


Economy

#	Services (Business as Usual Functions)	Objectives	KPI	Target	Actual	Status	Comments	Responsibility
2024SERVEC01 ACT00248	Service EC01: Business Support Provide support to help build capacity for local Mandurah businesses.	1.5	No. of business engagements					Transform Mandurah
			<i>Quarter 1 (July - September)</i>	125	276	●	Inclusive of workshops, proactive and reactive email correspondence (not including newsletters), phone calls, and in-person meetings on a range of topics.	
2024SERVEC02 ACT00249	Service EC02: Apprenticeship Programme Continue to implement the City's apprenticeship program.	1.5	% successful completing apprenticeship					People Services
			<i>Quarter 1 (July - September)</i>	22.5	23	●	In September 2024 we did not have any apprentices or trainees complete their apprenticeship or traineeship. However, in October and November 2024 three apprentices successfully completed their apprenticeships. The 3 apprenticeships are on track to be fully completed in quarter 2 of this financial year.	People Services
			% occupancy in available traineeship roles	22.5	20	●	20% successfully completed	People Services
			<i>Quarter 1 (July - September)</i>	22.5	20	●	20% successfully completed	People Services
2024SERVEC04 ACT00251	Service EC04: Management of Boat Pens - Mandurah Ocean Marina (MOM) and Mary Street Lagoon Manage bookings and maintenance for the Mandurah Ocean Marina and Mary Street Lagoon Boat Pens.	1.3	Mandurah Ocean Marina and Mary Street Lagoon occupancy rate (%)					Marina & Waterways
			<i>Quarter 1 (July - September)</i>	17.5	79	●	Boat pen occupancy for Q1 is 79% which included both permanent and casual bookings.	
2024SERVEC05 ACT00252	Service EC05: Statutory Planning and Land Management Services Undertake statutory planning and land management services in accordance with relevant legislation.	1.3, 4.5	Development Applications, Subdivision and Structure Plan proposals assessed within legislative timeframes (%)					Statutory Planning & Lands
			<i>Quarter 1 (July - September)</i>	100	95	●	Predominantly meet the target timeframes and in most cases well within. There are always times when externalities influence the timeframes, however these are limited.	Statutory Planning & Lands
			% Subdivision Referrals processed within 42 days	25	24	●		
2024SERVEC06 ACT00253	Service EC06: Activation of City Land Promote business opportunities and administer the trading permit guidelines to ensure consistency with objectives.	1.5	% occupancy of City land eligible for Trading Permits					Legal Property
			<i>Quarter 1 (July - September)</i>	100	95	●		

Community

#	Services (Business as Usual Functions)	Objectives	KPI	Target	Actual	Status	Comments	Responsibility
---	--	------------	-----	--------	--------	--------	----------	----------------

2024SERVC01 ACT00294	Service C01: Contemporary Art Spaces Mandurah (CASM) Coordinate CASM as a key visual arts and creative learning space for the City, delivering a range of activities and professional learning opportunities for the community.	2.4	Event participation rate (% of annual foot traffic)	20	20		Key achievements for 2023-2024:? Successful application to the Public Regional Galleries Improvement Fund (PRGIF) for \$48,350 to deliver new Gallery lighting grant CASM Signage Grant? Installation of new Gallery Lighting system in collaboration with project management team? Successful application to PRGIF for \$18,730 to deliver new façade and wayfinding signage? Instigation of new branding project? Delivery of the 2023 CASM Program? Initiation of alignment with with NAVA code of practice for exhibitions? Introduction of concession fees for RT Kids Afterschool art Classes	Arts & Culture
2024SERVC02 ACT00295	Service C02: Library Services Deliver an optimal range of literacy and learning services through the City's Libraries to meet the expectations of the community.	2.4	Number of Active Library Members Quarter 1 (July - September)	6250	25718		Active Library Members are on track.	Library & Heritage Services
			Library Footfall					Library & Heritage Services
			Quarter 1 (July - September)	75000	45833		Not an accurate reflection of footfall at Falcon Library. The carpark entry gates were not counting people.	Library & Heritage Services
			Number of physical loans Quarter 1 (July - September)	64000	64279		Physical loans on track.	Library & Heritage Services
			Number of items issued per capita Quarter 1 (July - September)	1.5	0.64		Physical loans per capita are below target.	Library & Heritage Services
2024SERVC03 ACT00296	Service C03: Museum Deliver heritage projects and create connections with community.	2.4	Number of exhibitions held at museum Quarter 1 (July - September)	1	0			Library & Heritage Services
2024SERVC04 ACT00297	Service C04: Billy Dower Youth Centre Deliver an optimal range of services for youth through the Billy Dower Youth Centre, and provide strategic youth connections and engagement across the City.	2.1, 2.3, 2.4	Youth Advisory Group consultations held per year Quarter 1 (July - September)	2.5	0			Youth Development
2024SERVC05 ACT00298	Service C05: Seniors Centre Deliver an optimal range of services at the Seniors Centre to meet the expectations of the community.	2.1, 2.3, 2.5	Average attendance at the centre ('000) Quarter 1 (July - September)	30	23358		Footfall down due to impacts of facilitator illness and absences. Please note - door counter inactive for period of 6 weeks and months 1 & 2 are estimates based on previous data.	Seniors
			Annual membership Quarter 1 (July - September)	550	600		Membership currently stands ahead of targets at 2300+ (and is based on calendar year) and final annual number expected to further grow by end 2nd quarter.	Seniors
2024SERVC06 ACT00299	Service C06: Community Facilities Manage the City's hired Community Facilities (including Halls and Pavilions, Parks and Reserves, Beaches and Foreshores and Outdoor Sports Facilities) - Usage and Stakeholder Management.	2.3, 2.5, 4.4	Coordinate regular and casual hire bookings for all community facilities (% processed with 3 days) Quarter 1 (July - September)	25	95		95% Bookings are being processed within 3 days	Recreation Services
			Administer and coordinate the CIIP process to maximise community facility improvements and usage (% requests processed).					Recreation Services

							Community Initiated Infrastructure Requests are being administered via the Recreation Services Team July 24 – Port Bouvard Sport & Rec – Patio Extension July 24 - Port Bouvard Sport & Rec – Ceiling Fans July 24 - Port Bouvard Sport & Rec – Electric Gate July 24 – Falcon Family Playgroup – Planter Boxes July 24 – Fremantle Football Club – Behind Goal Camera July 24 – Falcon Mens Shed – Power Points to Craft Room In progress Received - Mandurah Tennis Club – Shade Structure & Shed Applications Enquiries - Mandurah Surf Life Saving – Shed at Town Beach – Met onsite – No application yet Mandurah Volleyball – Semi Permanent Volleyball nets on Town Beach – No application yet In Progress Mandurah Pirates – Shed for the club's scrum machine Port Bouvard Sport & Rec – Patio for the Men of the Trees shed.	
			Quarter 1 (July - September)	25	6	●		Recreation Services
			% of casual community facility bookings processed online					
			Quarter 1 (July - September)	16.25	0	●	Currently, 95% of all bookings are coming through the Recreation Services email address for the team to manage. The annual target will apply upon implementation of the online booking system commencing March 2025	
2024SERVC07 ACT00300	Service C07: Mandurah Aquatic and Recreation Centre Manage the MARC and deliver an optimal range of services to meet the expectations of the community.	2.3, 2.5	MARC Subsidy per visit \$					Recreation Services
			Quarter 1 (July - September)	3.6	3.21	●		Recreation Services
			Maintain participation/ occupancy rate in MARC facilitated programs (%)					
			Quarter 1 (July - September)	80	80	●	Program participation has steadily increased since the reopening of all pools and there has been an increase in membership numbers overall.	Recreation Services
			Membership growth (cumulative %)					
			Quarter 1 (July - September)	6.25	8.5	●	Tracking above target due to full Centre operations, Membership Officer engagement and implementation of Customer focused CMS	
2024SERVC08 ACT00301	Service C08: Transport Planning Integrated transport planning to ensure a safe, efficient and effective integrated local road and transport network.	2.2, 2.5, 3.4	% customer requests completed within Service Level Agreement timeframes					Operations Services
			Quarter 1 (July - September)	22.5	23.15	●	Completion of traffic management and Technical Services customer requests are slightly below agreed service levels.	
2024SERVC09 ACT00302	Service C09: Traffic Management Traffic monitoring investigation and implementation programmes to enable appropriate planning of road safety improvements including blackspot projects.	2.2, 2.5, 3.4	Completed site traffic monitoring					Operations Services
			Quarter 1 (July - September)	10	19	●	19 traffic surveys were completed from July to September 2024.	Operations Services
			Installed electronic speed displays					
			Quarter 1 (July - September)	2	5	●	Five electronic speed displays were installed during July to September 2024.	Operations Services
			Completed Road Safety Audits					
			Quarter 1 (July - September)	2	2	●	Two road safety audits were completed from July to September 2024.	
2024SERVC10 ACT00303	Service C10: Community Infrastructure Design and Construction Plan, design and deliver the City's major and building and community infrastructure asset Capital Works projects.	2.3, 4.4, 4.5						

			% Capital Program delivered (% budget - actual)						Project Management
			<i>Quarter 1 (July - September)</i>	20	17.2	●	The City has delivered 17.2% (\$9.5M) of the annual capital works budget. A further 28% (\$15.9M) has been committed.		Project Management
			% Capital Program delivered (% projects completed)						Project Management
			<i>Quarter 1 (July - September)</i>	20	11.3	●	16 of 141 capital works projects have been completed in the reporting period June to September 2024.		Project Management
2024SERVC11 ACT00304	Service C11: Landscape Design and Construction of park and open space landscape infrastructure assets.	2.3, 2.5	Deliver City Parks Capital Program (% Budget)						Landscape Services
			<i>Quarter 1 (July - September)</i>	22.5	20	●	Delivery of parks landscape infrastructure for the 24/25 financial year has commenced.		Landscape Services
			Deliver City Parks Capital Program (% Projects)						Landscape Services
			<i>Quarter 1 (July - September)</i>	22.5	15	●			Landscape Services

Environment

#	Services (Business as Usual Functions)	Objectives	KPI	Target	Actual	Status	Comments	Responsibility
2024SERVE01 ACT00325	Service E01: Parks, Open Space, Bushland and Foreshore Natural Assets Maintain the City's parks, open space, bushland and foreshore natural assets to meet agreed performance targets.	3.3	Increase Urban Canopy in parks & reserves (Number planted in road reserves)					Landscape Services
			<i>Quarter 1 (July - September)</i>	75	100	●	220 new street trees planted in response to street tree requests. 130 street trees planted in Dudley Park and added to the tree watering program as part of Street Tree Masterplan Implementation. Total of 350 street trees planted.	Landscape Services
			Increase Urban Canopy in parks & reserves (Number planted in parks & reserves)					Landscape Services
			<i>Quarter 1 (July - September)</i>	250	80	●	70 trees planted in Dudley Park parks and reserves. 128 trees planted in other parks and reserves. Total 198 parks and reserves trees planted.	Landscape Services
			Deliver Parks Maintenance Program (% Budget)					Landscape Services
			<i>Quarter 1 (July - September)</i>	25	25	●		Landscape Services
2024SERVE03 ACT00327	Service E03: Waste Collection Manage household and community waste collection services including weekly waste collections, fortnightly recycling, verge collections, public bin collections, illegal dumping and dead animal collections.	3.3, 3.4	% customer requests completed within Service Level Agreement timeframes					Waste Management
			<i>Quarter 1 (July - September)</i>	22.5	0	●		Waste Management
2024SERVE06 ACT00330	Service E06: Asset Management and Planning for Bushland, Foreshores and Natural Areas Planning at strategic, tactical, and operational levels for managing the City's natural land assets, including asset condition monitoring, scheduling maintenance, and developing management plans for bushland, foreshore, and public spaces, to meet performance targets aligned with strategic objectives and the LTFP.	3.3, 4.4	# of existing Bushland Management Plans updated					Environmental Engagement
			<i>Quarter 1 (July - September)</i>	4.5	2	●	On track to review targeted number of plans for the year.	Environmental Engagement

Leadership

#	Services (Business as Usual Functions)	Objectives	KPI	Target	Actual	Status	Comments	Responsibility
2024SERVL04 ACT00353	Service L04: Integrated Planning and Reporting (Strategic /Corporate) Coordinate the review and development of the Strategic Community Plan (SCP), Corporate Business Plan (CBP) and Annual Operational Plan.	4.1	IPRF Compliance (%)					Strategy
			Quarter 1 (July - September)	25	25	●		
2024SERVL07 ACT00356	Service L07: IT Tech Support Advocate, manage, maintain and support technology and technological solutions for Council operations.	4.5	Support requests responded to within SLA (%)					Business Systems
			Quarter 1 (July - September)	22.5	22.5	●		
2024SERVL08 ACT00357	Service L08: Customer Service Provide high quality customer service.	4.5	Post Transaction Customer Satisfaction (%)					Customer Services
			Quarter 1 (July - September)	90	76	●	Results are received monthly and averaged across the quarter	
			First point of contact resolution (FPOC %)					Customer Services
			Quarter 1 (July - September)	80	86	●	Results are averaged across the quarter	
			% Calls answered within 20 seconds					Customer Services
			Quarter 1 (July - September)	80	70	●	Average call wait time was 30 seconds	
			Call Abandonment Rate (%)					Customer Services
			Quarter 1 (July - September)	5	6	●	Results are received monthly and averaged across the quarter	
Management of the City's after hours emergency call flowchart (%)					Customer Services			
Quarter 1 (July - September)	100	100	●	Conducted annual performance review of provider.				
2024SERVL09 ACT00358	Service L09: Cemeteries Provide administration services for Mandurah Cemeteries.	4.4	Undertake burials within 48 hours (%)					Customer Services
			Quarter 1 (July - September)	100	100	●	Processed 17 burials and 7 ashes interments within expected timeframes.	
			Provide acknowledgement/ response to complaints, within SLA (%)					Customer Services
			Quarter 1 (July - September)	100	100	●	Responses provided within 24 hours of receipt	
			Provide advice on memorialisation (when enquired) within SLA (%)					Customer Services
Quarter 1 (July - September)	100	100	●	All enquiries responded to within expected service levels.				
2024SERVL10 ACT00359	Service L10: Records Management Ensure compliant storage, retrieval, disposal and scanning/preservation of records. Ensure ongoing digitisation of physical records. Coordinate the retention, disposal and archiving program (including digital records).	4.5						

			Compliance with Recordkeeping Plan (%)					Information Management
			<i>Quarter 1 (July - September)</i>	25	25		Daily operational tasks completed, which includes quality and assurance and audit checks	Information Management
			% of documents audited for compliance, post OneCouncil document migration					Information Management
			<i>Quarter 1 (July - September)</i>	1.25	0.01		Migration has now been completed, due to resourcing and staff leave this quarter there has been significant reduced days on the project at 10 days.	Information Management
			Review and update the City's Recordkeeping Policy Biennially (%)					Information Management
			<i>Quarter 1 (July - September)</i>	0	0		Desktop review completed in April 2024, next review is not due until 2026-2027 and aligned with next Record Keeping Plan review.	
2024SERVL11 ACT00360	Service L11: Freedom of Information (FOI) Manage Freedom of Information processes and reporting.	4.5	FOI enquiries responded to within regulatory timeframes (%)					Information Management
			<i>Quarter 1 (July - September)</i>	25	22.5		There has been an increase in application received in the first quarter, in total 10 with 9 out of the 10 completed within timeframe.	Information Management
			Maintain up to date Information Statement (%)					Information Management
			<i>Quarter 1 (July - September)</i>	25	25		Information statement will be published by end of Qtr 2.	
2024SERVL12 ACT00361	Service L12: Tactical Planning for Roads and Transport, Building and Community Tactical planning for the City's road, transport, building, and stormwater drainage assets involves asset condition monitoring and programming for replacement, renewal, and upgrades. This includes developing 10-year outline and 3-year detailed capital works plans, aligned with performance targets, strategic asset management, and the Long-Term Financial Plan (LTFP).	4.4	Complete development of the City Works and City Build 10 year Capital Programmes by end of Q2 *review*					Operations Services
			<i>Quarter 1 (July - September)</i>	75	80		Development of the 10-year capital works programs are progressing well, and are being uploaded to the Project Lifecycle Management module.	
2024SERVL13 ACT00362	Service L13: Civil Infrastructure Design Civil infrastructure design includes surveying and designing local roads, car parks, traffic management, paths, public lighting, and stormwater drainage. It also manages private works in subdivisions and road reserves, aligning with performance targets, asset management, water-sensitive urban design, and the Long-Term Financial Plan (LTFP).	4.4	Design City Works annual Capital Program (% Projects)					Operations Services
			<i>Quarter 1 (July - September)</i>	40	80		80% of the FY 2024/25 civil works annual design program has been completed and issued for construction.	
2024SERVL14 ACT00363	Service L14: Strategic Asset Management and Planning Strategic planning ensures the City's infrastructure assets are sustainably managed and maintained for future generations. This involves developing and regularly reviewing the Asset Management Strategy, Plans, and working with the Asset Management Working Group.	4.4	Review of Asset Management Strategy (% Complete)					Strategic Asset Management
			<i>Quarter 1 (July - September)</i>	25	0		The review of the Asset Management Strategy has been delayed due to the prioritisation of completing the City's Asset Management Plans.	Strategic Asset Management
			Review Asset Management Plans (each to be reviewed biennially)					Strategic Asset Management
			<i>Quarter 1 (July - September)</i>	0	5		The City's six asset management plans are currently in the final draft stage and undergoing revisions.	Strategic Asset Management
			Number of bi-monthly Strategic Asset Management Working Group meetings held during the year					Strategic Asset Management
			<i>Quarter 1 (July - September)</i>	2	2		Strategic Asset Management Working Group meetings have been completed, with focus on Asset Management Plan development.	
2024SERVL15 ACT00364	Service L15: Infrastructure Asset Design Principles Ensure infrastructure capital works follow holistic design principles, including Crime Prevention Through Environmental Design (CPTED), Access and Inclusion, Ecological Sustainability (ESD), Place Enrichment, and Arts and Culture, to meet built form expectations.	4.4						

			% Projects incorporating CPTED principles					Project Management
			<i>Quarter 1 (July - September)</i>	25	25		All capital works projects have incorporated CPTED principles.	
			% Projects incorporating A&I principles					Project Management
			<i>Quarter 1 (July - September)</i>	25	25		All capital works projects have incorporated A&I principles.	
			% Projects incorporating ESD principles					Project Management
			<i>Quarter 1 (July - September)</i>	25	25		All capital works projects have incorporated ESD principles.	
2024SERVL16 ACT00365	Service L16: Planning and construction for roads, transport, buildings, community assets, parks, open spaces, stormwater drainage, and bridge infrastructure. Planning the maintenance of the City's roads, transport, buildings, community assets, parks, open spaces, stormwater drainage, and bridges through asset condition monitoring and scheduling, aligned with strategic asset management and the Long-Term Financial Plan (LTFP)	4.4	Review and update Road, Transport, Stormwater and Bridge Maintenance Operational Plans (%)					Operations Services
			<i>Quarter 1 (July - September)</i>	0	0		Development Operational Management plans to commence in January 2025.	Operations Services
			Review and update Buildings and Community Facilities Maintenance Operational Plans(%)					Operations Services
			<i>Quarter 1 (July - September)</i>	0	0		Development Operational Management plans to commence in January 2025.	Operations Services
			Review and update Parks and Open Spaces Operational Maintenance Plans (%)					Operations Services
			<i>Quarter 1 (July - September)</i>	0	0		Development Operational Management plans to commence in January 2025.	Operations Services
			Deliver City Works Capital Program (% Budget)					Operations Services
			<i>Quarter 1 (July - September)</i>	22.5	23		23% (\$3.0M) of the City works annual capital works program has been delivered (actuals). A further 10% (\$1.3M) has been committed to Civil Works capital projects.	Operations Services
			<i>Quarter 1 (July - September)</i>	22.5	23		23% Civil Works capital works projects has been delivered.	
2024SERVL17 ACT00366	Service L17: Maintain Roads, Transport, and Drainage Infrastructure Assets Maintain the City's road, transport, and drainage infrastructure assets to meet agreed performance targets.	4.4	Deliver City Maintenance and City Works Maintenance Program (% Budget)					Operations Services
			<i>Quarter 1 (July - September)</i>	25	25.8		25.8% (\$3.9M) of the City Maintenance program has been delivered.	
2024SERVL18 ACT00367	Service L18: Maintain Buildings and Community Facilities Maintain the City's buildings and community facilities to meet agreed performance targets.	4.4	Deliver City Maintenance and City Works Maintenance Program (% Budget)					Operations Services
			<i>Quarter 1 (July - September)</i>	25	25.8		25.8% (\$3.9M) of the maintenance program has been delivered.	
2024SERVL19 ACT00368	Service L19: Fleet Management Management of the City's fleet of vehicles, plant and equipment including acquisition and disposal (new and replacement capital program) and repair and maintenance activities.	4.4	Rolling 10 year Fleet Replacement Plan completed (% Complete)					Operations Services
			<i>Quarter 1 (July - September)</i>	50	27.3		27.3% (\$1.1M) of the annual Fleet capital replacement has been delivered (actual). A further 36.5% (\$1.4M) has been committed to fleet capital renewal projects.	Operations Services
			Deliver Maintenance Program (% Budget)					Operations Services
			<i>Quarter 1 (July - September)</i>	22.5	22.6		City fleet completed 114 of 126 scheduled services for the period July to September 2024.	

<p>2024SERVL20 ACT00369</p>	<p>Service L20: Tactical and operational planning for the management and maintenance of coastal and marine infrastructure assets. Tactical and operational planning for managing and maintaining the City's coastal, marine, and waterway assets involves condition monitoring, scheduling maintenance, and planning for asset replacement, renewal, and upgrades. This includes developing 10-year outline and 3-year detailed capital works plans, aligned with performance targets, strategic asset management, and the Long-Term Financial Plan (LTFP).</p>	<p>4.4</p>	<p>Rolling 10 year Capital Works Programs completed (%)</p> <p>Quarter 1 (July - September)</p> <p>Development and review of Operational Plans for Coastal and Marine Infrastructure Assets</p> <p>Quarter 1 (July - September)</p> <p>Deliver Capital Program (% Budget)</p> <p>Quarter 1 (July - September)</p> <p>Deliver Capital Program (% Projects)</p> <p>Quarter 1 (July - September)</p> <p>Deliver Maintenance Program (% Budget)</p> <p>Quarter 1 (July - September)</p>	<p>75</p> <p>75</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p>	<p>75</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p> <p>25</p>	<p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>10 Year Waterways Capital Works Program reviewed and project planning commenced for priority projects in Years 1 to 3 to be included in the City's Long Term Financial Plan.</p> <p>Maintenance inspection and works schedules for Coastal and Marine assets now developed and implemented 1 September.</p> <p>Capital works program budget on track</p> <p>Capital works program progress on track with construction and delivery in Q3/Q4 of 2024/25.</p> <p>Maintenance program budget on track in accordance with scheduled works and reactive maintenance</p>	<p>Marina & Waterways</p> <p>Marina & Waterways</p> <p>Marina & Waterways</p> <p>Marina & Waterways</p> <p>Marina & Waterways</p> <p>Marina & Waterways</p>
<p>2024SERVL22 ACT00371</p>	<p>Service L22: Animal Control / Management Apply legislation and educate the community on the importance of responsible animal ownership.</p>	<p>4.5</p>	<p>% decrease in annual dog wanders reported per registered dog</p> <p>Quarter 1 (July - September)</p> <p>Dangerous dog inspections completed within 30 days of Notification (% completed)</p> <p>Quarter 1 (July - September)</p> <p>High Priority jobs (e.g. dog attack in progress, wandering animals / livestock on road, major parking issues involving safety) responded to within 1 hour (% completed)</p> <p>Quarter 1 (July - September)</p> <p>% decrease in dog attacks with injury per registered dog</p> <p>Quarter 1 (July - September)</p> <p>Animal offences (registrations, wandering, etc.) investigated and formal action taken within 14 days (% completed)</p> <p>Quarter 1 (July - September)</p> <p>Shark Reports responded to within 1 hour (%)</p> <p>Quarter 1 (July - September)</p>	<p>5</p> <p>8.79</p> <p>100</p> <p>0</p> <p>100</p> <p>100</p> <p>5</p> <p>17.38</p> <p>100</p> <p>92.58</p> <p>100</p> <p>100</p>	<p>8.79</p> <p>0</p> <p>100</p> <p>100</p> <p>17.38</p> <p>92.58</p> <p>100</p> <p>100</p>	<p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>493 wanders 1st quarter 2023 compared to 456 1st quarter 2024. 245 more dogs currently registered.</p> <p>Dangerous Dog Inspections are carried out annually between April and June so will be done in quarter 3.</p> <p>All urgent requests are called through by Customer Service to Ranger Admin who contact Rangers directly. After hours calls are taken by Insight and called through to duty Ranger or on call Ranger.</p> <p>Number of attacks causing injury in the first quarter 2023 was 37, first quarter in 2024 was 31. 245 more dogs currently registered 2024.</p> <p>Dog registrations after Sept 20 have not been included as Rangers do not take registrations after that date due to registrations closing Oct 1.</p> <p>8 beach closures following shark attack reports. All responded to within 1 hour.</p>	<p>Ranger Services</p> <p>Ranger Services</p> <p>Ranger Services</p> <p>Ranger Services</p> <p>Ranger Services</p> <p>Ranger Services</p>
<p>2024SERVL23 ACT00372</p>	<p>Service L23: Building and Compliance Controlling the construction, occupation and demolition of buildings through the issuing of permits and certificates to deliver quality development outcomes. Investigate non compliance in accordance with the relevant legislation.</p>	<p>4.5</p>	<p>Private swimming pools inspected within 4 years (%)</p> <p>Quarter 1 (July - September)</p> <p>% applications assessed within statutory time-frame (Certified Applications)</p> <p>Quarter 1 (July - September)</p> <p>% applications assessed within statutory time-frame (Uncertified Applications)</p> <p>Quarter 1 (July - September)</p>	<p>100</p> <p>98</p> <p>100</p> <p>100</p> <p>100</p>	<p>98</p> <p>100</p> <p>100</p> <p>100</p>	<p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>Busy quarter with inspector on LSL and contract with RLS. Some owners making it difficult to gain entry to complete inspections</p> <p>Continued to maintain statutory timeframes with significant Staff leave</p> <p>Continued to maintain statutory timeframes with significant Staff leave</p>	<p>Building & Compliance</p> <p>Building & Compliance</p> <p>Building & Compliance</p> <p>Building & Compliance</p>

			% Strata, Demolition and Occupancy Permit Applications assessed within statutory time-frame					Building & Compliance
			<i>Quarter 1 (July - September)</i>	25	100	●	Continued to maintain statutory timeframes with significant Staff leave	
			Provision of Building Records within applicable specified timeframes – Requests for Building Records (%)					Building & Compliance
			<i>Quarter 1 (July - September)</i>	100	100	●		
			Provision of Building Records within applicable specified timeframes – Orders & Requisitions (%)					Building & Compliance
			<i>Quarter 1 (July - September)</i>	25	100	●	Additional staff resourcing has assisted keeping up with this growing workload	
			Approval of Park Homes and annexes within Caravan Parks (10 business days) (%)					Building & Compliance
			<i>Quarter 1 (July - September)</i>	100	100	●	Continued to maintain statutory timeframes with significant Staff leave	
2024SERVL24 ACT00373	Service L24: Manage the City's Rates Function Preparation of rate notices, pensioner management, street numbering, debtor management, property enquiries, new properties.	4.5						Financial Services
			Debt Recovery Percentage (%)					
			<i>Quarter 1 (July - September)</i>	24	39	●		
2024SERVL26 ACT00375	Service L26: Risk Management Framework Ongoing review and implementation of the City's Risk Management Framework including Strategic and Operational Risk.	4.5						Legal Governance
			Monitoring and maintenance of Strategic and Operational Risk Registers (% reviewed)					
			<i>Quarter 1 (July - September)</i>	25	25	●	Strategic Risk Register 2024/2025 approved by Council and the Operational Risk Register has progressed.	
2024SERVL27 ACT00376	Service L27: Governance Framework Ongoing improvement of the governance framework including resources, tools and education for Elected Members and Employees.	4.5						Legal Governance
			Implementation of the Council Policy Plan (%)					
							Council Policy Plan currently on target with: 1 x New Council policy 17 x Council Policies currently under review or development with: o6 x new polices being developed o8 x polices being reviewed o3 x policies to be revoked -3 x Council policies reviewed and amended	
			<i>Quarter 1 (July - September)</i>	5	15	●		Legal Governance
			Implementation of the City of Mandurah Policy Plan (%)					
							City Policy Plan on track with: 3 x New City policies 2 x City policies reviewed and amended Additionally, 11 x City Policies are currently under review or development with: 3 x new City policies noted on Plan to be reviewed 8 x City policies noted for development	
			<i>Quarter 1 (July - September)</i>	5	5	●		
2024SERVL29 ACT00378	Service L29: Procurement and Contract Management Framework Ongoing improvement of the procurement and contract management framework including resource, tools and education for the organisation.	4.5						Procurement & Contracts
			Participation rate in online procurement training (%) for Purchase Order Approvers					
			<i>Quarter 1 (July - September)</i>	100	100	●	Purchase Order Approvers must complete online training to get access to the system. Access to approve is not granted until online training is complete.	Procurement & Contracts
			Participation rate for in person procurement training (%) for Purchase Order Approvers					
			<i>Quarter 1 (July - September)</i>	95	95	●	87/91 approvers have completed the training	Procurement & Contracts
			Compliance with Act and Regulations (Tenders) (%)					
			<i>Quarter 1 (July - September)</i>	95	100	●	No instances of non-compliance identified with the Tender Regulations. Independently audited for the purposes of the Compliance audit return in Q1.	Procurement & Contracts
			Compliance with Regional Price Preference Policy (%)					
			<i>Quarter 1 (July - September)</i>	100	100	●	No instances of non-compliance identified with the Regional Price Preference Policy.	Procurement & Contracts
			% of all local content and regional price preference claims for all Tenders					

Quarter 1 (July - September)

50

64



4 tenders:
17 total submissions in Q1
11 RPP or LCC.