

# Yarra City Council

## Report of Operations

For the year ended 30 June 2018

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator/measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Aquatic Facilities</b>					
<b>Satisfaction</b>					
<i>User satisfaction with aquatic facilities (optional)</i>	80.70	81.80	84.20	82.10	This continues to be a solid result across the 4 years and within acceptable tolerances. Result from the Annual Customer Satisfaction Survey.
[User satisfaction with how council has performed on provision of aquatic facilities]					
<b>Service standard</b>					
<i>Health inspections of aquatic facilities</i>	2.00	3.00	4.33	4.00	Council has increased its inspection frequency in the last 2 years as part of its pool management program.
[Number of authorised officer inspections of Council aquatic facilities / Number of Council aquatic facilities]					
<b>Health and Safety</b>					
<i>Reportable safety incidents at aquatic facilities</i>	^0^	1.00	0.00	1.00	The low number of reportable safety incidents over the past 4 years is due in part to the services safety accreditation program.
[Number of WorkSafe reportable aquatic facility safety incidents]					
<b>Service cost</b>					
<i>Cost of indoor aquatic facilities</i>	\$1.14	\$1.18	\$0.49	\$1.23	A change in year-end reporting in 2016/17 resulted in some 2016/17 expenditure items being carried over into 2017/18. The impact of this was a reduction in the cost per visit in 2016/17 and inflation of the 2017/18 result.
[Direct cost of indoor aquatic facilities less income received / Number of visits to indoor aquatic facilities]					
<b>Service Cost</b>					
<i>Cost of outdoor aquatic facilities</i>	\$0.00	\$0.00	\$0.00	\$0.00	All City of Yarra pools are defined as indoor pools under the LGPRF guidelines.
[Direct cost of outdoor aquatic facilities less income received / Number of visits to outdoor aquatic facilities]					
<b>Utilisation</b>					
<i>Utilisation of aquatic facilities</i>	11.80	11.63	11.96	9.14	A number of pools were closed for maintenance and refurbishment works during 2017/18 reducing the availability to the public and impacting on the total number of visitations in 2017/18. Considering the slight drop in 2017/18 this still continues to be a strong result and reflects significantly higher than average utilisation compared to the all Council's average result in 2016/17.
[Number of visits to aquatic facilities / Municipal population]					

REPORT OF OPERATIONS					
Service Performance Indicators Service/indicator/measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Animal Management</b>					
<b>Timeliness</b>					
<i>Time taken to action animal management requests</i>	0.00	2.06	2.46	1.89	The time to action requests remains under 3 days and is within acceptable parameters.
[Number of days between receipt and first response action for all animal management requests / Number of animal management requests]					
<b>Service standard</b>					
<i>Animals reclaimed</i>	64.00%	72.85%	55.49%	52.25%	The downward trend in animals reclaimed since 2017/18 is in part due to the 2011/18 and 2018/19 results including feral and diseased animals captured or surrendered to the pound service, current legislation prohibits these animals from being reclaimed or rehoused. Prior to this feral and diseased animals were excluded from the count.
[Number of animals reclaimed / Number of animals collected] x100					
<b>Service cost</b>					
<i>Cost of animal management service</i>	\$44.24	\$40.11	\$51.98	\$55.04	The increased cost in 2016/17 and 2017/18 reflect increased patrol and prosecution activity
[Direct cost of the animal management service / Number of registered animals]					
<b>Health and safety</b>					
<i>Animal management prosecutions</i>	4.00	5.00	11.00	13.00	Council has increased its patrol activity since 2016/17 compared to previous years including follow-up of alleged dog attacks where the owner could not originally be identified resulting in an increase in prosecutions.
[Number of successful animal management prosecutions]					
<b>Food Safety</b>					
<b>Timeliness</b>					
<i>Time taken to action food complaints</i>	0.00	1.42	1.88	1.82	The trend in time taken to action food complaints remains steady with complaints being actioned within 2 days. From 1 July 2016, time taken to action food complaints is reported by calendar year, previously this indicator was reported by financial year.
[Number of days between receipt and first response action for all food complaints / Number of food complaints]					
<b>Service standard</b>					

REPORT OF OPERATIONS					
Service Performance Indicators Service/indicator/measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<p><i>Food safety assessments</i></p> <p>[Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the Food Act 1984 / Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the Food Act 1984] x100</p> <p><b>Service cost</b></p> <p><i>Cost of food safety service</i></p> <p>[Direct cost of the food safety service / Number of food premises registered or notified in accordance with the Food Act 1984]</p> <p><b>Health and safety</b></p> <p><i>Critical and major non-compliance outcome notifications</i></p> <p>[Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100</p>	100.00%	98.15%	99.83%	100.43%	<p>This continues to be a solid result within acceptable tolerances. Food safety assessments are undertaken in accordance with relevant legislation.</p> <p>The reduction in cost in 2016/17 and 2017/18 reflect operational efficiencies</p> <p>The trend in follow-up of notifications remains steady against our target of 100%.</p>
<p><b>Governance</b></p> <p><b>Transparency</b></p> <p><i>Council decisions made at meetings closed to the public</i></p> <p>[Number of Council resolutions made at ordinary or special meetings of Council, or at meetings of a special committee consisting only of Councillors, closed to the public / Number of Council resolutions made at ordinary or special meetings of Council or at meetings of a special committee consisting only of Councillors ] x100</p> <p><b>Consultation and engagement</b></p> <p><i>Satisfaction with community consultation and engagement</i></p> <p>Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement</p> <p><b>Attendance</b></p> <p><i>Councillor attendance at council meetings</i></p>	13.00%	12.67%	11.29%	11.90%	<p>Council has actively sought to increase the transparency of decision making by reducing the number of resolutions made at closed meetings. The trend for this indicator over the past four years shows a reduction in Council decisions made at closed meetings.</p> <p>This continues to be a solid result within acceptable tolerances. The strong result reflects Yarras continued commitment to consult and engage frequently and consistently on statutory and non-statutory matters that affect the community. Result from the Annual Customer Satisfaction Survey.</p> <p>This continues to be a solid result within acceptable tolerances. Councillors attendance at meetings has been increasing since 2014/15.</p>
	69.90	69.90	68.50	68.60	
	88.00%	92.06%	93.00%	92.06%	

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator/measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
[The sum of the number of Councillors who attended each ordinary and special Council meeting / (Number of ordinary and special Council meetings) × (Number of Councillors elected at the last Council general election)] x100 <b>Service cost</b>					
<i>Cost of governance</i>	\$52,164.89	\$51,908.85	\$41,026.22	\$42,312.33	There has been a decrease in Councillor operational expenditure since 2016/17 compared to previous years, attributed in part to reduced expenditure and a change in Councils telecommunications contract in 2016/17 resulting in the reduction in costs.
[Direct cost of the governance service / Number of Councillors elected at the last Council general election] <b>Satisfaction</b>					
<i>Satisfaction with council decisions</i>	65.80	68.60	67.00	66.80	This continues to be a solid result within acceptable tolerances and is underpinned by Councils ongoing commitment to consultation and engagement. Result from the Annual Customer Satisfaction Survey.
[Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]					
<b>Home and Community Care (HACC)</b>					
<b>Timeliness</b>					
<i>Time taken to commence the HACC service</i>	0.00	33.72	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Number of days between the referral of a new client and the commencement of HACC service / Number of new clients who have received a HACC service] <b>Service standard</b>					
<i>Compliance with Community Care Common Standards</i>	83.00%	83.33%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Number of Community Care Common Standards expected outcomes met / Number of expected outcomes under the Community Care Common Standards] x100 <b>Service cost</b>					
<i>Cost of domestic care service</i>	\$0.00	\$65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Cost of the domestic care service / Hours of domestic care service provided] <b>Service cost</b>					
<i>Cost of personal care service</i>	\$0.00	\$65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Cost of the personal care service / Hours of personal care service provided] <b>Service cost</b>					
<i>Cost of respite care service</i>	0.00	65.34	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator</i> /measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
[Cost of the respite care service / Hours of respite care service provided] <b>Participation</b> <i>Participation in HACC service</i>	16.00%	13.44%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Number of people that received a HACC service / Municipal target population for HACC services] x100 <b>Participation</b> <i>Participation in HACC service by CALD people</i>	13.00%	10.24%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
[Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100					
<b>Libraries</b> <b>Utilisation</b> <i>Library collection usage</i>	4.00	4.46	4.30	4.96	Temporary closure of Richmond library for refurbishments and closure of North Fitzroy library for the opening of the new Bargoonga Nganjin North Fitzroy Library in April 2017 had an impact on the number of loans which in turn affected the library collection usage compared to the previous year, it remains a positive trend over the four year reporting period.
[Number of library collection item loans / Number of library collection items] <b>Resource standard</b> <i>Standard of library collection</i>	90.00%	99.14%	67.67%	69.37%	The 2015 and 2016 result recorded the percentage of stock purchased in the last five years that remained in circulation, and did not include existing shelf stock over 5 years old. Since 2017 the calculation refers to the percentage of the total collection that was purchased in the last five years. The trend since this correction is steady and slightly above the all Council average for 2016/17.
[Number of library collection items purchased in the last 5 years / Number of library collection items] x100					

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator</i> / <i>measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Service cost</b>					
<i>Cost of library service</i>	\$8.25	\$9.53	\$8.70	\$6.73	Yarra Council operate 5 libraries, the decrease in the cost ratio in 2017/18 is due to a significant increase in visitations attributed to our new library and community hub in North Fitzroy which opened April 2017. Since opening monthly visitations to the new Fitzroy library have increase from an average of 6,500 to 22,500 per month resulting in a 38% increase in total library visitations.
[Direct cost of the library service / Number of visits]					
<b>Participation</b>					
<i>Active library members</i>	18.94%	17.39%	17.82%	20.72%	In April 2017 Council opened its new Library and multipurpose community hub in Fitzroy (Bargoonga Nganjin) since opening overall library visitations have increased compared to previous years. The 2017/18 result reflects the community's steady utilisation of library services and is higher than the 2016/17 average for similar Councils.
[Number of active library members / Municipal population] x100					
<b>Maternal and Child Health (MCH)</b>					
<b>Satisfaction</b>					
<i>Participation in first MCH home visit</i>	102.00%	102.72%	93.20%	98.81%	The trend is an overall increase in service delivery hours offered through the service. Proportional decrease in first time participation due to a number of factors, including population increase, population migration and data management changes.
[Number of first MCH home visits / Number of birth notifications received] x100					
<b>Service standard</b>					
<i>Infant enrolments in the MCH service</i>	100.00%	97.00%	101.85%	109.18%	This continues to be a solid result within acceptable tolerances.
[Number of infants enrolled in the MCH service (from birth notifications received) / Number of birth notifications received] x100					
<b>Service cost</b>					
<i>Cost of the MCH service</i>	\$0.00	\$90.71	\$84.55	\$97.56	A slight decrease in the number of birth registration and visitations in 2017/18 reduced the number of service hours compared to previous years which resulted in an increase in average cost in 2017/18.
[Cost of the MCH service / Hours worked by MCH nurses]					
<b>Participation</b>					
<i>Participation in the MCH service</i>	83.00%	79.82%	79.38%	80.41%	This continues to be a solid result within acceptable tolerances.
[Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100					

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator/measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Participation</b>					
<i>Participation in the MCH service by Aboriginal children</i>	74.00%	59.72%	63.41%	79.37%	The trend shows increasing demand and participation by the Yarra Aboriginal and Torres Strait Islander population and participation rates in the Victorian Aboriginal Health Service.
[Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100					
<b>Roads</b>					
<b>Satisfaction of use</b>					
<i>Sealed local road requests</i>	81.02	96.75	107.49	112.01	Council introduced a new customer request system across the organisation mid 2017 which improved the capture and categorising of customer request and allows customers to log their own request on-line. Request numbers have increased slightly across a range of categories since its implementation.
[Number of sealed local road requests / Kilometres of sealed local roads ] x100					
<b>Condition</b>					
<i>Sealed local roads maintained to condition standards</i>	98.00%	98.39%	98.75%	99.06%	This continues to be a solid result within acceptable tolerances. Council continues to achieve strong community satisfaction results for its local roads.
[Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x100					
<b>Service cost</b>					
<i>Cost of sealed local road reconstruction</i>	\$216.07	\$265.71	\$247.35	\$294.94	The vast majority of sealed road reconstructions in Yarra involve reconstruction of bluestone laneways. Councils Road Materials Policy stipulates that all laneways in heritage overlay areas are to be constructed in bluestones, which significantly increases costs. Council continues to achieve strong community satisfaction results for its local roads.
[Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed]					
<i>Service Cost</i>					
<i>Cost of sealed local road resealing</i>	\$36.93	\$36.22	\$30.87	\$33.16	Cost reduction was achieved in 2016/17 through economies of scale on a number of large resealing projects compared to previous years. Council continues to achieve strong community satisfaction results for its local roads.
[Direct cost of sealed local road resealing / Square metres of sealed local roads resealed]					



REPORT OF OPERATIONS					
Service Performance Indicators Service/indicator/measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Satisfaction</b>					
<i>Satisfaction with sealed local roads</i>	72.40	73.30	72.30	72.20	Result from the Annual Customer Satisfaction Survey. This continues to be a solid result within acceptable tolerances. Council continues to achieve strong community satisfaction results for its local roads.
[Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]					
<b>Statutory Planning</b>					
<b>Timeliness</b>					
<i>Time taken to decide planning applications</i>	106.00	117.00	118.00	117.00	The Yarra Planning Scheme is complex and the level of rigour of analysis required for applications is high. The indicator is measuring all applications (from minor to very major) and is recording a median turnaround time (this statistic is also irrespective of whether or not the statutory clock has stopped because of Further information requests of the applicant).
[The median number of days between receipt of a planning application and a decision on the application]					
<b>Service standard</b>					
<i>Planning applications decided within required time frames</i>	51.00%	43.61%	54.44%	57.67%	From 1 July 2016 this indicator has been updated to include VicSmart planning applications which should be assessed within 10 days. This may result in some variances year on year. The trend shows improvement in the time taken to make decisions on applications over the 4 years, results for 2017/2018 show an improvement in percentage of applications determined with the required timeframes.
[(Number of regular planning application decisions made within 60 days) + (Number of VicSmart planning application decisions made within 10 days) / Number of planning application decisions made] x100					
<b>Service cost</b>					
<i>Cost of statutory planning service</i>	\$2,496.15	\$3,047.50	\$3,332.87	\$3,989.54	The overall cost of delivering planning services in 2017/18 increased. The number of applications received were lower however higher expenditure in external referrals and legal services resulted in a significant number of larger and more complex application which has increased the average cost of an application.
[Direct cost of the statutory planning service / Number of planning applications received]					
<b>Decision making</b>					
<i>Council planning decisions upheld at VCAT</i>	87.00%	78.69%	74.07%	77.45%	The number of Council decisions upheld by VCAT was higher when compared with the previous year, this variance up or down will continue until Council has embedded clear policy within the planning scheme to direct growth. This work continues to be undertaken but won't be fully incorporated into the planning scheme for another 12 to 18 months. A number of interim built form controls have already been implemented and should provide greater certainty in built form outcomes for some parts of the municipality.

REPORT OF OPERATIONS					
Service Performance Indicators <i>Service/indicator/measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
[Number of VCAT decisions that did not set aside council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100					
<b>Waste Collection Satisfaction</b>					
<i>Kerbside bin collection requests</i>	81.70	57.62	62.19	66.26	Council introduced a new customer request system across the organisation mid 2017 which improved the capture and categorising of customer request and allows customers to log their own request on-line. Request numbers have increased slightly across a range of categories since its implementation.
[Number of kerbside garbage and recycling bin collection requests / Number of kerbside bin collection households] x1000 <b>Service standard</b>					
<i>Kerbside collection bins missed</i>	1.27	1.05	3.68	0.18	Yarra uses a two man crew on each collection truck with one man on the street to manual load bins into the truck. This is due to narrow local roads and extensive on street parking. This practice reduces the incidence of bins on the street being missed. The significant reduction in 2017/18 is due in part to work undertaken with the new contractor to reduce the incidence of missed bins, the introduction of a new Customer request system with more specific categories which filters bin requests to identify missed bins and the increase in the number of bin lifts due to the extrapolation of Multi Unit Development shared bins (1100, 660, 240 litre) previously counted as 1 lift to equivalent residential bin lifts.
[Number of kerbside garbage and recycling collection bins missed / Number of scheduled kerbside garbage and recycling collection bin lifts] x10,000					

REPORT OF OPERATIONS					
Service Performance Indicators Service/indicator/measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<i>Service cost</i>					
<i>Cost of kerbside garbage bin collection service</i>	\$98.19	\$98.56	\$115.95	\$85.84	Yarra uses a two man crew on each collection truck and manual bin movements, compared to other services that use a driver and automatic lift system. This impacts on service costs. Yarra has an extensive number of Multi Unit Sites with a shared bin service using 1100, 660 and 240 litre bins. In previous years each of these bins counted as 1 lift. In 2017/18 our bin lifts is based on the extrapolation of the larger bins into the equivalent residential bin sizes for waste or recycling collection. A 1100 litre bin is equivalent to 13 lifts for garbage, this has increased the number of bin lifts compared to previous years which has resulted in a decrease in the cost per lift.
[Direct cost of the kerbside garbage bin collection service / Number of kerbside garbage collection bins]					
<i>Service cost</i>					
<i>Cost of kerbside recyclables collection service</i>	\$50.43	\$49.81	\$71.09	\$50.25	Yarra uses a two man crew on each collection truck and manual bin movements, compared to other services that use a driver and automatic lift system. This impacts on service costs. Yarra has an extensive number of Multi Unit Sites with a shared bin service using 1100, 660 and 240 litre bins. In previous years each of these bins counted as 1 lift. In 2017/18 our bin lifts is based on the extrapolation of the larger bins into the equivalent residential bin sizes for waste or recycling collection. A 1100 litre bin is equivalent to 11 lifts for recycling, this has increased the number of bin lifts compared to previous years which has resulted in a decrease in the cost per lift.
[Direct cost of the kerbside recyclables bin collection service / Number of kerbside recyclables collection bins]					
<i>Waste diversion</i>					
<i>Kerbside collection waste diverted from landfill</i>	37.00%	38.52%	37.36%	37.73%	The trend shows a consistent level of waste diversion from landfill, Council continues to promote environmental sustainability and the benefits of recycling. The increase in Multi Unit Developments within Yarra impacts on this number as recycling behaviour in these developments appears to be different to that of single dwellings.
[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100					

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator</i> /measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Economic Development (optional)</b>					
<b>Participation</b>					
<i>Participation in business development activities</i> [Number of businesses with an ABN in the municipality that participate in a business development activity / Number of businesses with an ABN in the municipality] x100	11.00%	0.00%	0.00%	0.00%	Optional indicators not reported on, inclusion under review by DELWP
<b>Service standard</b> <i>Delivery of planned business development activities</i> [Number of business development activities delivered / Number of planned business development activities] x100	98.00%	0.00%	0.00%	0.00%	
<b>Service cost</b> <i>Cost of economic development service</i> [Direct cost of delivering the economic development service / Number of businesses with an ABN in the municipality]	\$14.06	\$0.00	\$0.00	\$0.00	
<b>Economic activity</b> <i>Percent change in number of businesses</i> [Number of businesses with an ABN in the municipality at the end of the financial year less the number of businesses at the start of the financial year / Number of businesses with an ABN in the municipality at the start of the financial year] x100	-8.00%	0.00%	0.00%	0.00%	
<b>Immunisation (optional)</b>					
<b>Satisfaction</b>					
<i>User satisfaction with immunisation service</i> [User satisfaction with how council has performed on provision of children immunisation service]	0.00	0.00	0.00	0.00	Optional indicators not reported on, inclusion under review by DELWP
<b>Service standard</b> <i>Vaccination of children by council</i> [Percentage of children fully vaccinated by council]	0.00%	0.00%	0.00%	0.00%	
<i>Return of consent cards by secondary school children</i> [Number of secondary school consent cards returned / Total number of secondary school children] x100	0.00%	0.00%	0.00%	0.00%	
<b>Service cost</b> <i>Cost of immunisation service</i> [Direct cost of immunisation service / Total number of vaccinations]	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Participation</b> <i>Vaccination of children</i> [Percentage of children who are fully vaccinated in each age group]	0.00%	0.00%	0.00%	0.00%	
<i>Vaccination of secondary school children</i> [Number of secondary school children fully vaccinated by council / Total number of secondary school children] x100	0.00%	0.00%	0.00%	0.00%	
<b>Sports Grounds (optional)</b>					
<b>Utilisation</b>					
<i>Structured activities on sports fields</i> [Number of structured activities / Total number of sports fields]	0.00	0.00	0.00	0.00	Optional indicators not reported on, inclusion under review by DELWP

REPORT OF OPERATIONS					
Service Performance Indicators Service/ <i>indicator/measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations and Comments
<b>Condition</b>					
<i>Condition of sports fields</i> [Number of days sports fields are unavailable for structured activities due to condition excluding maintenance and reconstruction/redevelopment / Total number of sports fields]	0.00	0.00	0.00	0.00	
<b>Service cost</b>					
<i>Cost of sports grounds</i> [Direct cost of sports grounds / Total number of sports fields]	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Availability</b>					
<i>Population per sports field</i> [Municipal population / Total number of sports fields]	0.00	0.00	0.00	0.00	
<b>Street Sweeping (optional)</b>					Optional indicators not reported on, inclusion under review by DELWP
<b>Satisfaction</b>					
<i>Street sweeping requests</i> [Number of street sweeping requests / Total number of sealed local road households subject to a street sweeping service]	0.00	0.00	0.00	0.00	
<b>Service standard</b>					
<i>Frequency of sealed local road sweeping</i> [Number of kilometres of sealed local roads swept / Total kilometres of local sealed local roads required to be swept]	0.00	0.00	0.00	0.00	
<b>Service cost</b>					
<i>Cost of street sweeping service</i> [Direct cost of street sweeping service / Total kilometres of sealed local roads required to be swept]	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Environmental and flooding risk</b>					
<i>Routine cleaning of sealed local road pits</i> [Number of sealed local road pits requiring cleaning following routine inspection / Total number of sealed local road pits inspected] x100	0.00%	0.00%	0.00%	0.00%	