

# Performance Statement for 2003/04

	Service standard (where applicable)	Performance Target	Actual Performance
<b>1.0 General Public Services</b>			
Council Meetings	Convene, hold and document 12 Council meetings p/a	23	31
Increase elected representative input into town planning	Convene 12 additional Town Planning Meetings	12	12
Representative bodies participation and attendance	LGANT - Executive & General	Yes	Yes
Properties rates management	90% of rates notices prepared free from error.	Yes	Yes
Accounts receivable monitoring	< 10% of accounts receivable owing greater than 60 days	< 10%	8.2%
Audited financial statements	In accordance with relevant legislation and prepared with minimal adjustments required from the external auditors	Unqualified	Unqualified
Contracts administered	100% compliance with standards, number administered will vary with renewal dates	58	76
Internal audit and risk management	80% of recommendations acted upon	80%	80%
Investment Income	Cash invested in S&P A or better rated financial institutions	Yes	Yes
No of customer enquires handled	Opening hours 8.00am - 5.00pm. <5 mins waiting time	Yes	Yes
Moneys collected and receipts issued	<0.1% cashier discrepancy. 5min average waiting time.	< 0.1%	< 0.1%
Vandalism repairs	Assets destroyed by vandals rectified within 2 days of notification	Yes	Yes
Health & Safety Management (no of claims)	Reduction in cost of compensation claims	15	22
Cost per desktop computer	100% standard operating environment, 70% problems resolved in prescribed time, 100% of computers linked to internet, < 3% downtime	Yes	Yes
Help Desk Requests	# of help desk requests	1,058	2,526
No of documents scanned	80% scanned within 24hours of receipt	34,872	47,968
No of calls answered - switchboard	# of call answered and directed to relevant personnel within the Council	43,549	33,206
Council sponsored events	DCC Handbook, NT Expo, Darwin Show, CCCL M	Yes	Yes
<b>2.0 Public Order &amp; Safety</b>			
Dog Patrol (hours)	Patrols conducted between 6.00am and 6.15pm Monday to Friday on a rotating basis.	1,412	1,391
Complaints actioned (hours)	80% of urgent complaints responded to within 1 hour; 75% of non urgent complaints responded to within 1 week.	725	1,163
Public places patrol (hours)	Patrols undertaken between 6.00am - 7pm Mon to Fri, all complaints responded to within 1 working day and 100% of complainants satisfied with Council's response.	3,063	3,803
Community safety strategy	Implementation of safety strategy	Yes	Yes
Assistance to night patrol	Annual sponsorship	Yes	Yes
<b>3.0 Housing &amp; Community</b>			
Darwin Consent Authority meeting attendance	Corporate Governance	12	9
Town Planning Committee Meetings	Corporate Governance	12	12
Sign permits and processing enquires	95% of applications determined within 5 days	160	101
No of projects developed in response to community issues	90% of Projects delivered on time/budget and to specification	10	15
Administer and allocate grant funds	Annual requests for sponsorship received	30	54
Non profit organisations support in-kind (# of organisations)	Community projects supported annually	20	26
No of editions of GRIND p.a	30 youth involved in production, with 2000 copies produced	4	4
Youth Advisory Group Meetings p.a	15 youth on advisory committee with 100% attendance at	10	18
Fun Bus (no of attendees)	Attendees using fun bus per year	8,465	10773
Repairs to underground pipes (no of jobs)	24 hr response time for urgent and 80% within 1 month for non	Yes	Yes
Stormwater approvals	95% of approvals within 3 working days.	Yes	Yes
Development of a sister city business plan	Plan submitted to Council for approval by 30 June each year.	Yes	Yes
Mall sweeping (m2)	Areas swept 6 days per week	6,275	6,292
Litter Patrols (hours)	Areas patrolled at a minimum twice daily	Yes	Yes
Malls flushing (hours)	Flushed 5 days per week	416	624
High pressure cleaning (m2)	Areas high pressure cleaned once per year.	Yes	Yes
No of public toilets maintained and serviced (no of cleans p.a)	1.7 cleans per week for suburban toilets and 4.5 cleans per week for foreshore toilets.	1,390	1,643

	Service standard (where applicable)	Performance Target	Actual Performance
<b>4.0 Environment &amp; Sanitation</b>			
Foreshore Restoration jobs	95% rectification of foreshore damage undertaken within 7 days of damage occurring	Yes	Yes
Anti litter education	1 education campaign each year	1	5
Conduct annual environment events	Clean up Australia Day, Pre-cyclone Clean Up & Operation Clean Sweep	Yes	Yes
Domestic Garbage collection & disposal (no of residents)	Weekly collection for houses, bi weekly collection for units	24,150	31,251
Domestic recycling collection & disposal (no of households)	Fortnightly collection for houses, twice weekly for units	23,890	31,112
	75% participation rate increasing by 1% per year	75%	74.00%
	3815 tonnes of recycling material, increasing to 3870 next year,	3,815	4,172
	30% contamination rate next year and declining to 25% in future years	30%	27.50%
Commercial waste disposal (tonnes)	Compaction density > or = 800kg/m3. No breaches of environmental standards	> = 800kg/m3	837kg/m3
Street Sweeping (km swept p.a)	CBD - 6 days per week. Suburbs swept on a 10 week cycle.	4,500	4,500
Litter patrol CBD (hours)	Areas patrolled once or twice per day depending on level of pedestrian traffic.	1,920	2,119
Litter patrol Non CBD (hours)	Areas patrolled 2/3 times per week depending on levels of pedestrian traffic	4,368	4,127
Walkways cleaning (no walkway cleans)	256 walkways 4 times p.a	1,024	2,302
Cyclepath sweeping (km)	52kms swept twice per month	1,248	936
Shopping centre sweeping (m2)	1 - 5 times per week depending on location	801,736	601,302
CBD sweeping (m2)	Areas swept weekly	326,300	326,300
<b>5.0 Recreation &amp; Culture</b>			
FREEPS (no of events)	4500 people attending, 3 hour duration, 9 different activities per	6	4
Fun in the park (no of days)	1500 people attending per year, 2.5 hours of activities each day	54	54
Casuarina Pool (patronage)	Opening hours Wet Season 6am - 8am, 10am - 7.30pm Mon to Fri, 10am - 6.30pm weekends. Dry Season 6am - 8am, 10.30am - 6.30pm Mon to Fri, 10.30am - 6.00pm weekends. Royal Lifesaving Society guidelines for safe pool operations are maintained.	77,500	65,773
Parap Pool (patronage)	As above	89,500	62,619
Nightcliff Pool (patronage)	8.00am - 7pm everyday. Royal Lifesaving Society guidelines for safe pool operations are maintained.	70,000	63,743
Parks Maintained	Cat 1, 2 & 3 parks maintained in accordance with adopted service standards.	100%	100%
Ovals Maintained	Cat 1 & 2 ovals maintained in accordance with adopted service standards.	100%	100%
Visits per capita	Visits to all Libraries per Darwin's population	New KPI	8%
Loans per capita	Loans from all Libraries per Darwin's population	New KPI	7%
Management of Darwin Entertainment Centre	Centre to meet conditions of funding agreement	Yes	Yes
Annual Arts & Cultural Events	Festival of Darwin, Xmas in Darwin & Brass Band	Yes	Yes
Amphitheatre (no of events)	All elements of the management agreement are met. Secured - no public access outside event hours	6	6

	Service standard (where applicable)	Performance Target	Actual Performance
<b>6.0 Transportation</b>			
Roads routine maintenance (no of repairs)	Response Time: 24hrs for urgent work; 80% of other works within	1,500	1,150
Road signs (no of repairs or replacements)	Response Time: 24hrs for urgent work; 80% of other works within one month.	1,800	1,230
Line Markings (lineal metres)	2 year CBD cycle, 3 - 4 years for suburbs, additional 230m2 of line markings also completed.	10,157	9,686m+295m2
No of Driveway repairs	24 hrs for urgent and 80% within 1 month for non-urgent repairs.	120	211
Traffic signal installations maintained (no of jobs)	90% of repairs completed within 24hrs, 240 traffic signal outages per year, 4 maintenance cycles per year	200	237
Parking space shortfall income	This is a rates levy to finance parking initiatives		
Interest Income	From moneys held in the reserve		
On street parking patrol (hours)	All four CBD patrol areas partly patrolled each working day. All four patrol areas patrolled fully during the course of the week.	5,850	5,649
Number of parking bay (bays available per day per year)	85% utilisation of multi storey carpark bays, 89% utilisation ground level carpark bays.	85%	57% On Street 86% Off Street
Suburban Parking Patrol (hours)	Non CBD areas patrolled 2/3 times per day, respond to all calls by next working day, 1 complaint (on average) about illegal parking per week.	1,483	1,449
No of footpath repair jobs	24 hrs for urgent and 80% within 1 month for non-urgent jobs	180	302
No of cyclepath repair jobs	24 hrs for urgent and 80% within 1 month for non-urgent jobs	80	70
No of walkway repair jobs	24 hrs for urgent and 80% within 1 month for non-urgent jobs	50	39
<b>7.0 Other Economic Affairs</b>			
Business Economic Review	Adopting policy developed as a result of consultation with the	Yes	Yes
Ongoing liaison with the business community	Business community views DCC as pro-development.	Yes	Yes
City Xmas Decorations	Annual Event	Yes	Yes
Darwin City Promotions	Mail Kiosk to maintain opening hours Mon - Fri 9:00am - 5:30pm Sat 9:00am - 3:00pm sun 10:00am - 3:00pm.	Yes	Yes