage						
Awareness campaign						







Development Application Reform Project

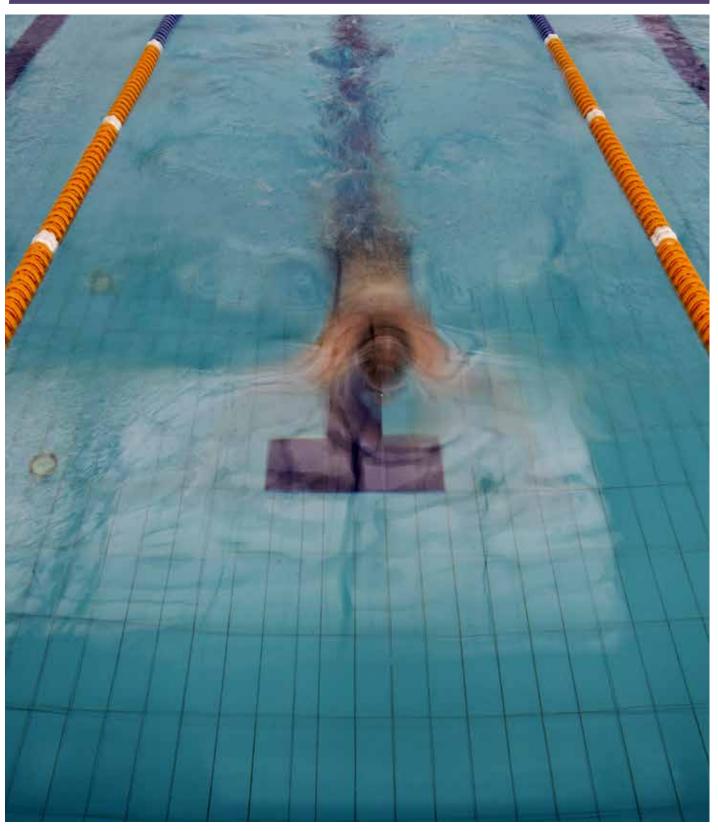




"An independent review of Council's DA processes was completed in January 2014. An e-Planning DA **Reform Project Officer is currently being recruited** to progress recommendations from the report. Implementation of e-Planning software is on-track and progressing well."

Healthy Inclusive City





10-Year Strategies

- Foster social inclusion, strengthen the local community and increase opportunities for people who may be experiencing barriers.
- Celebrate and respect Liverpool's rich cultural and social diversity and embrace the opportunities it provides.
- Improve health and wellbeing and encourage a happy, active community.
- Plan, support and deliver high quality and accessible services, programs and facilities.

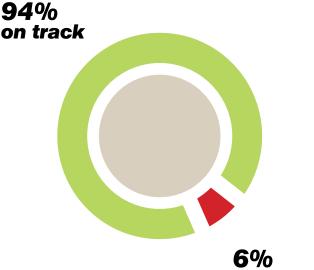
10-Year Targets

- 90% of people express satisfaction or better with their contact with council. 79% of people. (Source: Annual telephone survey)
- An increase in the number of people who participate in regular physical activity. 48.1% - Increase from 47.2% In 2010 (Source: South Western Sydney Local Health District, 2013, Liverpool local government area Health Profile)
- 85% of people believe that there is a sense of community in Liverpool. 51% of people. (Source: Annual telephone survey)
- 90% of people feel that Liverpool is a harmonious society which respects cultural diversity. 52% of people. (Source: Annual telephone survey)

4 Year Principal Activities

- 3.1 Children's Services
- 3.2 Community Facilities
- 3.3 **Customer Services**
- 3.4 Libraries and Museum
- 3.5 Social Outcomes

1-Year Actions



delayed

- 3.2.5 Review and update the Generic Plan of **Management for Community Facilities** and
- 3.5.7 Commence consultation and design plans for Miller Skate Park are currently behind schedule. Preliminary work has commenced to progress these.
- 3.6.14 Establish and maintain: The Hoxton Park Community Farm and a series of satellite urban farms operating with a social enterprise framework will not be completed as Rossmore Grange has been identified as a more suitable location. The registered name for the farm is Greater Western Sydney Community Farm. Development of this farm is currently underway.

January to March highlights



Children's Services was nominated as a finalist for the Local Government Management Excellence Awards. The team was announced the recipient of the award for 'Leadership Excellence in Community Services'.



Completion of the internal upgrade to Orange Grove Community Centre. An expression of interest (EOI) was advertised for permanent and casual hirers. Upgrades to the Speed St Community Centre included security fencing around the building.

Two grants of \$20,000 each were provided to the Liverpool District Men's Shed and Moorebank Men's Shed to support the groups in purchasing new equipment.



The language aide program was used on 63 occasions to provide informal translation services to people from non-English speaking backgrounds. The top three languages were Arabic, Croatian and Italian.

The first tournament of the Liverpool Midnight Basketball program was held between 14 February and 4 April. Ninety nine young people registered for the eight week program with a weekly average of 55 players. Forty volunteers assisted to make the program a great success.





Landscape renewal works were completed at Meere Park, Alamein Park, Beswick Park and Woodside Park.



Works to improve accessibility of Miller St Community Centre were completed.









Participation in school holiday activities at Liverpool's libraries included:

- 814 children and young adults enrolled in the library's Summer Reading Club
- 350 people for the Featherdale Wildlife Park animal visit.
- 141 children participated in the special storytime event 'Wild Homes - Rangers on the Run'.

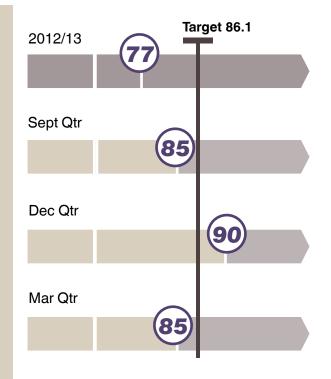


Participation in activities at Liverpool Regional Museum included:

- 16 attendees at book and dvd selection meeting for the Vietnamese community
- 20 attendees at a talk on the Trainspotting (Powerhouse Museum International Photo competition) exhibition.

Children's Services

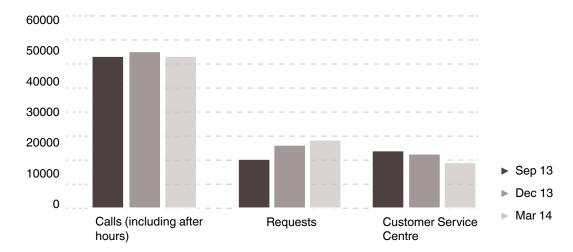
Utilisation Rates





"Although utilisation rates dropped slightly from the December quarter due to school and public holidays during the period, they were 18% higher than for the March quarter last year."

Customer Services



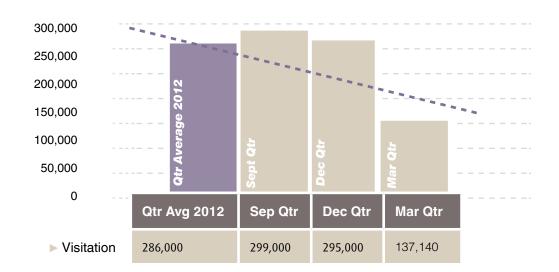
- Almost 50,000 calls taken during the period. 81% calls resolved by first point of contact and 76% of calls answered within 20 seconds.
- · 20,000 customer requests lodged.
- 16,000 visits to the Customer Service Centre.





Community Facilities

Libraries Visitation Rates



The Jan-March quarter saw a drop in visitation at the library. This is due to upgrades to the air-conditioning system which led to parts of the library being closed to the public, such as computer services and the cancellation of several events and programs. The drop was further exacerbated by the closure of the coffee shop which has since re-opened and is being operated by Council. The air-conditioning upgrade is scheduled for completion in June 2014.

Leisure Centres Leisure Centre Visitation Rates

Leisure Centre	Visitation
Whitlam Leisure Centre	97,805
Michael Wenden Aquatic Leisure Centre	19,440
Totals	117,245









Capital Works Projects Status Update

Building Construction

Approved Budget Actual cost of works completed Value of works completed Value of contracts issued Total number of projects Number of projects completed

\$8.6M \$1.2M (10%) \$2.3M (26%) \$3.3M (38%) 26

11 (25.6%)

Required project adjustments

Budget Savings Carnes Hill Recreation Precinct Design

NB: whereas the design component of this project is lower than anticipated, the overall budget for this project remains the same.

\$1.8M

Open Space Construction

Approved Budget Actual cost of works completed Value of works completed Value of contracts issued Total number of projects Number of projects completed

\$4.2M \$1.3M (31%)

\$1.3M (31%) \$2M (47%)

31

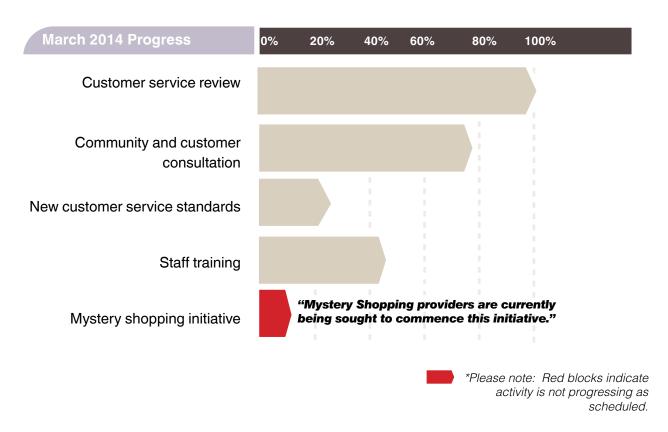
15 (48%)

Required project adjustments

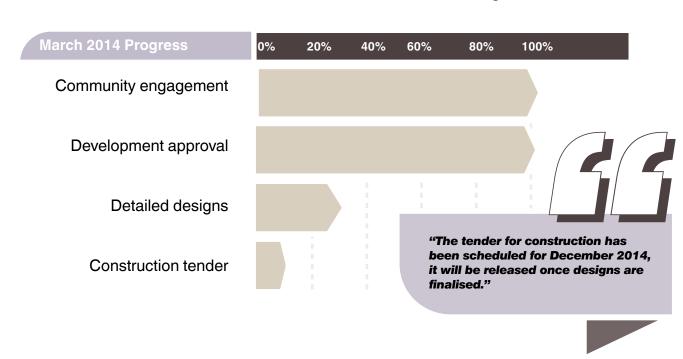
Nil

Significant Project Update

Customer Service Standards

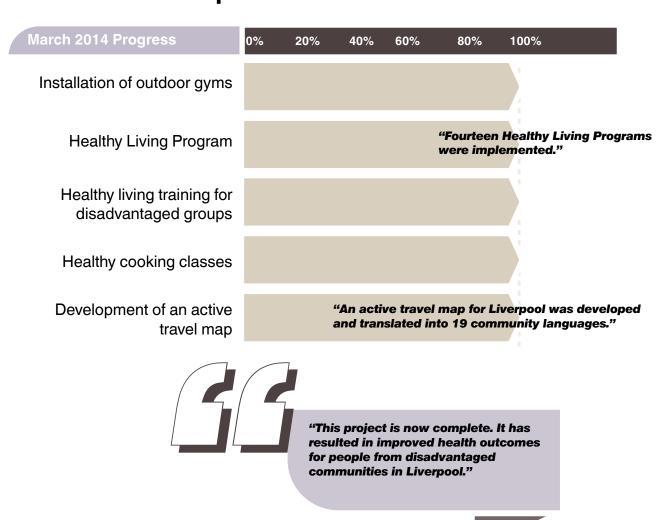


Carnes Hill Recreation and Community Precinct





Live well in Liverpool

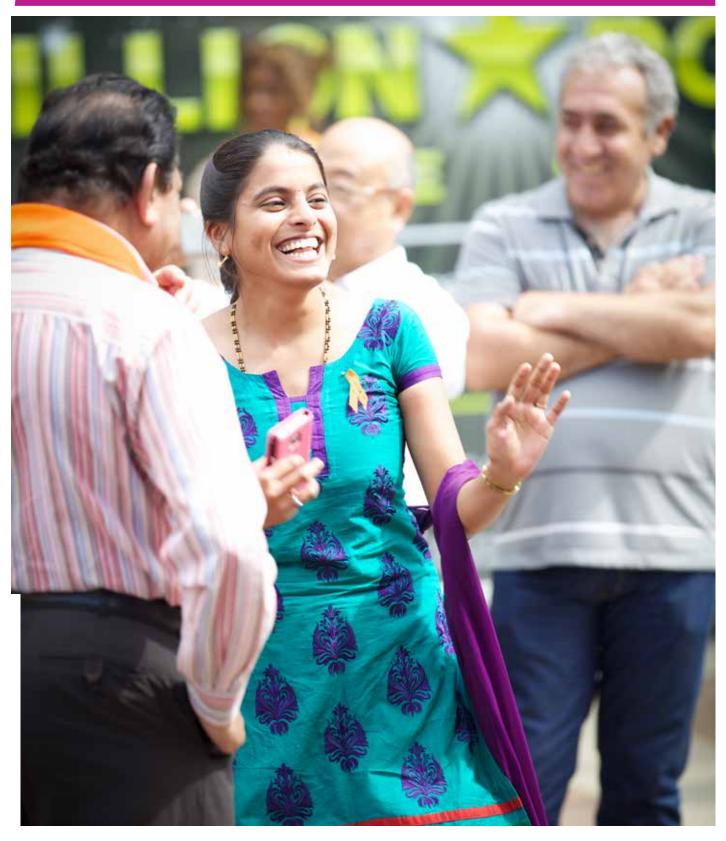






Proud Engaged City





10-Year Strategies

- Strengthen and celebrate Liverpool's unique identity.
- Engage and consult with the community to enhance opportunities for communication and involvement.
- Deliver a range of stimulating and vibrant cultural events, programs and festivals.
- Provide first class and iconic facilities and places.
- Protect and preserve Liverpool's heritage, including its rural landscape and cultural history.

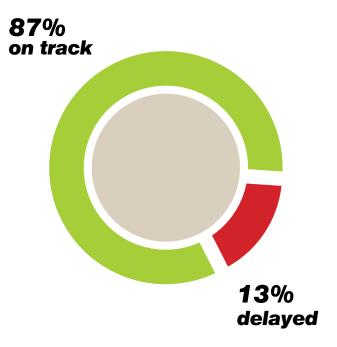
10-Year Targets

- 85% of people express satisfaction or better with council's consultation with the community. 76% Satisfaction or better in December 2013. (Source: annual telephone survey)
- An increase in people's sense of belonging in their city. 51% of people as at December 2013. (Source: annual telephone survey)
- An increase in the number of people who participate in arts and cultural activities. This data is not yet available.

4 Year Principal Activities

- 4.1 **Casula Powerhouse Arts Centre** (CPAC)
- 4.2 **Community Engagement**
- 4.3 **Events**

1-Year Actions



- 4.2.1 Develop an updated communications plan for Liverpool is delayed and it is anticipated that this will be completed by April 2014.
- 4.2.6 Develop a new social media policy to expand the use of emerging technologies to communicate with the community such as Twitter, Facebook and Youtube has been deferred as priority has been given to branding and Building Our New City Project.
- 4.3.2 Run regular open air cinemas across the local government area in various locations will not be completed and has been superseded by Starry Sari night.

January to March highlights







CPAC hosted a range of successful activities, including:

- Three performances which had a 60% attendance rate and generated \$5,000 in profit including 'The Good, The Bad and the Ethnic'.
- A senior's matinee performance of 'Musical of the Night', which had 100% attendance and sold 100 lunches on the day.
- Touring its first in-house production of Tough Beauty to MonkeyBaa theatre in Darling Quarter, more than 400 children and industry professionals attended.
- A range of exhibitions including; Enraptured the Art of Costuming, Tony Mott rock exhibition, NEXT 2013 HSC art students exhibition and The Christo: John Kaldor Family Collection.
- The Governor General's International Womens Day function was also held at CPAC.



Liverpool's Australia Day festival was held at Woodward Park on 26 January. A special citizenship ceremony was held as part of this special event with a new 100 year old citizen. The event attracted significant media attention.



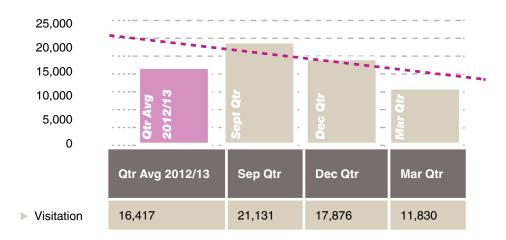
Harmony Day was celebrated at Bigge Park on 21 March. Activities included a soccer clinic with the Western Sydney Wanderers, community art and citizenship ceremony.



CPAC - Public and Education Programs

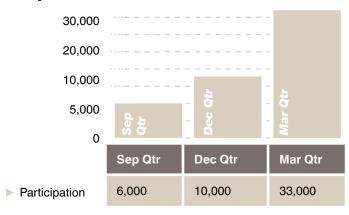
Program	Participants
Kids & Carers (fortnightly playgroups)	106
Access Art/Drama/Dance Clay	722
School holiday workshops	174
School excursions/playgroup excursions/teacher presentations	729
Afro-Latino festival workshops	250
CPAC Youth Committee (including Arts Meets West)	187
Seniors Tours/Seniors Week	218
Other workshops	150

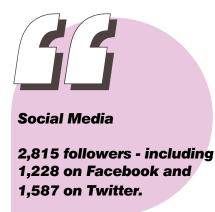
Casula Powerhouse Arts Centre Visitation Rates

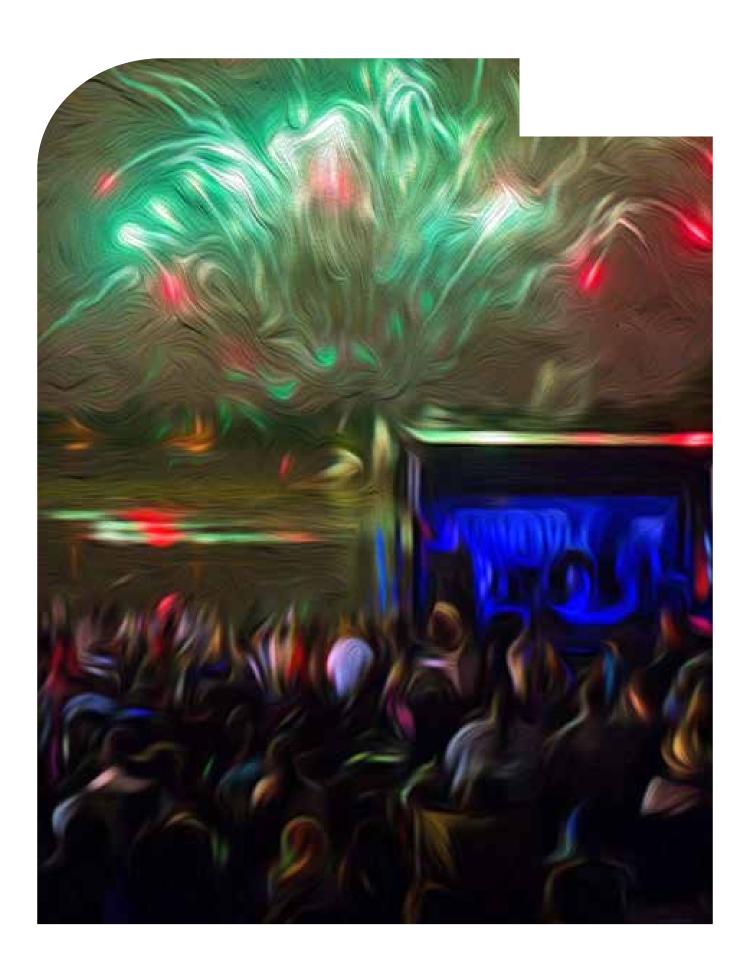


Events and Festivals

Participation at Coucil events



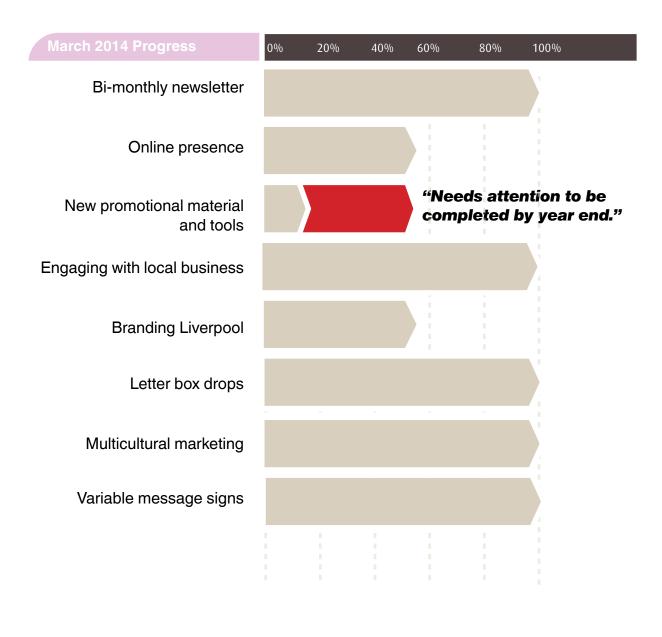






Significant Project Update

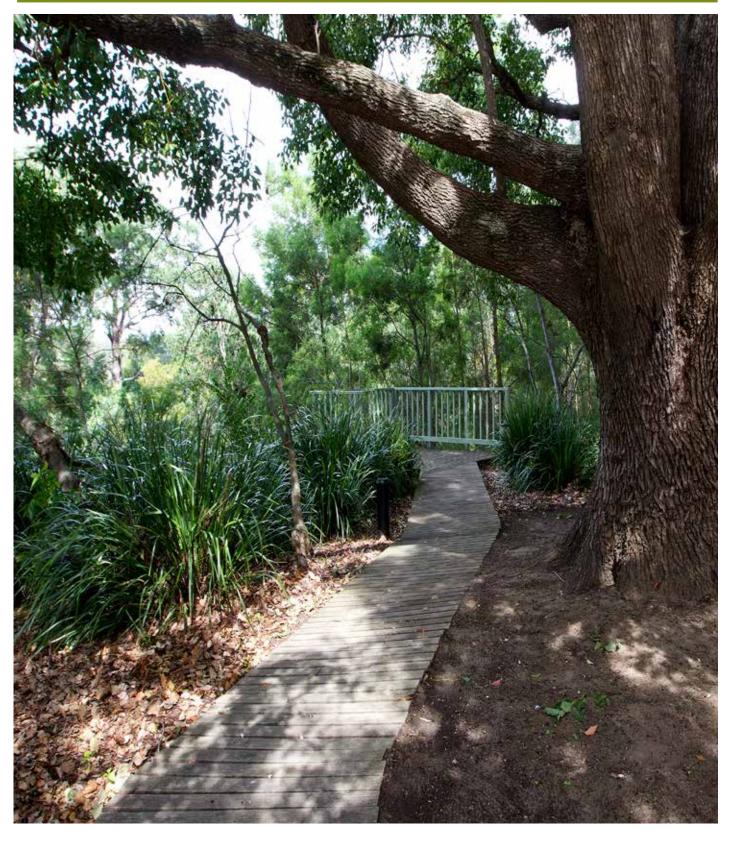
Communication Strategy



*Please note: Red blocks indicate activity is not progressing as scheduled.

Natural Sustainable City





10-Year Strategies

- Lead the community to develop and implement sustainable practices.
- Enhance and protect natural corridors, waterways and bushland.
- environmental Reduce adverse impacts for present and future generations.

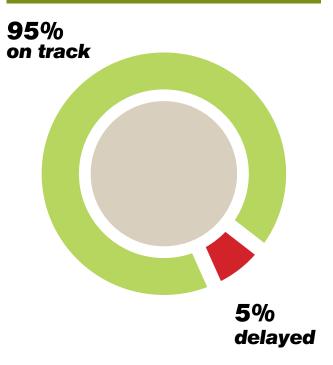
10-Year Targets

- At least 80% of domestic waste is diverted from landfill. 69.4 per cent of corporate and community total annual waste diverted from landfill 2013-14 (Source: Fortnightly waste tonnage report)
- Improved condition of rivers and waterways to b+ or better. Only 2 out of 6 rivers/waterways in Liverpool have this rating. (Source: 2012-2013 river health- Georges and Cooks River Alliance
- yearly household water consumption rate comparable to greater sydney. Sydney wide 22kl per house and 159kl per unit. Liverpool is 236.4Kl per house and 190kl per unit. (Source: www.myplanetfootprint.com. au)
- Increased natural bush land corridors that are restored. This data is not yet available.

4 Year Principal Activities

- 5.1 **Environmental Sustainability**
- 5.2 **Stormwater Management**
- 5.3 **Waste Management**

1-Year Actions



5.2.3 Provide underground trunk drainage system in Elizabeth Street between George and College Streets using grant funds has been delayed as the grant application was unsuccessful. A funding application for this project has been made to the 2014-15 State Floodplain Management Program.

January to March highlights



2 community tree planting activities were held.

Restoration of heavily damaged pipes to improve the capacity and extend service life of Council's piped drainage systems in Lurnea is underway.



Window tinting and LED lighting replacement to level 2 of the Liverpool City Library were delivered to improve water and energy conversation.

18
people participated in the March Sustainability
Blitz Workshop on Plant
Propagation.



clean Out

A chemical clean out event was held on 22 February 2014. More than 652 cars attended the event and 28 tonnes of hazardous waste were collected and disposed of in an environmentally safe manner.

The summer edition of the Sustaining Liverpool Newsletter was distributed in February to more than 1,500 households in Liverpool.



Councils Energy and Water Consumption

Council's total water consumption



Council's total energy consumption (excluding street lighting)





"Please note: This information is based on billing data and there is often a delay between the consumption of energy/water and the data Council are provided."



Native plant ecosystems

Cumulative area of land in Liverpool restored and maintained as a native plant ecosystem



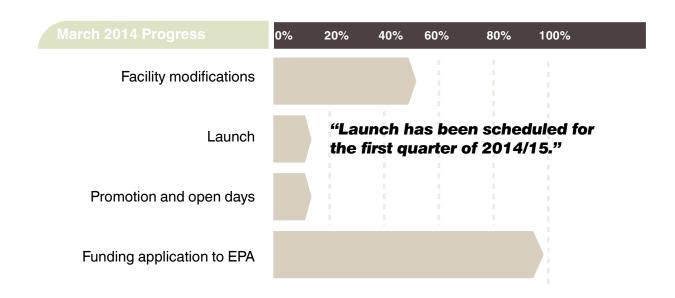
Capital Works Projects Status Update

Sustainable Environment	
Approved Budget	\$1.2M
Actual cost of works completed	\$0.12M (10%)
Value of works completed	\$0.25M (21%)
Value of contracts issued	\$0.6M (51%)
Total number of projects	4
Number of projects completed	1 (25%)
Required project adjustments	
Awaiting Grant Approval	
Amalfi Park Detention Basin	\$2.25M
Programs Suspended	
Moorebank Voluntary Acquisition Scheme	\$1.2M
Community Nursery	\$0.5M

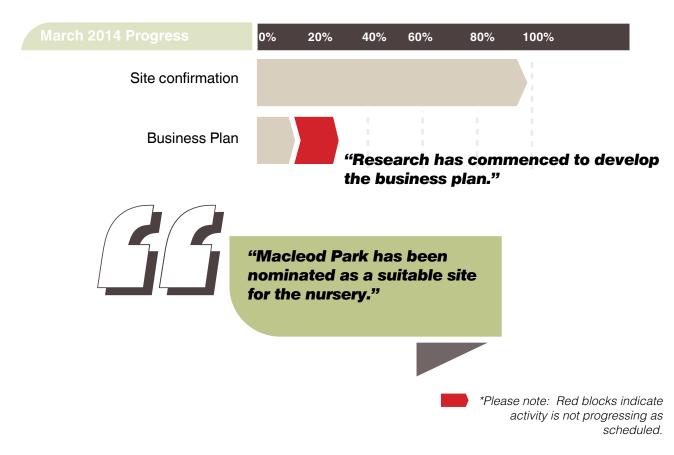


Significant Project Update

Community Recycling Centre

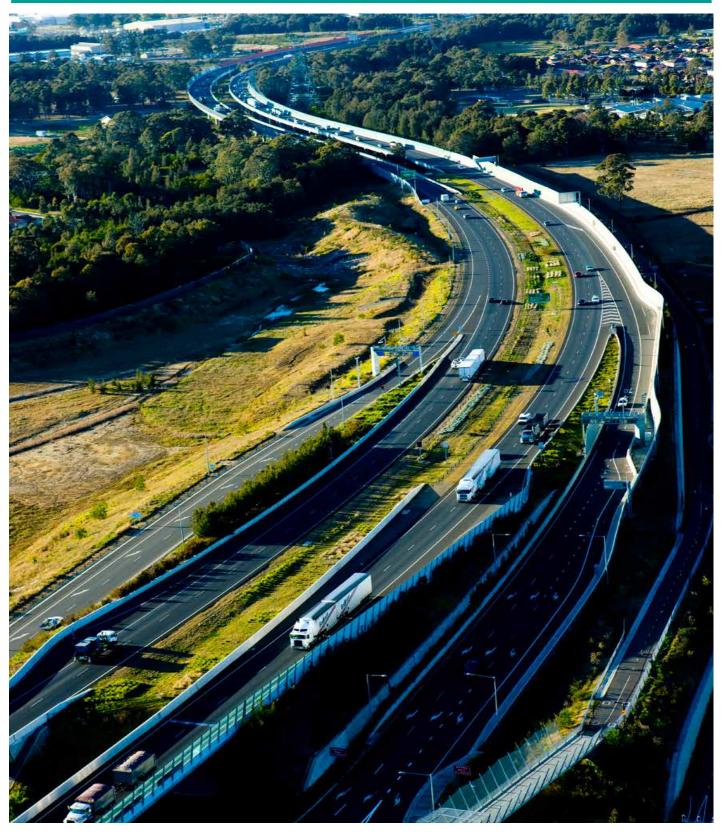


Community Nursery and Education Centre



Natural Sustainable City





10-Year Strategies

- Provide safe and easy travel with a high quality road and traffic management network.
- Encourage sustainable and alternative transport options such as walking, cycling and public transport.
- Collaborate with key stakeholders to maximise community access to emerging technologies.

4 Year Principal Activities

- 6.1 Roads, footpaths and cycleways
- 6.2 **Road Safety**
- 6.3 **Traffic and Transport**

All actions are on-track or ongoing.

1-Year Actions

All actions are on-track or ongoing.

10-Year Targets

- 25% of trips to work are made by modes other than private car. 15.8% In 2011. This is a slight increase from 2006 (15.3%). (Source: census data)
- 95% of homes have access to broadband. 66% of homes, significant increase since 2006 (38.1%) (Source: census data)
- 85% of people express satisfaction in the management of traffic or safety on local streets. 80% of people. (Source: Annual telephone survey)



January to March highlights



Rehabilitation and resurfacing of the following roads was completed:

- Reilly Street, Lurnea
- Barry Road ,Chipping Norton
- Badgerys Creek Rd, Badgerys Creek



85% of the new footpath program for the year has been completed. New footpaths have been completed on sections of: Twentieth Avenue, Hoxton Park



100% of the scheduled upgrades to existing footpaths to meet disability standards have been completed.

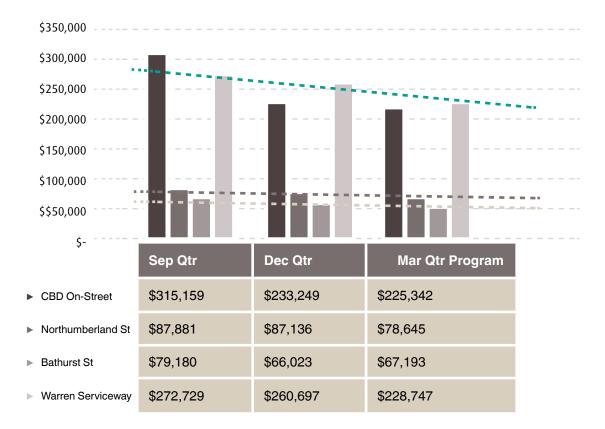


75% of works scheduled in Council's cycle ways program have been completed.



Parking in the City Centre

City Centre Parking Revenue





The reduction in parking revenue collected for the three quarters reflects the impact of:

- Discounts to weekly and monthly parking fees at Warren Serviceway with a view to increasing utilisation and security.
- Fifteen (15) minutes free parking during the week and free parking on Saturdays for on-street parking.
- Free parking on Saturdays at Bathurst St and Northumberland St Car Parks.

Capital Works Projects Status Update

Civil Construction and Assets

Approved Budget
Actual cost of works completed
Value of works completed
Value of contracts issued
Total number of projects
Number of projects completed

\$39.9M \$8.1M (20%) \$10.4M (26%) \$13.2M (33%) 82

(26%)

Required project adjustments

Project Delays Kurrajong Road extension Bernera Road

\$10.7M \$1.7M

21

Transport and Parking

Approved Budget
Actual cost of works completed
Value of works completed
Value of contracts issued
Total number of projects
Number of projects completed

\$0.4M \$0M (0%) \$0M (0%) \$0M (0%) 2

(0%)

Required project adjustments

Awaiting Grant Approval River Cities Cycleways

\$1.5M

0

Programs Suspended

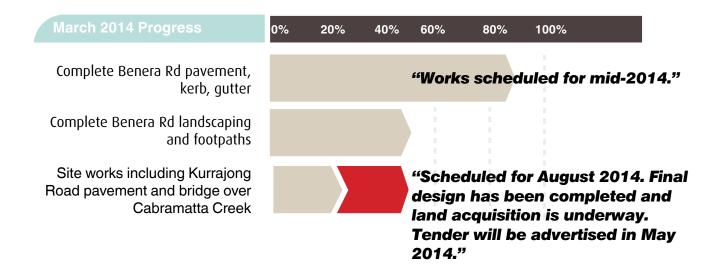
Pay and Display Parking Meters

\$0.3M

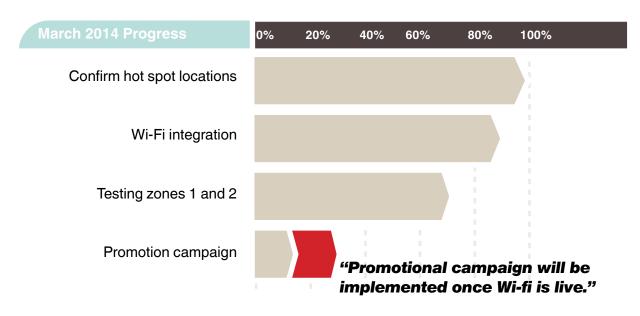


Significant Project Update

Construction of Kurrajong and Bernera Roads



Wi-Fi in the City Centre



*Please note: Red blocks indicate activity is not progressing as scheduled.

Leading Proactive Council





10-Year Strategies

- Position Council as an industry leader, delivering best practice and innovation.
- Lead partnerships and collaboration with community, business governments.
- Provide business excellence and financial sustainability to deliver.

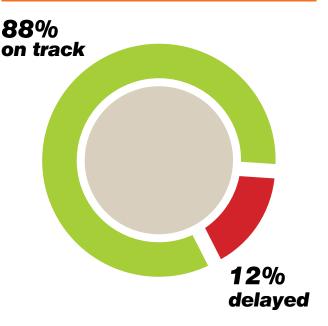
10-Year Targets

- Increased number of people who report satisfaction or better with the overall performance of council. 70% of people in 2013, which is a 10% increase from 2012. (Source: Annual telephone survey)
- Organisational climate score of 90%. Council had an organisational climate score of 65.29 In 2012. (2012 Liverpool City Council climate survey)
- A financial sustainability rating of strong with and a positive financial outlook. Council's latest assessment from T-Corp was 'strong with a negative outlook.'

4 Year Principal Activities

- 7.1 **Civic and Corporate Leadership**
- 7.2 **Financial Sustainability**
- 7.3 Governance
- 7.4 **Information Technology**
- 7.5 **Workforce Management**

1-Year Actions



- 7.2.4 Review debt recovery procedures across Council to reduce the risk of incurring bad debts is expected to be completed by June 2014. Reviews have commenced with CPAC, Childcare and Bookings.
- 7.4.2 Complete the upgrade and transfer of remote site wireless communications for the Depot, Museum, Casula Powerhouse and Moore St connections to Council's network will not be completed this financial year due to resource limitations.
- 7.4.4 Investigate the expansion of mobile devices for service delivery is experiencing delay and will be considered during development of the Information Communications Technology Strategy Review (Mobile Computing component)
- 7.5.6 Automate Council's Performance Management, Recruitment and **Payroll** workflow systems into the Aurion software program is currently under review.

January to March highlights



Pop-up mobile Mayoral Offices were held on Sunday 9 February at the Defence Family Day festivities in Hammondville and on Saturday 22 March at Cecil Hills, Green Valley and Miller Shopping Centre.

Council's business paper system was upgraded and went live in February 2014.

Council's return
on investment
portfolio for the
quarter was 4.17%.
This exceeded the
UBSW benchmark of
2.62%.



A 'Shining Stars' Awards Ceremony was held on 25 March 2014. Staff were recognised for excellence and achievement in the following areas: customer service, innovation, teamwork and leadership. Council's Communications and Events Team was awarded the overall winner for the Shining Stars Awards.

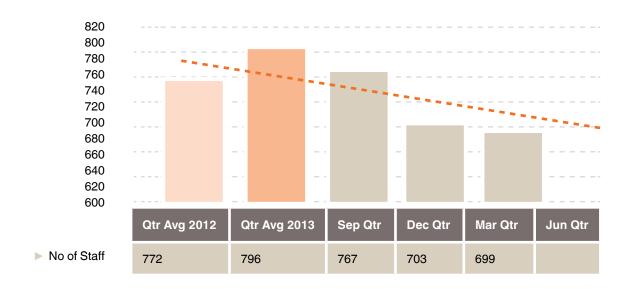
An application to continue the current 9 per cent special rates variation was lodged to the Independent Pricing and Regulatory Tribunal (IPART) following an extensive community consultation process.

Planning is underway for a Mayoral Charity Ball in August.



Council Staff

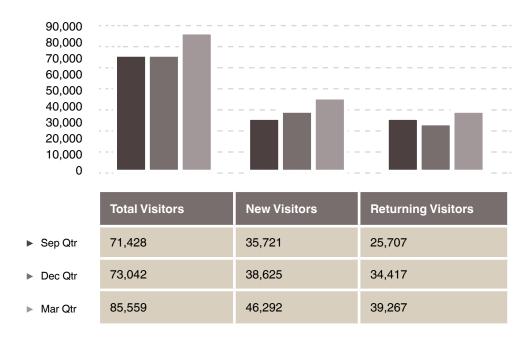
Number of staff



Turnover Rate



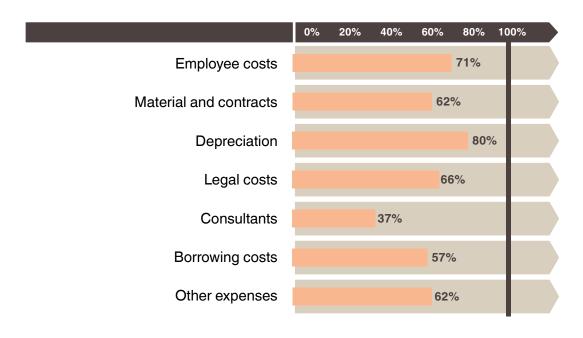
Website



Website visits continue to increase significantly, reinforcing the website's status as preferred source for information on Council's services. (The quarter average for 2012-13 was 63,750)

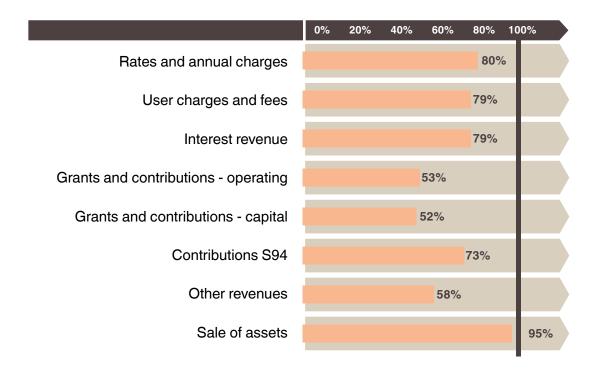
Financial Performance

Operating Expenditure Budget Performance

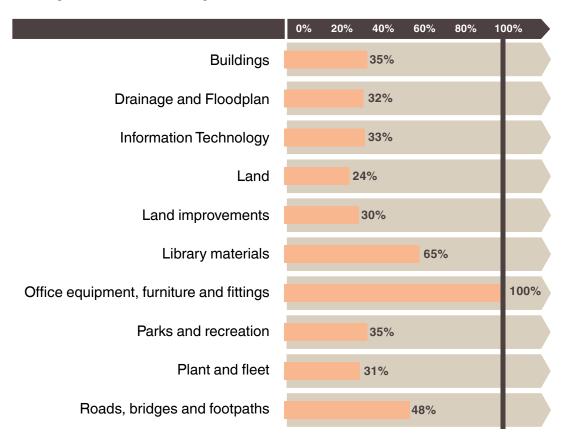




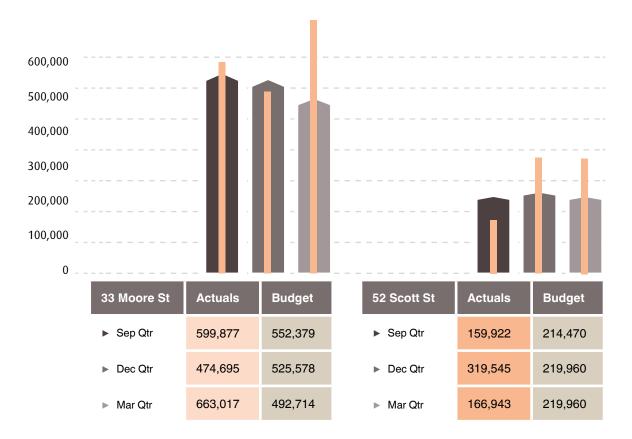
Income Budget Performance



Capital Works Expenditure



Property Portfolio Report

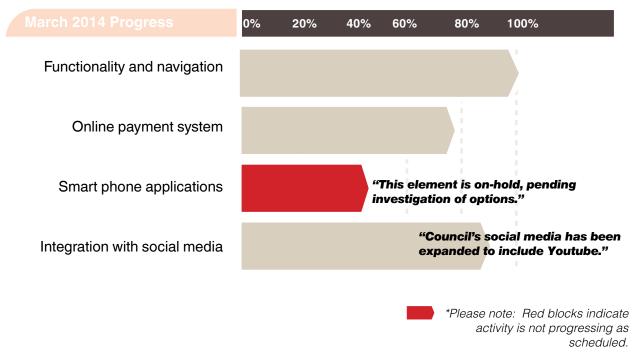




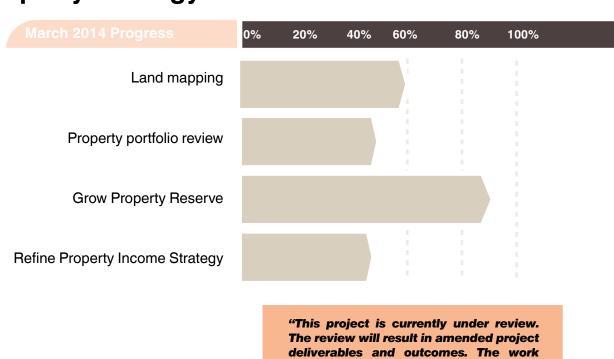


Significant Project Update

Website Optimisation



Property Strategy



2014/15."

completed to date will be carried over to

Further Information

For further information about Liverpool City Council's Delivery Program and Operational Plan:

Telephone the Call Centre 1300 36 2170

NRS 13 36 77

Language aides Council has many people who speak

different languages.

Call 1300 36 2170 and ask for your preferred language

Write a letter Chief Executive Officer

Locked Bag 7064 Liverpool BC 1871

Visit Council's website www.liverpool.nsw.gov.au

Our Directions

Vibrant Prosperous City

Liveable Safe City

Healthy Inclusive City

Proud Engaged City

Natural Sustainable City

Accessible Connected City

Leading Proactive Council















Leadership

Excellence

Partnership

Innovation

Equity

Sustainability