

Yarra City Council

Council Plan 2025–29

Strategic Indicator
Performance Metrics



2025-29 Council Plan

Strategic Indicator Performance Metrics

Context

The Strategic Indicator Performance Metrics monitor Council’s progress and performance in achieving the Strategic Objectives outlined in the 2025-2029 Council Plan (Council Plan).

The 58 Performance Metrics detailed in this document supplement the 15 outcome-focused Strategic Indicators in the 2025-29 Council Plan, which are referred to as success outcomes in that document.

This document defines each Performance Metric in relation to its corresponding success outcome, and provides baselines, targets and trends - where available. This approach ensures that performance is measurable and grounded in evidence-based data. In some cases, baseline data and targets are not yet available but are expected to be incorporated in future years of Strategic Indicator reporting. Progress against the Strategic Indicators will be outlined in the Council's Annual Report, supporting transparent and accountable performance reporting.

Each performance metric is accompanied by a control, identifying who holds influence over the outcome. Two types of control are defined:

- **Yarra City Council (Organisation)**
 - the result is primarily driven by the organisation’s efforts and actions.
- **City of Yarra (Municipality)**
 - the organisation has limited influence over the outcome, as external factors play a larger role.

Living in the City	We are a City for everyone. We are welcoming, friendly and connected, where everyone is safe and supported.
Building the City	We have the infrastructure we need to accommodate a growing community.
Working and Playing in the City	We have a thriving economy with a variety of opportunities to work, create, play and celebrate.
Running the City	We are transparent and accountable, making evidence-based decisions to ensure the sustainability and health of Yarra.

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Living in the City

We are a City for everyone.
We are welcoming, friendly and
connected, where everyone is safe
and supported.

1. Monitoring Success: Our streets are safer, cleaner, and greener.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
1.1 Number of graffiti jobs removed M2	Yarra City Council	Increase	Compared Annually
1.2 Number of graffiti removal kits distributed to the public	Yarra City Council	Increase	
1.3 Tree canopy across the municipality	Yarra City Council	Increase	Current target of 17.7%
1.4 Number of new trees planted per year by Council	Yarra City Council	Increase	Plant between 400-800 street and park trees per year 2,800 by 2029
1.5 Percentage of recommendations actioned from the community safety audit	Yarra City Council	Increase	One audit per year
1.6 Perception of safety, day and night	Yarra City Council	Increase	
1.7 Use of surfaces, materials and treatments that contribute to climate adaptability and resilience	Yarra City Council	Increase	

2. Monitoring Success: More of our community feel connected to community life.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
2.1 Percentage of library members who report feeling more connected and engaged to the community as a result of their participation in library services and programs	Yarra City Council	Increase	66%
2.2 Satisfaction of activities/programs offered at Neighbourhood Houses	Yarra City Council	Increase	80% satisfaction
2.3 Number of attendances to youth programs at Council youth services and Neighbourhood Houses	City of Yarra	Increase	
2.4 Participation in programs delivered for early years including parents and guardians	Yarra City Council	Maintain or Increase	
2.5 Participants in targeted older persons programs reporting greater connection and engagement	Yarra City Council	Maintain or Increase	

3. Monitoring Success: More people have access to services and places that support their health.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
3.1 Membership and casual visits to recreation and leisure centres	City of Yarra	Increase	
3.2 Participants in active aging programs supported through Neighbourhood Houses	Yarra City Council	Increase	
3.3 Number of seniors card holders accessing leisure centres	City of Yarra	Increase	
3.4 Participation in childhood immunisation and maternal child health programs	Yarra City Council	Increase	

4. Monitoring Success: Improved support for diverse and at-risk communities.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
4.1 Value of grants received from State and Federal Government	City of Yarra	Maintain success rate	
4.2 Satisfaction with programs implemented to support at-risk members of the community	Yarra City Council	Increase	
4.3 Uptake of concession memberships at leisure centres	Yarra City Council	Increase	

Building the City

We have the infrastructure we need to accommodate a growing community.

5. Monitoring Success: More people with greater access to green space nearby.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
5.1 Expand Yarra's public open space portfolio ensuring safe and accessible spaces	Yarra City Council	Increase	Additional 8,000 square meters by 2029
5.2 Community satisfaction with parks, gardens and open spaces	Yarra City Council	Increase	

6. Monitoring Success: More people are able to call Yarra home.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
6.1 Duration of decision making for planning applications	Yarra City Council	Decrease	

7. Monitoring Success: Transport networks are better connected and accessible.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
7.1 Number of cycling projects delivered across the municipality	Yarra City Council	Increase	15km New Deal for Cycling-compliant routes by 2027 30km New Deal for Cycling-compliant routes by 2032
7.2 Number of pedestrian improvement related projects delivered across the municipality	Yarra City Council	Increase	
7.3 Number of new public Electric Vehicle charging bays	Yarra City Council	Increase	
7.4 Number of road safety projects completed across the municipality	Yarra City Council	Increase	
7.5 Community satisfaction with delivery of major transport-related projects	Yarra City Council	Increase	

Working and Playing in the City

We have a thriving economy with a variety of opportunities to work, create, play and celebrate.

8. Monitoring Success: More successful businesses across the City.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
8.1 Active businesses monitored by permits issued for businesses that require a permit to operate (net)	City of Yarra	Increase	
8.2 Registered businesses in Yarra	City of Yarra	Maintain or increase	
8.3 Number of permits and applications facilitated by the Business Concierge Service	Yarra City Council	Increase	
8.4 Reduction in processing timeframes for business permit/license approvals	Yarra City Council	Increase	

9. Monitoring Success: Our activity centres are more vibrant.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
9.1 Activity centre vacancy rates	City of Yarra	Decrease	Annual audit of the 12 retail precincts - downward trending
9.2 Benefits realised from initiatives funded through Council's Community Grants program Vibrant and Resilient Local Economy Stream	Yarra City Council	Maintain or increase	
9.3 Percentage of grants that scored three and above in the Economic & Local Activation Outcomes	Yarra City Council	Maintain or increase	
9.4 Number of partnerships with local trader groups to delivering activities	Yarra City Council	Increase	
9.5 Community satisfaction with maintenance and cleanliness of our activity centres	Yarra City Council	Increase	

10. Monitoring Success: Arts are more accessible and enhance daily life.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
10.1 Number of new arts and culture partnerships with communities and businesses	Yarra City Council	Increase	
10.2 Benefits realised from arts initiatives funded through Council's Community Grant's Creative City and Cultural Participation	City of Yarra	Increase	
10.3 Community satisfaction with public arts access and initiatives	Yarra City Council	Increase	
10.4 Opportunities for artists to use Council facilities for temporary public exhibitions	City of Yarra	Increase	

Running the City

We are transparent and accountable, making evidence-based decisions to ensure the sustainability and health of Yarra.

11. Monitoring Success: More people have trust and confidence in Council.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
11.1 Satisfaction with community consultation and engagement	Yarra City Council	Increase	
11.2 Satisfaction with Council decision making	Yarra City Council	Increase	
11.3 Satisfaction with Council's performance	Yarra City Council	Increase	
11.4 Satisfaction with Council's advocacy	Yarra City Council	Increase	
11.5 Deliver strategic advocacy priorities	Yarra City Council	Increase	

12. Monitoring Success: More people are satisfied with core Council services.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
12.1 Community Satisfaction with Customer Service	Yarra City Council	Increase	
12.2 Customer resolution timeframes achieved	Yarra City Council	Increase	80% resolved within set timeframes

13. Monitoring Success: More people are satisfied with waste management.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
13.1 Satisfaction with regular waste and recycling collection services	Yarra City Council	Maintain or Increase	
13.2 Number of containers recycled through container deposit reverse vending machines in Yarra	Yarra City Council	Increase	
13.3 Waste collection diverted from landfill	City of Yarra	Increase	
13.4 Satisfaction with maintenance and cleaning of strip shopping areas	Yarra City Council	Increase	
13.5 Number of missed bin collections	Yarra City Council	Decrease	

14. Monitoring Success: Financial position of Council has improved.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
14.1 Adjusted underlying result ratio	Yarra City Council	Maintain or increase	>1%
14.2 Working capital ratio	Yarra City Council	Increase	>150%
14.3 Renewal gap ratio	Yarra City Council	Increase	>100%
14.4 Cash reserves, increase risk mitigation and strategic growth reserve in line with the ten-year Financial Plan	Yarra City Council	Increase	\$7.0M forecast at 30 June 2025

15. Monitoring Success: Increased and strengthened partnerships with Aboriginal Controlled organisations to progress Closing the Gap socio-economic outcome areas.

Performance Metric	Performance Metric Control	Trend or Target	Baseline
15.1 Number of Aboriginal community controlled organisations partnering with Council across the Closing the Gap socio-economic outcome areas	Yarra City Council	Increase	
15.2 Council's revised community grants program includes a stream aimed at progressing the Closing the Gap initiatives	Yarra City Council	Increase	5% of Council's Community Grant Program for First People's partnerships

Acknowledgement of Country

Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

This publication is available in alternative accessible formats on request.

Electronic copy

PDF versions of this report can be downloaded from yarracity.vic.gov.au

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