

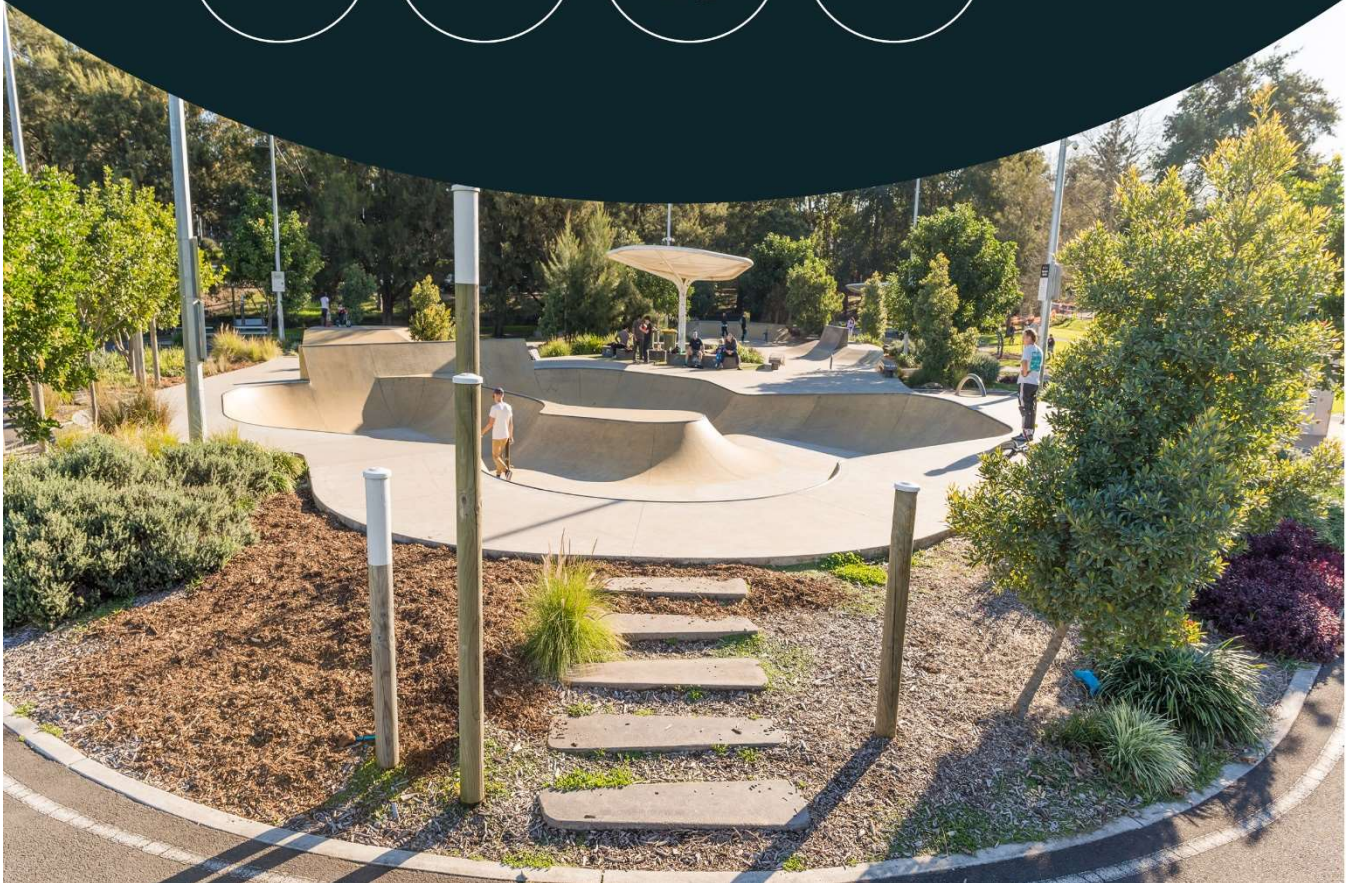
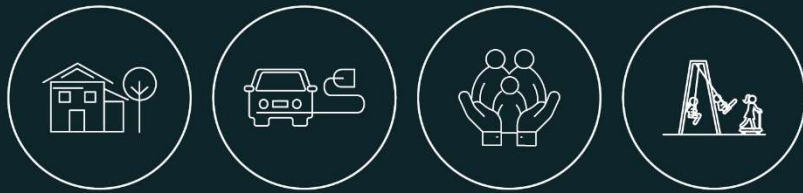


Lifestyle and opportunity
at your doorstep

2024/2025

OPERATIONAL PLAN

PROGRESS REPORT JULY – SEPTEMBER 2024



We are pleased to present the City of Ryde's First Quarter Progress Report for 2024-2025.

This report provides a progress update focusing on the operational performance of the City of Ryde during the July to September quarter of the 2024-25 Financial Year and documenting our performance in delivering both our 2024-2025 One-Year Operational Plan and 2022-2026 Four-Year Delivery Program.

It reflects the Council's commitment to the social, economic, environmental, and governance principles that are important to our community. It provides an overview of the services, programs, projects, and benefits that the Council invests in and delivers to our community.

The City of Ryde is a part of the Northern Region of Sydney, Greater Sydney, and New South Wales. Establishing and maintaining strong relationships with government agencies, neighbouring councils, businesses, community groups, and key stakeholders to plan and shape the City's future has continued to be a key focus for the Council during this period.

Readership

This report is intended to provide important information to a broad and diverse range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners, visitors, and government departments and agencies.

Accessing this report

This report is available on the City of Ryde website at

<https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Four-Year-Delivery-Program>

Language assistance

We are committed to providing accessible services to people within our community and customers from culturally and linguistically diverse backgrounds. If you have difficulty understanding this Progress Report, please call the Translating and Interpreting Service on 131 450. We also have some staff trained as Language Aides to assist you in languages other than English.

Further information about this report

Telephone

Call the Customer Service Centre on 9952 8222.

Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wallumedegal (or Wattamattagal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders past, present, and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.

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A Message from our Chief Executive Officer



I am pleased to present the first quarterly progress update for the City of Ryde's 2024-25 Operational Plan, being the third year of Council's 2022-2026 Four Year Delivery Program.

It was a busy period of advocacy and achievements for the City of Ryde as the new financial year began and the 2021-2024 Council term concluded.

Local Government Elections took place on 14 September 2024 and resulted in the election of six new Councillors to the City of Ryde as well as the first popularly elected Mayor since 1965.

The new Councillors for this four-year term are Tina Kordrostami (Central Ward), Lyndal Howison (Central Ward), Keanu Arya (East Ward), Kathy Tracey (West Ward), Cameron Last (West Ward), and Felix Lo (West Ward). They joined re-elected Councillors Shweta Deshpande (Central Ward), Daniel Han (Central Ward), Sophie Lara-Watson (East Ward), Penny Pedersen (East Ward), Roy Maggio (East Ward), and Justin Li (West Ward).

Trenton Brown won the popular Mayoral vote, securing 56.51 percent of the vote after the distribution of preferences.

I am looking forward to working with them all as we progress our exciting vision for this dynamic, prosperous, and fast-growing Local Government Area.

This quarter was notable for Council's continued advocacy for striking the right balance between the NSW Government's ambitious housing targets and the essential infrastructure, open space and employment opportunities needed to support an exponential population growth over the next 15 years.

This is particularly important in our vital Macquarie Park Innovation District (MPID). In August, Council re-stated its desire for meaningful collaboration with the NSW Government in addressing significant concerns over the government's Stage 2 rezoning proposal for the MPID.

This proposal will see well over 15,000 additional apartments built in the precinct, adding to the more than 22,000

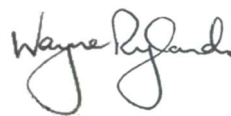
apartments already planned. It will likely mean that additional key infrastructure, including schools, open space, and major health facilities would be required above what is already planned. Most concerningly, this housing will not only replace at least 23,000 new jobs that have been promised to the community, but severely jeopardise those 70,000 jobs that already exist in the MPID.

Council will continue to seek secure, guaranteed funding from the NSW Government to deliver infrastructure, stop excessive Build-to-Rent housing, protect employment land uses with high quality innovation employment, and locate the proposed housing uplift to locations where there is infrastructure and facilities to support the community.

Not far from the MPID is the wonderful 6.2ha TG Millner Fields site at Marsfield, which could play a key role in providing our community with a solution to its growing need for open space. In the face of a renewed development proposal in July that would see 132 homes constructed on TG Millner, Council stepped up its advocacy with both State and Commonwealth governments to assist in the compulsory acquisition of this crucial open space and has set aside \$15 million for the purchase.

In some welcome news, works on the first stage of Catherine Hamlin Park in Macquarie Park are close to finalisation. Upon completion later next year, this park - which is dedicated to influential Australian surgeon and esteemed Ryde resident, Dr Catherine Hamlin - will offer great quality open space and amenity for nearby businesses and workers. In August and September, Council undertook public consultation on the future use of the Denistone Sports Club, a major piece of open space purchased by the City of Ryde on 14 June 2024.

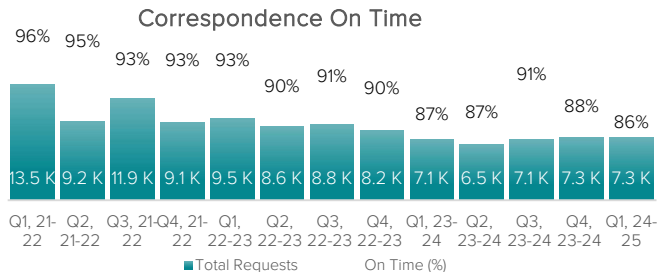
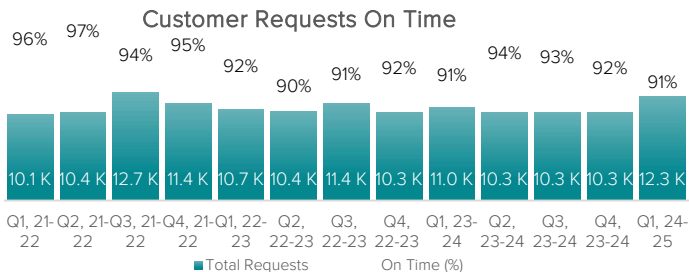
At the July Ordinary Meeting, Council endorsed both the proposed Vision of the Eastwood Masterplan and its next phases, being the Technical Studies and Masterplan Drafting. This joins the West Ryde-Meadowbank Renewal Strategy as a key city shaping plan that will help transform two of our prime town centres into places that will define our pledge for 'lifestyle and opportunity at your doorstep'.



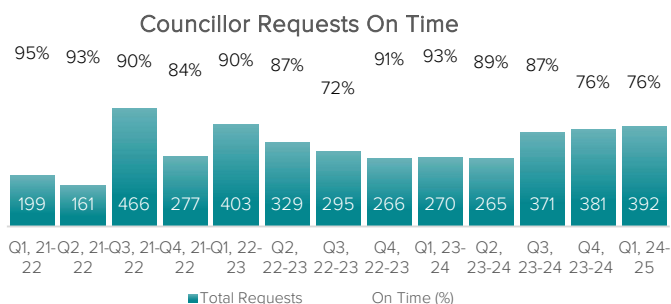
Wayne Rylands
Chief Executive Officer

Corporate Snapshot – Key Indicators

Council’s commitment to service excellence and responsiveness to the community is reflected within the following key indicators. These trends offer insights into the operational volumes but also underscore our focus on maintaining and elevating service quality for the community. Understanding these trends and insights is vital for strategic planning and continuous improvement in service delivery.

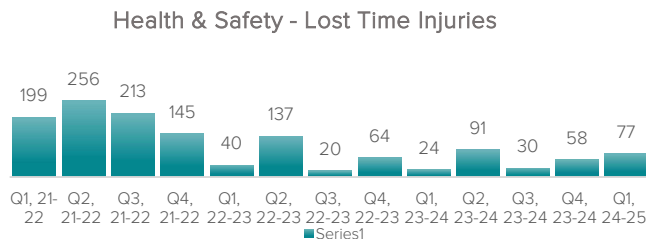


Council has achieved a 91% on-time response rate for customer requests during the current quarter, showing consistent performance. This is supported by an 86% on-time correspondence rate, reflecting Council's commitment to enhancing service responsiveness and efficiency. It demonstrates our adaptability and dedication to meeting the community's expectations promptly and effectively.



Council provides high level of support to its Councillors to aid them in fulfilling their civic duties. Council has a key performance indicator of responding to Councillors' requests within 5 days of receipt and has consistently achieved meeting this time frame.

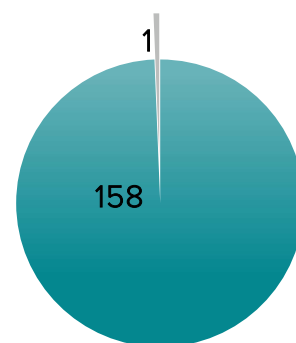
Council's proactive approach to health and safety in recent years has proven effective, leading to a more stable trend in lost time days, even with a slight increase this quarter. This reinforces the Council's commitment to continuously enhancing health, safety, and injury management practices, while also improving the well-being of its staff and the community.



Council is pleased to report that this quarter, 159 projects and activities have been commenced and progress has been made on 158 projects and activities, which are moving forward as planned. In response to changing community needs and constraints, Council has taken measures to adjust priorities and ensure that projects with identified challenges are addressed appropriately. Council is actively working to ensure that these projects and activities are completed and delivered as planned.

Council Project Statuses

- Not Started
- In Progress
- Delayed
- Cancelled
- Deferred
- Completed



Council's Delivery Program and Operational Plan

Integrated Planning and Reporting Framework.

Legislation states that we must assess and regularly report on our progress towards implementing the actions in our Four-Year Delivery Program and One-Year Operational Plan. We use the Integrated Planning and Reporting Framework introduced by the Office of Local Government on 1 October 2009.



The 2022-2026 Four-Year Delivery Program details the principal activities that will be undertaken by the Council to perform its functions and deliver on key community priorities as outlined in the Community Strategic Plan.

The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that the Council is required to implement.

The Operational Plan is a one-year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital works, actions, and projects the Council plans to deliver based on priorities and outcomes identified in the Delivery Program over each financial year. Each of the services and activities is delivered by Council departments, with one or more departments responsible for the delivery of services and activities in any program.

The following table provides an overview of the 16 programs that make up the City of Ryde's Delivery Program.

Contribution to Outcome	Delivery Program	Description
Our Vibrant and Liveable City	City Development	Creating a vibrant and liveable City environment that balances development, land use, amenity, and sustainable growth.
	Community Safety and Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Our Active and Healthy City	City Sport and Recreation	Providing community sporting and recreation facilities, parks, and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community.
	Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.
Our Natural and Sustainable City	Resilience and Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City's built environment, managing risk and building resilience as we adapt and grow through changing climate.
	Catchments and Waterways	Improving the health of the City's waterways and foreshore areas and managing the City's stormwater networks to reduce flooding and risk of inundation for private properties.
	Waste and Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Our Smart and Innovative City	City Economy	Supporting an economically diverse and resilient City economy that is globally competitive.
Our Connected and Accessible City	Traffic and Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
	Roads	Maintaining the City's extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
	Paths and Cycleways	Building the City's network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists and connect residents with activity centres and public transport connections.
Our Diverse and Inclusive City	Community Inclusion and Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
	Community Connectedness and Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community and contribute to decisions that affect the City.
Our Open and Progressive City	Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community.
	Service Delivery Support	Providing a broad range of key support Council functions that underpin delivery across all of the programs.
	Governance and Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the Council organisation.

Reading the following Progress Report

The following pages provide a summary of the progress the Council is achieving in the delivery of the 2024-2025 Operational Plan. A rating of progress, updates, status, and commentary are provided for each of the ongoing activities and functions that align with the priorities and outcomes identified in the 2022-2026 Delivery Program and as being delivered by Council departments.

The 'business as usual' functions in a program that is delivered by Council departments.

The ongoing 'business as usual' activities, which are to be delivered for the year.

Projects (including capital works) to be delivered for the activity for the year.

Commentary about service delivery and the community benefits delivered.

Local Transport Infrastructure		Development, improvement and maintenance of the city's road and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.	
Activity, asset and capital portfolios	Status	Service delivery	
Road Repairs and Maintenance	Delivery as planned		
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidgee Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.	
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.	
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.	
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.	
Road operations and maintenance	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.	

Rating showing status of planned actions and delivery.

What the ratings mean?

Delivery as planned	Delivery of the planned services and project scope for the year is progressing as expected.
Action required	Progress has been delayed or levels of service delivery are unlikely to be achieved. Action may be required to rectify.
Covid Impacted	The level of service provided has been impacted by Covid restrictions or changing patterns of customer behaviours resulting from past Covid restrictions.
At risk	Project is at significant risk of not progressing to completion.
Completed	The annual planned scope for the project or service activities has been delivered and completed.
Deferred	The planned scope and delivery for the project has been deferred until the next financial year.
No delivery planned in period	No service delivery has been scheduled for the current reporting period.
Not started	Delivery of the project has not commenced. The project may be in the preliminary planning stages.
Cancelled	This project has been cancelled. No further work will be delivered for this project.

Our Vibrant and Liveable City



City Development Program

Enhancing our strategic land use planning and development framework to manage growth and development in a way that recognises and takes into account the aspirations of the residents of the City and achieves a balance of development, land use, amenity, and sustainable growth. The primary focus of this program is undertaking the Council's legislative statutory responsibility within the state's land use planning framework.

Strategic Direction

Council's service delivery for this program is guided by:

Planning Ryde Local Strategic Planning Statement 2020
Ryde Local Environmental Plan 2014
City of Ryde Local Housing Strategy 2020
Ryde Development Control Plan 2014
Environmental Planning and Assessment Act (1979)
Environmental Planning and Assessment Regulation (2021)
State Environmental Planning Policies
Section 7.11 and 7.12 Contribution Plans
Affordable Housing Policy

Assessing Effectiveness

Community perceptions and sentiment

Amount and types of housing delivered (medium density as a proportion of total housing)

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balance the housing needs and expectations of the community and occur in ways that positively contribute to the natural, cultural, and visual character of the City, grows the identity of our centres as they service the needs of their local neighbourhoods, and ensuring that the provision of new and upgraded infrastructure continues to match the pace of development as the City grows and develops.

City Strategic Planning		
<i>Development and update of the Local Strategic Land Use Planning framework and the regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Land Use Planning	Delivery as planned	Progress is continuing on the West Ryde - Meadowbank Masterplan, with the drafting of the document being undertaken and technical studies relating to 3D visualisations and flood planning. Structure planning for Eastwood has commenced.
Advocacy and Advice on Changes and Updates to the State Planning Framework	Delivery as planned	City Places provided a draft submission to ELT to the Stage 2 Macquarie Park reforms to advocate improved planning outcomes in the precinct. This submission was reviewed and amended by ELT and submitted to State Government on Friday, 23 August 2024.
Development Assessment Services		
<i>Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments, and subdivisions, and providing personalised pre-lodgement advice on planning, building, and engineering aspects of development applications.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Assessment of Applications	Delivery as planned	A total of 109 applications were received and 128 determined within the first quarter of the financial year. The total development value of approved development applications is \$361M. The number of development applications received and determined is generally consistent with Quarter 2, Quarter 3 and Quarter 4 of last year. Fewer applications are being lodged with Council and there are several reasons for this including interest rates, anticipated legislative changes and more development being approved through private certification process.
Development Advisory Service	Delivery as planned	A total of 4,052 calls and enquiries regarding planning and development matters were received in Quarter 1 of FY 2024/25 financial year. 216 front counter face to face (duty planner enquiries) were attended to. In addition, seven (7) pre-lodgement reviews and seven (7) urban design reviews were conducted. As noted earlier, there is a continued increase in the number of requests for review and submissions by the DPHI with respect to State Significant Development Applications (SSD) which council assesses and makes submission to the Department of Planning. In Q1 a total of 9 SSD related submissions were made to DPHI. A total of 608 Post Consent Certificates were registered through the Planning Portal.

Community Safety and Amenity Program

Ensuring high standards of public health, safety, and amenity are maintained across the City of Ryde. This includes investigating, assessing, and determining private development to ensure standards are maintained and compliance with building, health, and environmental regulations to maintain high standards of public health and safety across the City of Ryde.

Council also helps to maintain standards and liveability across our urban environment through working with the community and enforcement of State and Local Government Acts and Regulations including road, parking and footpath enforcement, and animal management in the public domain.

Strategic Direction

Council's service delivery for this program is guided by:

Local Government Act (1993) and associated Regulations
Environmental Planning and Assessment Act (1979) and associated Regulations

Relevant State Environment Planning Policies

Relevant NSW Food, Health and Building, and Fire Certification related Legislation listed in the City of Ryde Compliance Policy (under development)

Companion Animals Act 1998 and associated Regulations

Protection of the Environment Operations Act 1997 and associated Regulations

Relevant Road and Transport Legislation and associated Regulations

Public Spaces (Unattended Property) Act 2021

State Environment Planning Policy (Industry and Employment) 2021

Assessing Effectiveness

Compliance rates

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenities within our local centres and key locations, and maintaining high standards protecting the health and safety of our community across the City.

Building Certification and Safety <i>Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes, and compliance services to ensure compliance with building legislation and industry standards.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Building Certification	Delivery as planned	The Building Compliance Team (BCT) have completed 61x pre-commencement inspections in Quarter 1. Consequently, the BCT are on track to achieve the Corporate KPI of 400x Pre-commencement inspections in the FY 2024/25.
Building Compliance	Delivery as planned	Over 90% of complaint investigations and identified unauthorised development investigations are being initially investigated and then actioned in accordance with Council's requirements. It is important to note that the resolution of these investigations may become protracted due to the application of necessary legal processes. For example, many Building Compliance matters relate to unauthorised development issues, which may require protracted legal action at the NSW Land & Environment Court.
Environmental Health and Safety <i>Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Environmental Health	Delivery as planned	<p>The Environmental Health Team are on target to satisfactorily complete their annual health monitoring programs (hair, beauty and skin penetration premises, mortuaries, legal brothels, public pools, cooling towers) to maintain public health standards in Quarter 1.</p> <p>The Environmental Health Team have successfully delivered as planned over 90% of their public health monitoring program workload in Quarter 1, and consequently are on-track to satisfactorily complete their Corporate KPIs in the FY 2024/25.</p>
Ranger Services <i>Education, compliance, and enforcement services to help maintain community amenities and safety.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parking Enforcement	Delivery as planned	A total of 572 complaints have been investigated between 1 July 2024 and 30 September 2024. Consequently, the Parking Enforcement is on-track to satisfactorily investigate and respond to more than 1,700 customer requests in the FY 2024/25.
Ranger Compliance	Delivery as planned	<p>A total of 997x complaints have been investigated between 1 July 2024 and 30 September 2024.</p> <p>The Ranger Compliance Team has completed 43% of their Annual KPI in Quarter 1, and consequently is on-track to satisfactorily investigate and respond to more than 2,300 customer requests in the FY 2024/25.</p>

Our Active and Healthy City



City Sport and Recreation Program

The Council manages all the City's community sporting and recreation facilities, parks, and open spaces so that residents of all ages can access leisure, lifestyle, and recreation opportunities that enhance and maintain their connections with the community.

Strategic Direction

Council's service delivery for this program is guided by:

- Sport & Recreation Strategy (2016)
- Integrated Open Space Plan (2012)
- Children's Play Implementation Plan (2019)
- Sports Field Action Plan (2023)

The City of Ryde has an extensive suite of Masterplans and Plans of Management covering the operations and future development and use of the City's parks, sporting facilities and open spaces.

Generic Plan of Management – Parks, General Community Use - Adopted November 2020

Generic Plan of Management – Sportsgrounds - Adopted November 2020 (PDF, 7MB)

website: <https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Parks-and-Open-Space>

Assessing Effectiveness

- Perceptions and sentiment from the local community
- Customer demand – participants in organised sport on Council's active open space areas
- Benchmarked costs of service provision

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone in the community with fair and equitable access to sporting and recreation facilities and opportunities to participate in recreational activities and events. This is done in ways that match the community's changing sporting, learning, and recreation needs.

City Parks and Open Spaces

Planning for and managing the City's extensive network of parks, reserves, and other open spaces (parks, amenity buildings, and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands, and others)

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Parks Planning

Delivery as planned

Carryover Project - Brush Farm Park Master Plan Stage 2 consultation has been completed. Feedback currently under review and a report is scheduled to come back to Council by early 2025.

Parks – Plans and Strategies (Base Budget)

Delivery as planned

Carryover Projects - Updates to the Integrated Open Space Plan, document is in draft stage with a Councillor workshop to review anticipated for early 2025. The City of Ryde Development Control Plan - Tree Preservation has been drafted and approved by Council to Place on Public Exhibition with a report to come back to Council early in 2025 on the outcomes. Current Year Projects - Water craft Strategy, Eastwood Park Master Plan, Children's Play Plan 5 year review and Synthetic Surface Renewal Strategy to commence in quarter 2.

Parks – Plans and Strategies (Non-Capital Projects)

Delivery as planned

As above

Parks – Project Design.
Meadowbank Park Masterplan Delivery AIF.

Delivered as planned

This project is to convert existing netball courts into additional playing fields as well as the construction of a new amenities block. Currently finalising the concept design and development of cost estimates.
Current delays are associated with the native title claim to be determined in February 2025.

Parks Operations

Delivered as planned

Council has 89 watercraft storage facilities which are currently at 100% capacity. Council's Parks Operations team have transferred its 20 Parks building tenancies to Council's Property Management Team.
5,485 bookings were undertaken in Quarter 1 for the use of Council's Parks and sporting facilities, These consisted of 4,800 sportsground bookings and 585 park bookings. This is 10 percent decrease compared to the same period last year and is attributed to a number of booking cancellations due to inclement weather in the early part of Quarter 1.
2,109 registered participants/attendees in Active in Ryde programs.

Parks Maintenance

Delivered as planned

The inclement wet weather over the 2024 winter season caused significant impact on Council's sportsgrounds. Council is exploring ways to enhance its sportsgrounds in the future through managing usage and undertaking projects to extend the season such as hybrid turf and the trial different turf types.
Council will also be undertaking a condition audit of its natural turf fields. The project briefs will be drafted in Quarter 1 and Council will be going to RFQ during Quarter 2. Existing Service Level Agreements (SLA) are being reviewed and will be finalised during Quarter 2.
Council has met with winter users to deliver improved services during periods of inclement weather. Regular user group meetings will be implemented in Quarter 2.

Passive Parks Renewal and Upgrades

Delivery as planned

Playground Upgrade and Renewal

Delivery as planned

This Cluster contains 7 projects, of which two projects are carryovers (Santa Rosa and Olympic) which have been completed in Quarter 1 FY 2024/25. There are 5 new projects, which are Pioneer, Putney, Byron, Braemar and Adventure.
Putney Park is a design year project, and the remaining four projects are anticipated to be delivered by Quarter 4 FY2024/25.

Passive Parks Renewal

Delivery as planned

Blenheim Park – Masterplan Delivery.

- Design is reaching final concept stages
- Site testing has identified a need to undertake site remediation, resulting in a reconfiguration of the project delivery plan.

Passive Parks Expansion

Delivery as planned

This Cluster contains two projects the delivery of Wilga Park shared user path and Memorial Park Flag Pole.
It is anticipated the memorial Park Flag Poles will be delivered by end of Quarter 2 and the Wilga Park shared user path will be delivered by end of Quarter 4 FY 2024/25.

City Sporting and Recreation Facilities

Managing, maintaining, and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts, etc. Facilitating and delivering community sports and recreation programs in the Council's open spaces and facilities. Delivering a targeted grants program supporting community-based sports and recreation organisations.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Programs and Customer liaison

Delivered as planned

The Active Ryde programme has taken off well in the quarter 1 of FY2024/2025 with increased numbers of participants compared to the same period in 2023/2024. This is likely to be attributed to increased delivery of programs following feedback received by participants.

Active in Ryde had a total of 2,109 participants over July - September 2024. This included:

- 1,142 participants in Active programs (Active for all, Active Kids, Active Youth & Active Seniors)
- 251 participants in Seniors programs (Heart Move it, Lift for Life, Aqua, Yoga and Line Dancing)
- 82 Garden Entries for Spring Garden Competition
- 508 participants in the seed growing

Council delivered an array of new programs such as Picnic in Parks, Disability disco, and activities around Parks Week. Other programs planned for Quarter 2 include: Neon Garden (as part of Spring Garden), Space Week, and Riverwalk Silent Disco, with these all indeed to promote and activate Council's Parks & Open Space Areas.

Maintaining Sporting and Recreation Facilities

Delivered as planned

Council's cleaning and maintenance services are provided in value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for user groups and the community.

Sporting Facility Renewal and Upgrades

Delivery as planned

Sports ground assessment and maintenance.

Delivery as planned

- Sports grounds and surrounds auditing being undertaken including consultation with sporting user groups.
- Reviewing service level frequencies and opportunities for business improvement

Sportsfield Renewal and Upgrade

Delivery as planned

This cluster contains one project being Meadowbank field 3. Anticipated to be completed by Quarter 3 FY 2024/25.

Sportsfield Amenities Renewal and Upgrade

Delivery as planned

This cluster contains a total of 4 projects, of which 1 project (Dunbar Park Amenities) is a carryover from FY 2023/24. This project was completed in Quarter 1 of FY 2024/25.

3 projects (Waterloo Park Amenities, Ryde Park Amenities, and Parks Amenities Buildings - compliance works) are listed for the FY 2024/25 and are on track to be complete by Quarter 4 FY 2024/25.

Ryde Aquatic Leisure Centre (RALC)

Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
RALC Programs and Services	Delivery as planned	<p>Diverse range of activities available in the Centre with 146,893 attendees in Quarter 1.</p> <p>Sufficient staffing available in Quarter 1 to conduct Learn to Swim lessons, although recruitment will be required in Quarter 4 due to anticipated seasonal increase in enrolments.</p> <p>The Centre generated an operating expense recovery of 119% for Quarter 1.</p>
RALC Operations and Maintenance	Delivery as planned	<p>Ongoing maintenance activities undertaken throughout Quarter 1 including, but not limited to, electrical tagging and other electrical work, thermal imaging, air handling systems. The Centre continues to meet its 100% compliance obligations in relation to pool water quality.</p>
Ryde Aquatic Leisure Centre (RALC) Asset Renewal	Delivery as planned	<p>Throughout Quarter 1, the following asset renewal activities were undertaken:</p> <ul style="list-style-type: none"> - Replacement of fire doors - Replacement of fire dampers - Renewal of a pool inflatable - Renewal of the Ultra Violet (UV) system on the Program Pool

Library Program

Supporting our residents to lead healthy, active, and independent lives through the provision of high quality, contemporary library services, and accessible public spaces providing opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.

Strategic Direction

Council's service delivery for this program is guided by:

- Great Libraries, Great Communities – Ryde Library Strategic Plan 2019-2024
- NSW Library Act 1939
- Halls and Facilities Strategy 2020-2041
- Creativity Strategy 2019-2024

Assessing Effectiveness

- Library utilisation
- Customer satisfaction

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone within the community with fair and equitable access and opportunities to participate in active learning and recreational activities and events. This is done in ways that match the community's changing learning and recreation needs.

Library Services and Programs

Day-to-day operations of five library locations, ensuring that our community has access to the full range of library services in comfortable and attractive library facilities and delivering targeted services, programs, and events to the community in several key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies, and family history. Also includes marketing of library services and programs and engagement with the community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Library Services

Delivery as planned

Visits to our Libraries has been gradually increasing with a 9% increase from previous quarter.

Library Programs and Events

Delivery as planned

There were 13,085 attendances to 516 events and activities including 5,191 attendances to early literacy programs during the quarter.

Community Engagement and Marketing

Delivery as planned

- July-September key campaign engagements included NAIDOC Week, Comicon, Science Week and our Spring Sign Up September Campaign.
- Library promotional campaign and membership drive – The Best Things in Life are Free – ran throughout the month of September, highlighting all the free resources, collections and programs across the library and giving away free tote bags to new members and referrers.
- Included a social media reel achieving high engagement of over 40,668 views and sparked 169 new followers of the library social pages.
- The campaign translated into 668 new memberships, 1030 re-registrations, and 166 referrals by a friend or family member. (A growth of 21% compared to last September.)
- July-September social marketing posts + EDMs + outreach events = 154 marketing engagements.
- Awarded with InspiringNSW Grant to deliver an elevated Science Week program 'Ryde to the Stars' featuring inclusive VR sessions for youth and seniors, first nations astronomy, immersive planetarium, rocket making crafts and constellation installations.

Library Assets and Resources

Development, improvement, and maintenance of the Council's extensive set of library technology, collections, facilities, and other assets to a standard ensuring that the Council's library services continue to provide high quality, contemporary library services, and accessible public spaces for our community with opportunities to participate and engage with others in lifelong learning, and recreation and cultural opportunities. Includes supply of new library materials, library technologies, and continued provision of attractive, welcoming library spaces and places.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Collection Development

Delivery as planned

Procurement of library books and other collections items continues to build a responsive collection for the community. Strong loans indicate community satisfaction with the collection.

Library Technology and Digital Services

Delivery as planned

Free technology throughout our libraries to support community to access digital services.

Library mobile App maintained.

Provision of an Online Library and catalogue service.

The Hive Digital Media Lab creative space maintained.

The Library Service supports digital access for the community through the provision of free public computers and internet facilities. There have been 8,633 hours of public PC use, 38,068 wi-fi logins at libraries and 46,677 visits to the Library website during the quarter.

Digital Enhancement for Libraries

Delivery as planned

Digital Enhancement project planning is underway to deliver responsive digital services for the community.

Operating and Maintaining Library Buildings	Delivery as planned	Library maintenance is undertaken to ensure our library buildings and spaces are clean and welcoming and continue to be fit for purpose in delivering this important community service.
Library Facility Renewals and Upgrades	Delivery as planned	Design phase and procurement for West Ryde Library and Gladesville Library.
Community Buildings Renewals – Libraries Improvements.	Delivery as planned	On track.
Community Buildings Expansion – Libraries	Delivery as planned	Ryde Library project 98% complete and Eastwood Library project preparing for an RFQ for design services.

Our Natural and Sustainable City



Resilience and Sustainability Program

Monitoring and management of the City of Ryde's natural and urban environment to protect and enhance natural areas including our bushlands, waterways, and eco systems, and improve the overall environmental performance of our built environment. Building resilience to climate change as we adapt, grow, and managing our risk through climate change.

Strategic Direction

Council's service delivery for this program is guided by:

- Ryde Resilience Plan 2030
- Ryde Biodiversity Plan (2016)
- (Hunters Hill, Lane Cove, Parramatta, Ryde) Bushfire Risk Management Plan (2021)
- Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)
- Climate Risk and Resilience Assessment Report (2020)
- Sustainable Transport Strategy (2022)
- City of Ryde Net Zero Emissions Pathway (2022)

Assessing Effectiveness

- Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)
- Resilience ready residents and businesses
- Improvements and enhancements to protect natural areas

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program makes a major contribution to protecting and improving the condition of the City's natural areas and parklands including reducing our collective ecological footprint in ways that contribute to the liveability of the community and strengthening the health of our natural corridors. This program also helps to build the City's resilience to climate related risk from extreme weather patterns, bushfires and flooding and working to reduce the impact of acute shocks and chronic stresses on our built environment and natural areas.

Resilience Planning

Leading efforts to build organisational and community capacity to reduce City-wide impacts of climate change and shock and stress events in partnership with the business and community sectors. A major priority for the Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation, and resilience measures.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Resilience Planning and Development

Delivery as planned

- Commencement of a new environmental performance monitoring dashboard for Council assets. Existing asset and utility data has been transitioned to the new dashboard to enable reporting on emissions and consumption. Staff training has been undertaken in preparation for the new monitoring dashboard.
- A heat pump was installed at the West Ryde Community Centre under Council's 'Green Revolving Fund' resulting in the removal of a previous gas appliance.
- Council has commenced trials of sustainable concrete and sustainable cement.
- A partnership has commenced with the Department of Climate Change Energy and Water on a low embodied emissions concrete program for civil works in local government.
- Sustainable clauses developed for inclusion in Council lease agreements for long-term tenants and seasonal hirers.
- Solar Circular criteria updated for solar installation and maintenance requirements for tenants.
- A report recommending that feasibility studies on energy efficiency options be undertaken at the Ryde Aquatic Centre and North Ryde Library to possibly inform a Community Energy Upgrade Fund grant application.
- The inclusion of a Carbon Emissions Quiz in 3 editions of the Smarter Cleaner Greener newsletter this quarter were very popular with the articles receiving 367 clicks to view the answers.
- Community promotion of 'Fire Safe Batteries' in council's Smarter Cleaner Greener Newsletters to educate on lithium ION battery fire hazards.
- Promotion of the Cool Places Cool Spaces initiative with the Field of Mars Education centre via, and the Greening Australia Cool the Schools Grant through Council's Ryde Environmental Education Network.
- Emergency Redi week (16-22 September) promotions undertaken to encourage the community to download the Get Ready App- 2 Facebook stories, 2 Facebook posts, display on library screens, staff newsletter, Smarter Cleaner Greener newsletter article and an update of Council's 'Prepare for an emergency' webpage information for Residents, Strata and Businesses.
- Staff attended the Resilient Sydney Summit, 20 August 2024, to provide feedback on the next Resilient Sydney Strategy. Due for release end of 2024.
- City of Ryde joint North Sydney Regional Organisation of Council's submission on the NSW Government Draft Disaster Adaptation Guidelines on the process, future grant considerations and the expectation of Local Governments.

Resilience Programs and Services

Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing City emissions and resource consumption

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Sustainability and Resilience Education

Delivery as planned

- Inclusion of an article on zero emissions was placed in the Smarter Cleaner Greener newsletter on Zero Emissions Day.
- 175 entries for the SWAP art prize competition were received for 2024 .
- The winners of the SWAP art prize were announced at the exhibition opening night which was held at the See Street Gallery. 192 people attended the opening night. A digital exhibition was also available.
- 4 Teachers attended an online term 3 Ryde Environmental Educators Network meeting.
- 2023/24 program evaluations and feedback surveys completed (103 participants).
- Program details were mailed out to 2,500 residents.
- Sustainable garden tips and tricks article included in both the Smarter Cleaner Greener e-newsletter and Ryde news.
- Home Waste Sustainability Advisory service program promoted in 180 citizenship packs.
- 3 Program prizes and 4 Feedback survey prizes drawn and announced.
- Resource and Resilience Officer position vacant at present - no community education action delivered this quarter.

Tree Management	Delivery as planned	This quarter (July-September 2024) council received 195 Public Tree Requests (195 Completed), 89 private tree requests (89 completed), 121 private tree permits and 12 DA referrals.
Implementation of Street Tree Asset Master Plan	Delivery as planned	Location for plantings currently being finalised and details for procurement of material being finalised. Plantings scheduled to occur in first half of 2025.
Street Tree Planting Program	Delivery as planned	<p>The first quarter realised the implementation of the replacement trees planting programme for trees removed through customer service requests.</p> <p>The upcoming second quarter will realise Community engagement to commence in areas identified for planting this year in East Ryde and Gladesville, with consideration for expansion depending on the responses received.</p> <p>Considering there is no additional grant funding at this stage to assist the program, it is anticipated that up to 600 trees will be planted. A RFQ is to be released in Quarter 2 to procured through a Pre-Grow RFQ, with planting scheduled to commence in mid-2025 to avoid hot weather conditions.</p>

Natural Area Management

Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed, and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments, and sensitive ecosystems.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Bush Management and Regeneration	Delivery as planned	<p>Day to day contract management of the 50 sites within 10 contract areas has been undertaken by natural areas staff. Engagement of contractors for the 3rd year of tender, Onsite inductions with discussion on expectations. Site visits undertaken throughout the quarter, and a small number of performance issues were raised. It is noted that previous issues at a couple of sites have been resolved.</p> <p>There is still consistent participation by volunteer groups with Council providing around 991 hours of work, which is on track to meet the annual target of 4,000 hours. There have been 15 enquires from prospective volunteers this quarter.</p>
Natural Areas and Catchments Monitoring	Delivery as planned	<p>There has been 7 natural area and catchment audits completed in the first quarter. Sites were inspected to identify any issues relating to park maintenance, bush regeneration, stormwater management, weeds etc. and 32 Work orders were raised in response.</p> <p>Sydney Water was engaged to undertake the water quality testing at 14 sites within 5 catchments. Spring sampling was undertaken with preliminary report due in February 2025.</p> <p>A water testing blitz was undertaken with Bushcare Volunteers on 10 September, the same day as Sydney Water did their sampling. Testing was undertaken at 26 sites within 13 catchments.</p>

Catchments and Waterways Program

Managing and maintaining the City's water catchments, foreshore infrastructure, and stormwater drainage networks to improve the health of the City's waterways and prevent erosion, improve existing flooding problems at sites throughout the City, cater for significant flooding events, and reduce the risk of inundation of private properties located in the upstream catchments.

Strategic Direction

Council's service delivery for this program is guided by:

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry's Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty's Creek Catchments (2014)

Parramatta River Masterplan; 'Duba, Budu, Barra' (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

Assessing Effectiveness

Asset condition

Flooding instances within the City of Ryde LGA

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to this outcome by helping to protect and improve the condition and health of the City's catchments, foreshore areas, and waterways and building the City's resilience to climate-related risks arising from extreme weather patterns and flooding.

Catchments and Stormwater Management

Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure, and natural waterways to support cleaner, healthier waterways, and manage stormwater, flooding, and runoff and reduce risks to property owners, the environment, and the community.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Catchments and Coastal Management Planning	Delivery as planned	<ul style="list-style-type: none"> Water quality monitoring continues at Putney Park Swimming site and data links to dashboard. Putney project delivery underway with Transport for New South Wales Deed in negotiation. Contracts awarded and Management Plan draft underway for the new swimming site. Local Emergency Management Committee attended the site to advise on any emergency response requirements. A River Aware article was placed in the Smarter Cleaner Greener Newsletter for both the July and August issues.
Maintaining Stormwater Assets	Delivery as planned	The Maintenance of Stormwater Assets involves regular street sweeping activities, GPT servicing, and storm-water pit auditing and repairs. A list of 15 pits has been developed for pit replacement due to extensive asset degradation.
Stormwater Renewal and Upgrades	Delivery as planned	
Stormwater Asset Replacement Renewal	Delivery as planned	<p>Total of 12 projects, of which: 3 projects (Melba Drive, Pipelining Treatments and Constitution Road/Belmore Street) are carryover from 2023/24, of which two (Melba Drive and Pipelining Treatment) have been completed. The 1 remaining project is anticipated to be completed in Quarter 3 of FY 2024/25.</p> <p>9 projects (Pit/Pipe small reconstructions, Pit Replacement, Pipe Lining Treatments combined, High Street, Goodwin Street, Westminster Road, Wicks Road, 201 Ryde Road, West Parade) are listed for the FY 2024/25 and are on track to be complete by Quarter 4 of FY 2024/25.</p>
Stormwater Improvement Works Renewal	Delivery as planned	<p>This cluster comprises of 1 carryover project (CCTV Investigations), which is currently in progress.</p> <p>2 new project (6 Colvin Crescent, Denistone East & Doig Avenue Denistone East) listed for delivery in 2023/24 financial year. Colvin Crescent is anticipated to be complete in Quarter 2 of 2024/25 and Doig Avenue is anticipated to start construction in Quarter 4 of 2024/25 FY and be complete Quarter 1 FY 2025/26.</p>
Stormwater Asset Replacement Expansion	Delivery as planned	Project is currently in investigation phase. The draft flood study being undertaken by Council impacts this project and as such further investigations are required prior to proceeding.

Foreshores and Seawalls

Development, remediation, improvement, and maintenance of the LGA's foreshore infrastructure and assets (including wharves, jetties, boat ramps, and seawalls) to ensure that they remain safe, are sustainable in the long term, and provide a satisfactory level of service for the community

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Maintaining Foreshore Assets	Delivery as planned	Seawalls that predominantly line the Parramatta River are inspected annually. As a result of inspections, repairs were implemented to the rock seawall adjacent to the John Whitton Bridge. This involved the removal of rocks and reinstatement with a concrete mix to ensure rocks are not undermined by waves created by the river-cats.
Foreshore Infrastructure Renewal	Delivery as planned	Foreshore Infrastructure Renewal is a CAPEX Item that is not managed by Operations. However, annual auditing of foreshore infrastructure provides valuable feedback for future maintenance or renewal.

Waste and Recycling Program

Providing comprehensive and convenient domestic and commercial waste disposal and resource recovery services for the City.

Strategic Direction

Council's service delivery for this program is guided by:
Draft Waste Management Strategy (2019)
EPA 20 year Waste and Sustainable Materials (WASM)
Northern Sydney Region of Councils Waste Strategy

Assessing Effectiveness

Domestic waste diverted from landfill
Recycling rates in target groups
% net profit Porters Creek EcoMRF

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to reducing the City's environmental footprint and impact on our natural systems by managing the efficient delivery of the City's essential waste services and leading change to better manage our waste streams and ensure resource recovery is a high priority for a sustainable 'Smarter, Cleaner and Greener' future.

Waste Services

Delivery of comprehensive domestic essential waste services for the City including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including managing the waste generated from high-rise developments and reducing the incidence of littering and illegal dumping. Delivery of waste collection, disposal, and resource recovery services for businesses on a commercial basis.

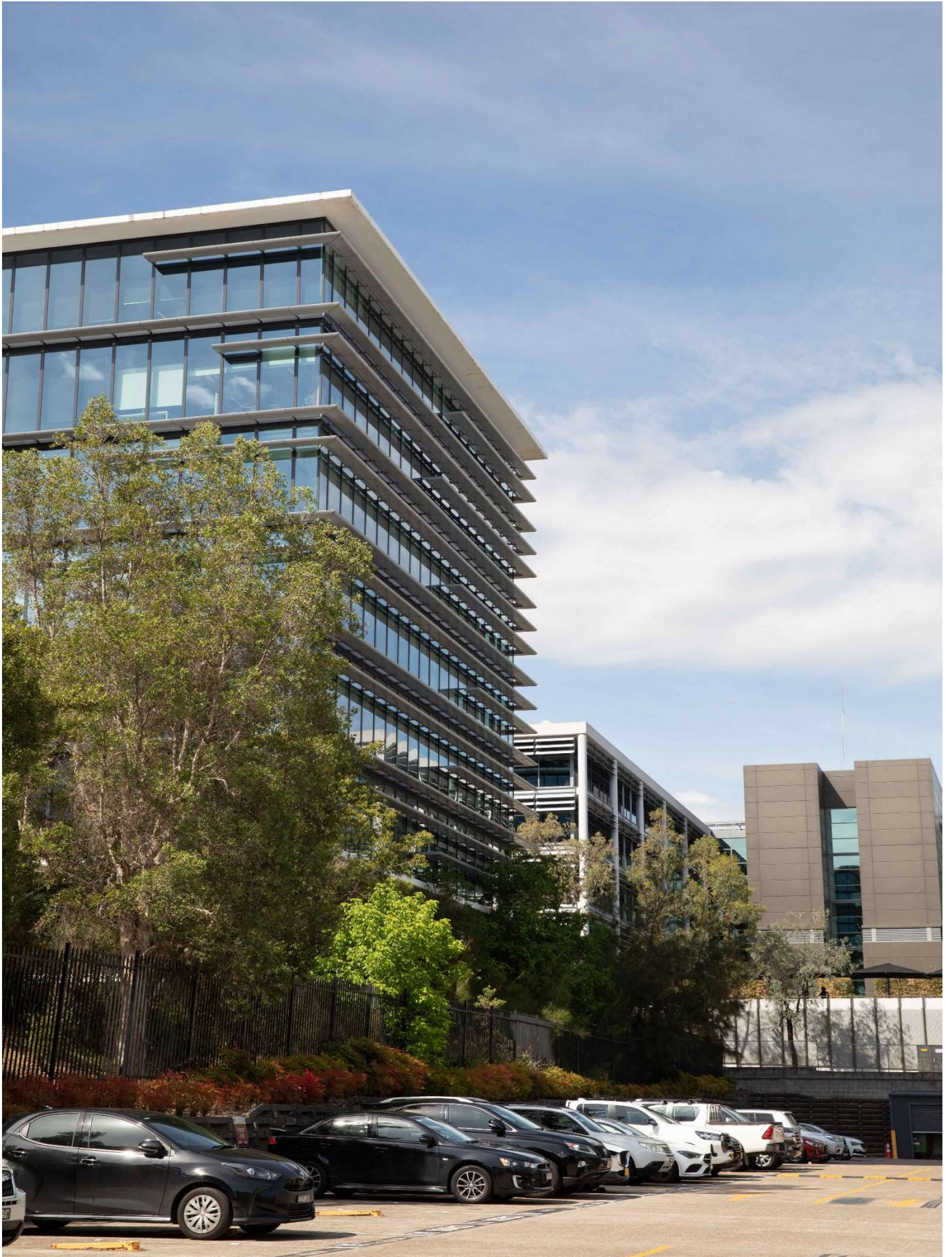
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Household Waste Collection	Delivery as planned	Council completed weekly collections services for approximately 56,443 households. There were 612 missed services during the quarter (0.05%). Council also conducted 23,568 clean-up collections between July and September 2024.
Community Waste Collection Programs	Delivery as planned	A household Chemical Cleanout is scheduled for March 2025.
Implementing additional Community Recycling Collection Services.	Delivery as planned	Three problem waste recycling hubs have been installed, servicing 850 households.
Commercial Waste Collections Service	Delivery as planned	Over 2,000 services completed for commercial clients.
Community Waste Education	Delivery as planned	Managing contamination to ensure the quality of recyclables and optimising resource recovery. Education services have been delivered in accordance with the waste education plan.
Waste Wise Ryde – Towards Zero Waste	Delivery as planned	Community engagement workshops are schedule for February 2025. This program will focus on engaging with CALD and other community groups to increase knowledge on waste related matters.
Schools Waste Education Program	Delivery as planned	The third stage of the Edible Gardens program has commenced and an EOI process undertaken. A request for quote process has also been undertaken.
Re-useable Health Products.	Delivery as planned	Workshops have been booked for February to April 2025, and the program advertised to the community.
Bin Bay Upgrade Program	Delivery as planned	Staff have installed 360L recycling bins at 7 properties to trial increase recycling capacity and better utilise the space available in bin bays.
Food Organics Recycling Business Waste Trial	Delivery as planned	The trial is scheduled to commence in Q3. Staff have begun scoping the requirements for undertaking the service trial.

Materials Recycling and Recovery

Regional construction materials recycling and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote the reuse of materials and reduce material to landfill and disposal costs to the Council. The facility is being expanded to accommodate a Community Recycling Centre onsite and other revenue generating opportunities are being investigated.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Porters ECoMRF	Delivery as planned	A large parcel of Porters Creek is being leased, providing additional revenue to Council.
Porters Creek Precinct	Delivery as planned	Remediation works are ongoing.
Construction Materials Recycling	Delivery as planned	Service delivery is in progress.

Our Smart and Innovative City



City Economy Program

Strategic development of town and neighbourhood centres, neighbourhood activation, and place-making to ensure that they continue to be vibrant and productive places within our City.

Providing economic development activities for the City and direct support to small and medium-sized businesses (SMEs) and the local economy

Strategic Direction

Council's service delivery for this program is guided by:
City of Ryde 2024-2028 Economic Development Strategy
City of Ryde 2024-2028 Night-Time Economy Strategy
City of Ryde Economic Development Action Plan 2024/25

Assessing Effectiveness

Perceptions and sentiment from the local business community.

Contributing to creating

Our Smart and Innovative City

The City of Ryde provides an environment that encourages new investment, thriving local businesses, local jobs, and opportunity. Our local community and businesses flourish in a resilient economy that fosters innovation, progression, and economic growth.

This program is a major contributor to this outcome by ensuring the City provides a well-designed and planned environment to encourage innovation, new investment, business opportunities, economic growth, and local jobs and working to revitalise town centres and commercial areas so they become sustainable, mixed centres providing expanded opportunities for business and an increased diversity of shops, cafes, and restaurants serving their local community.

Business Capacity Building

Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools, and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the City.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Investment Attraction and Retention

Delivery as planned

During the quarter, the City Economy Team engaged with a range of businesses (start-ups, small-medium and large businesses) to support investment attraction and retention. This included providing letters of support to businesses to assist with business establishment and advocacy to State and Federal Government, connecting prospective tenants with landlords, and engaging with developers to explore fit-for-purpose developments suitable for the innovation ecosystem in Macquarie Park.

Additionally, the new Business Development Officer for Macquarie Park Innovation District (MPID), facilitated and participated in investment tours for prospective companies exploring the potential to establish a presence in the MPID, is building key relationships with stakeholders to understand business needs and movements in and out of MPID, and from September 2024, is working out of the MQU Incubator on a monthly basis to engage start-ups and providing better exposure to Government services.

Advancements in Technology

Deferred

The NSW Government is yet to finalise its Innovation Blueprint. Council staff have advocated strongly on behalf of the innovation ecosystem in the MPID, including calling for the implementation of a State Environmental Planning Policy for the MPID to protect spaces for innovation and enterprise.

Institutional Collaboration

Delivery as planned

Through City Economy and Council's Executive Leadership Team, Council has continued to strengthen its relationships with key institutions including Macquarie University, TAFE NSW, the Institute of Applied Technology-Digital, Service NSW Business Bureau, Investment NSW, the Office of the 24-Hour Economy Commissioner, Destination NSW and TradeStart.

Economic Development Policies and Strategies

Delivery as planned

The City of Ryde Economic Development Strategy and Night-Time Economy Strategy was adopted by Council on 23 July 2024. To support the implementation of this Strategy, Council has produced an Economic Development Action Plan, guiding the economic development activities for 2024/25.

Small and Family Business Support

Delivery as planned

City Economy continues to host monthly meetings with Presidents of each of the City's five Chambers of Commerce including Eastwood Chamber of Commerce, Eastwood Chinatown Chamber of Commerce, Korean Community Commerce in Ryde, Macquarie Park Ryde Business Chamber, and West Ryde Chamber of Commerce to enhance Council's engagement with local businesses, focusing on greater collaboration between Chambers.

City of Ryde is leading the delivery of a Small Business Month Event planned for 24 October 2024 on Grants writing essentials and connecting with Government services including procurement policies, in collaboration with all five Chambers (mentioned above) and TAFE NSW.

City Economy visited 236 businesses as part of the local engagement site visits across 26 centres and logged over 45 service requests on behalf of the small and local businesses.

Precinct Renewal and Activation

Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meets expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage the renewal of aging buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Infrastructure Development – Town Centres and Neighbourhood centres

Delivery as planned

City Places is developing master plans for Eastwood and West Ryde - Meadowbank, in collaboration with the City Architect, City Property and City Fabric teams. As part of these place- based masterplans, infrastructure needs are being identified through the structure planning and policy review process to support the future population growth of these areas. The Masterplans will inform an updated contributions plan for these centres.

Infrastructure Development – Macquarie Park Innovation District

Delivery as planned

Currently awaiting the outcome of the MPID rezoning by the NSW State Government, which is scheduled to be finalised in the later part of 2024. Council is currently in the process of establishing a MPID Internal Working Group, which will inform some of the decisions around the infrastructure planning for the area, along with the advocacy and submissions prepared for the MPID rezoning.

Town Centre Cleaning and Maintenance

Delivery as planned

Cleaning of Town Centres is being performed in accordance with defined Cleaning Schedules which have been formulated based on site conditions and the approved budget.

Town Centre Revitalisation

Delivery as planned

Operations involvement is limited to the provision of advice of material selection to reduce maintenance requirements. In the meantime, new techniques are researched to source equipment that can be utilised for improved maintenance outcomes. One such example includes the acquisition of orbital scrubbing heads that also utilise steam to remove ingrained grime and stains.

Our Connected and Accessible City



Traffic and Transport Program

A sustainable, safe, convenient, and accessible transport system for the City of Ryde. Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking, and options to improve mobility, connectivity, and access to our suburbs, centres, open spaces, and places. Advocating for improved transport infrastructure and services with the State Government.

Strategic Direction

Council's service delivery for this program is guided by:

City of Ryde Integrated Transport Strategy 2041

Bicycle Strategy and Action Plan 2022-2030

Sustainable Transport Strategy 2022-2032

Assessing Effectiveness

Community perceptions and sentiment

Road Safety outcomes

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University by prioritising major transport infrastructure and services that will reduce public transport travel times, focus on walking and cycling being the most convenient option for short trips to activity centres and key destinations, and sustainably accommodate future travel demand.

Transport Network Planning

Providing long-term transport planning to improve mobility and connectivity across our City and improve accessibility to our suburbs, centres, open spaces, and places. This includes providing specialist advice on major development proposals, road safety policy and directions, advocating with the NSW Government on behalf of the community for improved transport solutions for the City of Ryde, and working with State Government transport agencies to deliver major transport infrastructure.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Transport Planning and Advocacy	Delivery as planned	Ongoing work to contribute to masterplanning works in MPID, West Ryde - Meadowbank and Brush Farm Park have continued. Early concept work is underway to deliver an enhanced public domain and transport network at Railway Road, Meadowbank. An EOI was produced to support Electric Vehicle Charge Point Operators to deliver kerbside EV charging infrastructure in Ryde through the State Government's Kerbside Charging grants program.
Integrated Transport Strategy (ITS) Implementation	Delivery as planned	Ongoing work to deliver ITS items through current work pipeline, particularly in the West Ryde - Meadowbank precinct through internal collaboration with Constitution Road upgrade program. 1-20 Railway Road VPA to deliver Faraday Lane connection and other works underway in this precinct.
Integrated Transport Strategy Refresh	Delivery as planned	In July and August 2024 City Transport undertook discovery workshops with all teams across City of Ryde to present the planned approach to the ITS refresh and take on board feedback and input from all perspectives. Since then, our project plan to deliver the ITS at the end of the financial year has been approved by Executive Leadership Team. Work is underway to develop the draft ITS ahead of engagement with Council and the community.

Transport Network Management

Managing the City's transport, traffic, and car parking network and implementing sustainable transport options including transport and development matters such as providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Transport Operations	Delivery as planned	50 development proposals were assessed in Quarter 1 of FY 2024/25 with respect to its traffic and transport implications. Significant developments assessed included Ryde Hospital, rezoning of the TG Millner site and Stage 2 Macquarie Park rezoning. During this period, the NSW Land and Environment Court handed down its decision to reject the development application for the Eden Gardens site, with unresolved traffic/transport contentions being a major contributing factor to the Court's decision. The Court's decision is reflective of Council's efforts in promoting sustainable development in Macquarie Park. 265 road activity permits were reviewed and processed during Quarter 1 of FY 2024/25. This entailed thorough examination of traffic guidance schemes to assist builders with implementing appropriate temporary traffic management measures on the public road network to minimise safety risks to the public during construction works.
Transport Operations – Infrastructure Services	Delivery as planned	Regulatory signs, linemarking of streets and intersections, and pedestrian facilities have been actioned as requested.
Maintaining Transport Infrastructure	Delivery as planned	Operations involvement includes ongoing street sweeping, auditing of storm-water pits for cleaning and GPT servicing. In Quarter 1, 30 GPT's were serviced yielding 95.9 tonnes of material. In addition, 19 pits required debris removal to ensure localised flooding did not occur.

Transport Programs and Services

Delivery of community-based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car-based modes of travel and contributing to city-wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Community and Road Safety Programs

Delivery as planned

Key projects/initiatives carried out under Council's Local Government Road Safety Program include:

- Road safety engagements in Eastwood with Chinese and Korean communities as part of the Council and NSW Police partnership program.
- Engagement with young drivers as part of the Macquarie University Kickstart event.
- Delivering cycling workshops for children as part of the 'Learn to Ride' program.
- Partnered with 'Kids & Traffic' on driveway safety at Car Seat Checking Day.
- Conducted Road Safety Story Time at Ryde Library; and
- Delivered 'Safer Driving for Seniors' and 'Senior Pedestrian Safety' programs.

Council reviewed traffic and parking conditions around Truscott Street Public School, Ermington Public School, St Therese Catholic Primary School, St Charles Catholic Primary School, Ryde Public School and Eastwood Heights Public School.

Sustainable Transport Programs

Delivery as planned

- Draft City of Ryde Electric Vehicle Fleet Transition Plan presented to the Executive Leadership Team in September and recommendations approved for roll out.
- Review of existing Car Share & Electric Vehicle Policies and Guidelines is under review.
- An electric vehicle Expression of Interest has been development Council's in collaboration with Council's City Transport team and a review of the proposed Electric Vehicle Strategy by City Transport was undertaken.

Review of Sustainable Transport Strategy and Net Zero Emissions Pathway Plan related to actions delivered has been completed with both strategies on track and delivering outcomes.

Expressions of Interest for FY2024/25 Car Share program launched.

A review of existing car share and electric vehicle market share was undertaken to inform direction of council programs.

A review of the Shop Ryder service has commenced

Local Transport Infrastructure

Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

New and Upgraded Traffic Facilities

Delivery as planned

Traffic Facilities Renewal

Delivery as planned

Finalised detailed design for traffic infrastructure upgrades (e.g. concrete islands, new roundabout central island, etc.) at the intersection of Charles Street and Parry Street, Putney.

Traffic Facilities Expansion

Delivery as planned

A total of 16 traffic, parking, and road safety improvements were endorsed by the Local Ryde Traffic Committee (RTC) in June and July 2024. The June 2024 RTC items were referred to the ordinary Council meeting on 23 July 2024. All items approved by Council at this meeting have been implemented. Due to Council elections, the July 2024 RTC items will be presented to Council at its ordinary meeting in November 2024.

Council also delivered new or upgraded pedestrian crossings on See Street and Belmore Street in Meadowbank during Quarter 1 of FY 2024/25. Further, Council secured grant funding of approximately \$2.5 million from Transport for NSW to implement a series of traffic, transport, and pedestrian infrastructure improvements across various parts of the LGA. For more information, please refer to the link below on Council's website: <https://www.ryde.nsw.gov.au/Council/Media-Centre/News-and-Public-Notices/Funding-grants-to-make-Ryde-a-safer-City>. The investigations undertaken for proposals presented to the RTC play a critical role in securing these grants.

Road Safety Upgrades and Improvement

Delivery as planned

Implemented minor road safety improvements following the completion of traffic investigations.

Car Park Renewal.

Delivery as planned

Maintenance includes parking bay markings, bollard replacements and installations, and general sweeping activities.

Traffic Facilities Expansion.	Delivery as planned	Constitution road Infrastructure upgrade (AIF Grant) Traffic Infrastructure improvement including Signalisation of Intersection, improvements to existing bridge and associate road work. Detailed design phase in progress.
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Roads Program

Maintenance and renewal of the City's local and regional road network (roads, bridges and retaining walls, car parks, and parking hardware) to ensure that they meet community expectations and remain safe and in serviceable condition over the long term.

Strategic Direction

Council's service delivery for this program is guided by:

Strategic Asset Management Plan (2020)

Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program makes a major contribution to improving safety and customer experience on our roads, and accessibility to our residential areas and centres by managing and maintaining the City's substantial portfolio of local and regional road-based assets so that they remain safe and continue to meet the community's expectations into the foreseeable future.

Local Transport Infrastructure

Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Road Renewals and Upgrades

Delivery as planned

Infrastructure Services

Delivery as planned

Constitution road Infrastructure upgrade (IBF Grant)

Construction of retaining wall along major sub arterial road to improve stability of embankment damaged in past extreme storm event.

Detailed Design phase in progress

Future Design - Civil Infrastructure Assets.

Review and investigation of projects for the FY 2025/26 are underway. Investigation works have commenced on Victoria Lane and the survey for Conrad St is being finalised with investigation work set to commence.

Pavement Testing and Design.

This project involves the Road Asset Condition Assessment Project for Roads, Footpaths, K&G, traffic facilities and on road carparks. Project data has been received and data validation by staff is currently being undertaken.

Heavy Patching.

The scope of works for the heavy patching project has been developed for six locations as part of Package 1 which includes Morrison Rd, Eltham St, Waterview St, Twin Rd, Khartoum Rd and Aeolus Ave. It is anticipated that Package 1 works at the six locations to be completed by Quarter 2 of FY 2024/25.

Road Resurfacing Renewal

Delivery as planned

This cluster contains 23 projects of which 1 project (Lancaster Avenue) is a carryover from FY 2023/24. This project was completed in Quarter 1 of FY 2024/25. There are 22 new projects scheduled to be delivered during this financial year, These works are all scheduled to be complete by Quarter 3 of FY 2024/25.

Road Kerb Renewal

Delivery as planned

This cluster contains 5 Projects of which 3 are carryovers from FY 2023/24 (Pavement testing and design, Cressy Road (Higginbotham Road - Holly Avenue) & Cressy Road (Holly Avenue - Buffalo Road)). These works are all scheduled by be complete by end of Quarter 2 of FY 2024/25.

There are 2 new projects (Cambridge Street & Culloden Road). These works are scheduled to be complete by end of Quarter 2 of FY 2024/25.

Kerb and Gutter Renewal

Delivery as planned

This project involves the renewal of kerb and gutter at six locations, addressing conditions 4 and 5. The locations are as follows:

- Tennyson Road (Champion Rd to End), Tennyson Point
- West Parade (opposite Eastwood Station), Eastwood
- Dyson Street (Pellisier Rd to Cul-de-Sac South), Putney
- Star Street (Fonti St to Cul-de-Sac South), Eastwood
- Cutler Parade (Edmondson St to Chauvel St), North Ryde
- Ryedale Road (Second Ave to Fourth Ave), Eastwood

Work is currently underway, with completion expected by the end of Quarter 2 of FY 2024/25.

Road Operations and Maintenance

Delivery as planned

88 Pothole requests were completed from 1 July to 30 September. This excludes potholes actioned due to staff discovery of additional potholes.

Bridge Renewals and Upgrades

Delivery as planned

No actions in relation to Bridge Renewals and upgrades have been requested or actioned. However, remedial work is scheduled for the bridge at Barton Reserve in the latter part of FY 2024/25.

Bridge Rehabilitation Works

Delivery as planned

No maintenance work was conducted on Bridges during the period from 1 July to 30 September.

Paths and Cycleways Program

Developing, managing, and maintaining the City's network of footpaths, paths, and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.

Strategic Direction

Council's service delivery for this program is guided by:
Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University and sustainably accommodate future travel demand by prioritising infrastructure and services that will encourage walking and cycling, fewer car based trips, and making walking and cycling the most convenient option for short trips to activity centres and key destinations

Active Transport Infrastructure <i>Developing, managing, and maintaining the City's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensuring that they remain safe and sustainable in the long term and provide a satisfactory level of service for the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Construction and Maintenance – Paths and Cycleways	Delivery as planned	Repairs and Maintenance conducted as per requests. In addition, Trialling of a concrete grinding technique has been completed to assess the financial and technical benefits. The trial has been used to target areas of high pedestrian traffic for assessment purposes.
Footpaths and Nature Strips Renewals and Upgrades	Delivery as planned	
Footpath Construction Renewals	Delivery as planned	This cluster contains 2 projects (footpath defects 4 & 5 & Denman Street/Brush Road Staircase). Footpath Defects 4 & 5 contains 7 nominated sites which are scheduled to be complete by Quarter 4 of FY 2024/25. Denman Street/Brush Road Staircase is currently in design and is scheduled by be complete by end of Quarter 3 of FY 2024/25.
Footpath Construction Expansion / Upgrades	Delivery as planned	3 Projects (Olive Street, Vimiera Road and Wicks Road) listed for the FY 2024/25. Wicks Road and Vimiera Road are scheduled to be completed by end of Quarter 2 of FY 2024/25. Olive Street is currently in design phase with planned completion by end of Quarter 3 of FY 2024/25.
Cycleways Renewals and Upgrades	Delivery as planned	Resolved key constraints to facilitate continuation of the detailed design of a new regional cycle route comprising on and off-road cycling facilities connecting Macquarie Park and West Ryde.
Cycleways Construction Expansion	Delivery as planned	Resolved key constraints to facilitate continuation of the detailed design of a new regional cycle route comprising on and off-road cycling facilities connecting Macquarie Park and West Ryde.

Our Diverse and Inclusive City



Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community well-being and empower people to fully participate in community life.

Strategic Direction

Council's service delivery for this program is guided by:
Social and Cultural Infrastructure Framework 2020-2041
Halls and Facilities Strategy 2020-2041
Social Plan 2019-2024
Creativity Strategy 2019-2024
Disability Inclusion Action Plan 2022-2026
Reconciliation Action Plan

Assessing Effectiveness

Participation in events
Utilisation of Council facilities

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to helping to build the City's social and cultural infrastructure and an active and capable community and creative sector and creating a network of accessible and inclusive public spaces and places for people to come together, participate, connect, be creative, learn together and from each other.

Community Development <p><i>Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events, and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity-building programs, and sector development. Providing a community grants program to support local not-for-profit organisations, and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Social and Cultural Policies and strategies	Delivery as planned	The two Stakeholders Engagement Outcomes Reports developed for review and update of the current Social Plan and Creativity Strategy were endorsed by Council on 23 July 2024. Drafting of Social Plan 2025-2030 and Creativity Strategy 2025-2030 is currently underway. The final documents are planned to be presented to Council for adoption in May 2025.
Collaboration	Delivery as planned	Collaboration with internal and external stakeholders is an ongoing task and is delivered on daily basis.
Social and Cultural Research and Analysis	Delivery as planned	Social and Cultural research, and analysis is an ongoing task and is delivered on daily basis. A GAP Analysis Study has been developed to inform the Social Plan 2025-2030 and Creativity Strategy 2025-2030.
Arts and Cultural Development	Delivery as planned	Over 1,000 people attended activities aimed at supporting the arts and creative development program included Rhythms of Ryde live music activation program, Creative Spotlight, Artist In Residence Community Workshop and the Youth Performing Arts Program.
Delivery of initiatives contributing to the objectives of the City of Ryde's Creative Strategy	Delivery as planned	Funds will support implementation of a range of initiatives identified in the Live Music Plan aimed at promoting live music in the City of Ryde including greater access to performance venues and rehearsal spaces, and enhanced presentation, promotion, and networking opportunities.
Community Development	Delivery as planned	Over 1,600 community members attended a range of community development activities and events focused on social inclusion and health and wellbeing. Key activities in Quarter 1 included Moon Festival, NAIDOC Week, women's health and wellbeing program, Cultural Kitchen Connections and the SWAP awards and exhibition night, A Meet your Neighbour BBQ was held at Lachlan's Line, that was attended by 92 residents.
Delivery of initiatives contributing to the objectives of the City of Ryde Social Plan 2019-2024.	Delivery as planned	A series of women's health and wellbeing sessions were held August and September in partnership with Meadowbank TAFE. Topics focused on building resilience, creative wellbeing, boundaries and balance and food, mood, and hormone health. Planning is underway for the 'Healthy You Healthy Ryde' forum to be held in October for Mental Health Month and Ryde Shine Ability, a talent competition for people with disability to be held in November.
Direct Community Services <p><i>Providing direct services to the community. Currently, the Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through the Council's Home Modifications and Maintenance Service.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Grants Program	Delivery as planned	No community grants awarded in Quarter 1 with the next allocation of funding due in November 2024.
Community Facilities <p><i>The Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events, and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Facilities	Delivery as planned	The for-hire community facilities continue to be well utilised with 2,299 bookings in Quarter 1. The overall capacity of the community facilities is 87%. 80,500 community members visited the community facilities in Quarter 1 to participate in a range of programs and activities aimed at social inclusion, education and health and wellbeing.
Building Operations and Maintenance	Delivery as planned	Planned maintenance activities are being conducted to meet operational and service delivery requirements.

Community Buildings Renewals and Upgrades	Delivery as planned	Planning for works to commence during January 2025 well advanced in Quarter 1.
Community Buildings Renewal	Delivery as planned	Planning for works to commence during January 2025 well advanced in Quarter 1.
Heritage Buildings Renewal		
Heritage Buildings Renewal	Delivery as planned	Conservation Management Plan Program - Planning for works to commence in January 2025 well advanced in Quarter 1.

Community Connectedness and Engagement Program

Supporting residents across the City of Ryde to become connected, engaged, and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.

Strategic Direction

Council's service delivery for this program is guided by:
Community Engagement Strategy

Assessing Effectiveness

Participation in events

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to this outcome by creating inclusive events that celebrate our culture and strengthen our community connections, and ensuring the community is fully informed and engaged in decisions and council and government initiatives impacting the community.

Events <i>Create and deliver inclusive events, supported by a rich range of social networks, community groups, and partnerships, that provide opportunities for participation, celebrate our culture, and strengthen community connections. Building capacity for community groups to deliver events.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Events	Delivery as planned	Delivered successful Olympic and Paralympic Games Live Sites with over 500 people attending. Planning for the annual Granny Smith Festival to be delivered in October a major focus for Quarter 1.
Civic Events	Delivery as planned	Delivered a number of Citizenship Ceremonies. Planning well advanced for Remembrance Day service in November.
Community Engagement <i>Engaging with the community and ensuring all stakeholders are informed and can contribute to the Council's decision-making process.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Engagement	Delivery as planned	Project-based advice and support for engagement activities was provided for 17 organisational projects during the quarter with consultations closing during the period after receiving a total of nearly 1,000 responses. A total of more than 200 people also attended five engagement events during the quarter relating to projects such as Denistone Sports Club and Brush Farm Park/Lambert Park Masterplan. The figures exclude the Transactional Research Program.
Market Research	Delivery as planned	Council conducted its Biennial Customer Perceptions study via a telephone survey of 504 residents. In addition, project-based advice and support for engagement activities was provided for 18 organisational projects during the quarter. Council received 503 responses to ten different surveys during the quarter, excluding the Transactional Research Program.
Marketing and Communications <i>Informing and engaging with the community and stakeholders about Council services and initiatives through a wide range of communication channels, including face-to-face, telephone, Council's website, email, and social media.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Communications, Branding, and Design	Delivery as planned	<p>Communications through traditional and digital channels to the community during the quarter included information about Granny Smith Festival, Lunar New Year, Diwali Festival of Lights Competition, Citizen of the Year Awards, Neighbour Day, Sustainable Waste 2 Art Prize, Youth Creative Competition, Spring Garden Competition, Moon Festival, Learn to Swim, Olympics and Paralympics Games Live Sites, Rhythms of Ryde, new financial year updates, Waste calendars, Community Strategic Plan, Local Government Election results and Councillor Induction Handbook, Ryde Shine Ability Competition and communications as outcomes of the Disability Inclusion Action Plan.</p> <p>Internally for staff, Tambla payroll system communications to staff were ongoing. Community engagement-related tasks included waste initiatives, such as waste bin obstruction flyers, commercial waste postcards, Blenheim Park closure, Denistone Sports Club and new elected Council communications.</p> <p>Graphic design work included various communications and event-related projects and the commencement of design work on key documents such updates to the State of our City Report, Annual Report, Community Engagement Strategy, West Ryde Meadowbank Renewal Strategy, Local Infrastructure Strategy, while the Spring Community Magazine was completed. Council's photography stocks were also expanded during the quarter through a series of planned photo shoots which will be used to provide enhanced imagery for communications and engagement activity across Council's corporate documents and channels.</p>
Website and Social Media	Delivery as planned	<p>Website visitation and engagement was supported through social media and other channels.</p> <p>Council's website recorded more than 1,556,420 visits, with Sportsground Status, Event Listings, Library, Ryde Aquatic Leisure Centre, Pre-booked Household CleanUp Collection, Granny Smith Festival, 2024 Council Elections and Ryde Wharf Markets among top viewed pages.</p> <p>Follower growth of 134 was recorded for Facebook and 341 for Instagram while Facebook post reach was 90,602.</p>

Our Open and Progressive City



Strategic Property Management Program

Developing and managing the Council's portfolio of properties and buildings, including commercial, residential, community, and operational properties, Council-owned land as well as land owned by the NSW Government which is managed by the Council on behalf of the NSW Government.

Strategic Direction

Council's service delivery for this program is guided by:

- City Wide Property Strategy 2016
- Long Term Financial Plan
- Property Investment Policy (being prepared)
- Affordable Housing Policy

Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde, managing and maintaining the Council's extensive portfolio of corporate, commercial, residential, community, and operational properties, and Council-owned and State Government to ensure maximum long-term value and return for ratepayers.

Property Strategy and Planning		
<i>Leadership and strategic management of the Council's property portfolio, to maximise its efficiency, commercial outcomes, the overall portfolio performance, and its contributions to the Council's operating income and general financial position.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Portfolio Planning	Delivery as planned	City Property have been preparing, for a scheduled 2025 review of the Property Policy and Strategy, to ensure all strategic property planning, recommendations and investment strategies align with Council policies and long-term strategic plan.
Property Services		
<i>Developing, managing, and maintaining the Council's portfolio of corporate, commercial, and civic properties to ensure maximum long-term value and return for ratepayers.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Property Management	Delivery as planned	Effective and active Lease and Licence management continues across all portfolios; tenant obligations are being met; arrears are managed within set limits; new leases/licences for other internal teams are progressed to execution.
Building Operations and Maintenance	Delivery as planned	Planned maintenance activities are being conducted to meet operational and service delivery requirements.
Council Buildings Renewals and Upgrades	Delivery as planned	Undertake emergency, remedial, planned, and reactive maintenance tasks to ensure proper asset management and functionality of buildings to ensure that they remain Fit for Purpose. Also undertake capital improvement for enhancement to meet life-cycle requirements, End of Useable Life, Compliance, Health & Safety, Expansion, environmental or re-purposing.
Commercial Buildings Renewal	Delivery as planned	Four (4) projects are to be undertaken within this cluster to ensure that Operational Buildings continue to perform to requirements. Scope of Works have been confirmed for each project; detailed project briefs prepared; tender packages are under preparation to engage builders. The works are scheduled to commence in Quarter 2.
Operational Buildings Renewals	Delivery as planned	Five (5) projects are to be undertaken within this cluster to ensure that Operational Buildings continue to perform to requirements. Scope of Works have been confirmed for each project; detailed project briefs prepared; tender packages are under preparation to engage builders.

Service Delivery Support Program

Providing a broad range of key support functions that underpin delivery across all programs.

Strategic Direction

Providing a broad range of key support functions that underpin delivery across all programs.

Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde and supports the efficient delivery of services by the Council for the community.

Customer Services		
<i>Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within the Council by promoting improved engagement with our community and responsiveness to their needs.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Customer Service (Call Centre and Counter)	Delivery as planned	Responding to 13, 245 counter enquiries and electronic customer contacts for Council transactions and answering and supporting customers through 17,243 calls.
Operational Delivery		
<i>Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of Council's operational services and capital projects.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Operations Support	Delivery as planned	Operations Support comprises of Administrative and Technical support provided by the Construction Engineer and Administrative Support staff member to all Sections within the Operations Department. Technical support in the form of development of a Construction Program for Civil Projects and Restorations has assisted in delivering these key Activities. In addition, Admin Support in the form of financial reporting, processing of invoices, SLA reporting, and Emergency Management Support.
Procurement Services		
<i>Supporting the Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Tenders and Contracts Management	Delivery as planned	All Procurement lead RFQ and RFT's and been conducted in line with Council policies and procedures. Due to the Procurement Guidelines training delivered, there has been a significant increase in enquires to ensure procurement activities by council staff are compliant with Councils policies and procedures.
Procurement and Stores	Delivery as planned	The Purchasing and Stores team continues to deliver purchasing training to organisation. Requisitions are being released within 24 hours of receipt if Council policies and procedures have been followed.
Plant and Fleet		
<i>Providing fleet management services for the Council's Operations team and fleet users across the Council. This includes maximising the utility of the Council's plant and fleet assets, responsibility for managing the Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for the Council is maximising the return on the investment of its fleet assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Fleet Management	Delivery as planned	Fleet Management manages the City of Ryde's fleet of vehicles. This includes the procurement and disposal of assets and coordinating the scheduled servicing in accordance with the manufacturer's specifications. In addition, Fleet Management is primarily responsible for the implementation of the EV Fleet which is scheduled for completion by 2035. This will result in a fleet of 144 EV's replacing 144 Internal Combustion Engine (ICE) powered vehicles. While Fleet Operations review the Motor Vehicle Policy to accommodate EVs and investigating various EV charging options, the new staff vehicle option list has updated with hybrid vehicles replacing ICE vehicles, a first step of achieving net zero by 2035.
Plant and Fleet Purchases	Delivery as planned	Purchases at 21% of FY 2024/25 Budget. Sales are at 36.3% of FY 2024/25 Budget.
Fabrication Workshop	Delivery as planned	Fabrication Workshop produces bespoke items as requested and provides ongoing maintenance to existing features and fixtures. Maintenance includes vandalised gates and fences, damaged play equipment, and ongoing repairs to Council equipment due to general wear and tear and minor accidents.

Legal Services

Provision of legal services to support the Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments, and advising on all legal matters pertaining to the law, and Council's compliance with legislation.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Legal Services	Delivery as planned	148 legal matters were received and/or remained active during Quarter 1 FY2024/25. These included Class 1 Appeals in the Land and Environment Court, and Supreme Court matters, PEXA Authorisations of encumbrances on Land Titles, legal advice provided to various business units within Council relating to Planning, Enforcement, Property and Commercial matters.

Governance and Corporate Services Program

Providing specialist capabilities and skills, and corporate functions to enable the effective governance and operation of the Council organisation.

Strategic Direction

Council's service delivery for this program is guided by key elements of council's Resourcing Strategy and other key Acts and government guidelines covering governance and service requirements for councils in NSW:

Long Term Financial Plan

Strategic Asset Management Plan 2020

Workforce Management Plan

IT Strategy

Assessing Effectiveness

Meeting key organisational delivery measures

Contributing to creating

Our Open and Progressive City

This program is central to the governance and functioning of the Council organisation, ensuring the efficient and effective operation of Council and council services, and maximising long-term value and return for ratepayers.

Civic Services

Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's help desk, distribution of information to Councillors, facilitation of Councillor induction processes, and assisting with the conduct of Council elections.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Civic Support Services	Delivery as planned	There were 2 Ordinary Council meetings and 10 Councillor workshops held in Quarter 1 (July, August and September 2024). Publication of Council meeting minutes is within 2 days. There were 289 Councillor requests responded to in Quarter 1 (July, August and September 2024). The average days taken to respond to these requests was 5 days, which is within the set service standard of 5 days or less.
Council Election. Councillor Induction.	Delivery as planned	The local government election was held on 14 September 2024. The Council is expected to be declared late September/early October. Councillor Induction sessions are programmed to commence on 8 October 2024 and will run for approximately one month.

Business Strategy and Innovation

Providing specialised corporate strategy, planning, and business transformation for the Council, including Integrated Planning and Reporting implementing the Council's Continuous Improvement framework including process management and business innovation, and project governance across the Council.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Business Strategy and Innovation	Delivery as planned	The team performed reviews and improvements on services as required under the NSW Government's IP&R requirements. Supported several departments in reviewing their current services, processes, and business plans to improve customer delivery and experience, service quality, address gaps and risks, and drive business efficiency and effectiveness.
Corporate Planning and Reporting	Delivery as planned	The State of Our City Report 2021-2024 has been completed for the most recent Council term. It is now ready to be included in the upcoming Annual Report FY2023-2024 due in November 2024, and as required by the IP&R framework. Additionally, the preparation of the Annual Report is well underway through a comprehensive consultation process with various departments within the Council. Other statutory reporting produced during the period includes the Quarter 4 Progress Report FY 2023/24 covering April to June 2024.
Review of Community Strategic Plan	Delivery as planned	Commenced the twelve months plan to review and refresh the entire suite of IP&R reports; the Community Strategic Plan, the Community Engagement Strategy, the Four-Year Delivery Program, the One-Year Operational Plan, and the Resourcing Strategy, required following the recent LG election by the NSW Office of Local Government (OLG). Communicating, interacting, and engaging with the Community to 'have their say on the future of the City of Ryde - Ryde to 2035', specifically as it relates to our collective vision, aspirational outcomes, and strategic priorities to ensure that the City of Ryde remains a vibrant place to live, work, and play.
Enterprise Project Management Office	Delivery as planned	Re-establishing program and project governance for major, capital, and non-capital projects across the Council. Making incremental improvements towards uplifting organisation awareness, engagement, capabilities, alignment, and collaboration across project management and governance: <ul style="list-style-type: none"> • drafted and circulated the overarching Project Governance and Management Framework for internal feedback and review. • supported the establishment of the ICT Digital Portfolio Steering Group to improve visibility and the direction of technology programs and projects. • exploring further process, system, and improvement opportunities to enhance project management, governance, and reporting.

Governance, Audit, and Risk

Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance, and audit frameworks supporting effective organisational operations, compliance with legislative requirements, and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Governance Support

Delivery as planned

Current Governance Projects:

- Implementation of a new organisational Delegations of Authority Register (RelianSys).
- Implementation of a new organisational Legislative Compliance Register (RelianSys).
- Extensive review of Council's Corporate Document Register.
- Development of a Council Policy Framework.
- Development of Council's Draft Unsolicited Proposal Policy.
- Review of the following Policies in preparation for consideration by Council following the election:
 - Councillor & Staff Interaction Policy;
 - Statement of Business Ethics;
 - Interface and Day to Day Oversight of the Chief Executive Officer by the Mayors Roles and Responsibilities Policy.
- Councillor Expenses & Facilities Policy.
- Code of Meeting Practice.
- Procedures for the Administration of the Code of Conduct.
- Code of Conduct and
- Gift & Benefits Policy;
 - Gifts and Benefits Register updated and report proposed to ELT.
- Ongoing Governance advice to the organisation.

Complaints Management

Delivery as planned

The draft Complaint Management Policy and Procedures which will replace the existing Customer Feedback Policy, and Managing Unreasonable Complainant Conduct Policy is in the process of referral to key stakeholders prior to being tabled at the Executive Leadership Meeting.

Changes to the notification and referral process to managers/supervisors have been created so that these complaints can be workflow through Merit. This will provide greater transparency for reporting on the types of complaints being referred and actioned by management and assist with identifying any areas for process improvements.

Separate to the draft policy and procedures, a Complaint Management Investigation Guidelines has been created which incorporates template correspondence, draft investigation report and process to assist staff investigating complaints. This will provide a consistent approach across the organisation in handling and investigating complaints and the communication provided to complainants.

Once the new Policy has been supported by ELT it will be referred to Council for endorsement and implementation is expected to be completed in Quarter 3.

Internal Audit

Delivery as planned

The Council's internal audit program serves as a critical mechanism for enhancing accountability, governance, and operational efficiency. Designed to provide independent, objective assurance and advisory services, the program supports the effectiveness of risk management, control, and governance processes across various Council functions. It supports continuous improvement by identifying weaknesses, recommending corrective actions, and ensuring compliance with applicable laws, regulations, and policies. Regular audit reviews, conducted in collaboration with the Audit, Risk and Improvement Committee (ARIC), focus on areas of high risk and strategic importance, helping to safeguard Council's resources while promoting transparency and sound decision-making. As a result of the review into the City of Ryde internal audit process, a new internal audit plan was created and will commence from the Audit, Risk and Improvement Committee meeting in April 2024. OCM have been appointed as Council's Internal Auditor while the upgraded position of Principal Internal Auditor is filled. Council's Chief Audit Executive is also a member of Council's Risk Management Committee. The Audit, Risk and Improvement Committee Charter was developed.

Risk and Insurance

Delivery as planned

Risk Management Committee completed review of Strategic Risks and Risk Appetite Statements, and revised Risk Policy for adoption. Business Continuity renewal training undertaken with work continuing into next quarter for completion. Councils insurance portfolio renewed for 2024/25 period.

Health, Safety, and Injury Management	Delivery as planned	Ongoing operational activity for the quarter included 12 field inspections of Operations teams to ensure safe work practices are in place, adoption of psychosocial guideline for the organisation and continued focus on support for return to work to reduce hours lost to injury.
<p>Asset Management</p> <p><i>Long-term planning, management, and reporting for the Council's \$1.7 billion asset portfolio ensures that the Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision-making around long-term planning such as the renewal and upgrade of assets within the LGA, maintaining the Council's asset framework, management system, and business processes in consultation with the various asset custodians.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Asset Planning	Delivery as planned	Corporate asset system will be updated with new asset data collected in FY 2024/25. The information is planned to be updated before the end of Quarter 2 of this financial year. Council's Long Term Financial Plan will be drafted in collaboration with the Financial Accounting team, to allow for planning of replacement, renewal, upgrade, maintenance, and operating costs for Council's asset portfolio, including some of the major projects planned for over the next 10 years.
Investigations and review of CCTV information	Delivery as planned	RFQ for the project is currently under assessment, with contract to be awarded by the end of October. Works are planned to commence in November/December 2024, with an additional task for inspection of high risk stormwater assets part of the project.
Renewal of Buildings Renewal of Stormwater Renewal of Other Road Assets	Delivery as planned	All asset renewal planning is progressing as per the Asset Plans and LTFP documentation.
<p>Financial Management</p> <p><i>Providing a comprehensive range of financial services to the Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring the Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations, and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Financial Accounting	Delivery as planned	Council is currently working with the Audit Office of NSW to finalise the Financial Statements FY2023/24.
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	Council is performing positively over benchmark as a result of the current economic conditions. Details can be found in the Council's Investment Report as of 30 September 2024.
Management Accounting	Delivery as planned	Work has started on preparation of Council's Draft Budget FY 2025/26, meeting to be undertaken in Quarter 2 with program managers to develop Council's operational budget and develop Council's work program.
Revenue and Systems	Delivery as planned	Council's rates levy was issued for FY24/25 as required by legislation and debt recovery is actively managed to achieve its benchmark of 5% for Rates and Charges Outstanding at the end of the financial year.

Information Technology Management

Providing information, communication, and technology (ICT) services supporting Council operations, managing data, and information flow through the organisation, and ensuring records are stored, maintained, and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation, and ensure records are stored, maintained, and archived as required by government legislation.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Technology Platforms

Delivery as planned

New Council onboarding: new technology delivered, Council meetings transitioned to MS Teams, and Councillor request portal implemented.
Council's records management software, Content Manager, completed a major upgrade.
Managed Security Services (SOC) RfQ: Evaluation report approval and contract formalisation planned.
Public Wi Fi Service transition: 4 existing and 2 new public sites planned for commissioning over October - November.
Planning for:

1. Trellis Go-Live: Azility replacement in November.
2. Tambla phase 2 Go-Live (outdoor staff): early November.
3. TechnologyOne SaaS Migration Go-Live: mid-November.
4. ePlanning Portal integration phase 2 Go-Live: late November.

IT Strategy and Governance

Delivery as planned

The ICT Digital Portfolio Steering Group held its inaugural meeting in September. The terms of reference were agreed, and the meeting cycle commenced.

ICT Strategy Implementation

Delivery as planned

This is a source of funding for ICT and digital projects. Funding is allocated to approved projects, which will be reported separately.

IT Platform and Application Enhancements

Delivery as planned

TechnologyOne SaaS transition project is nearing completion with the critical go-live milestone planned for mid-November.
The ICT Procurement Roadmap guides procurement activities for 88 IT goods & services. The number of exemptions required is reducing as a result.
Links (RALC booking software) replacement: RFQ to be released in November.

Information and Records Management	Delivery as planned	<p>A tender for physical records storage was released and negotiations with the preferred supplier are being completed. Once a new agreement is in place, the transfer of physical records will occur.</p> <p>An improvement plan to address gaps identified in records management practices and systems is being developed for approval. The plan will guide improvement activities across people, process & technology to ensure recordkeeping requirements continue to be met as our organisation evolves.</p>
Land Information and Mapping	Delivery as planned	Tender for Council's spatial software was released, and responses are being evaluated. A decision to be made in Quarter 2 FY2024/25.

People Management

Providing generalist human resource services for the Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employees, industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Workplace Strategy and Employee Relations	Delivery as planned	Ongoing work continues on the delivery of the Workforce Strategy. For this period, 38 job recruitment rounds undertaken aimed at filling critical roles across the organization, with the successful appointment of 16 employees. Additionally, one workplace reform was presented to the Consultative Committee during this period, addressing proposed changes to work teams to improve efficiency and effectiveness. Councils' performance development review undertaken with all staff 95% of the organisation meeting or exceeding expectation.
Payroll Services	Delivery as planned	Councils new electronic time and attendance product, Tambla, went live with indoor staff transitioning in phase one. Support will continue to be provided for the business as the new way of working embedded and Phase 2 rollout can progress.
Organisational Development and Capability	Delivery as planned	Continued delivery of mandatory licence refresh training to maintain regulatory compliance, including White Card training, Traffic Control and Management, CPR and First Aid training. Training developed and implemented to support implementation of electronic time and attendance. Commenced the Aspiring Leaders program with Cert IV training for emerging leaders in the business.

Major Projects

Providing best-value investment in community infrastructure as a means of delivering optimum social, environmental, and economic outcomes for the community of Ryde by:

Planning and delivering major infrastructure projects to established time, cost, and quality targets.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Major Projects	Delivery as planned	Develop and progressively implement a project governance framework to guide the planning and delivery of Councils major infrastructure projects. Governance framework developed, implemented as planned.
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CONTACT

Many of the City's services, activities, functions, and projects are listed in this report, but if you need further assistance or information, simply contact us via one of the following easy ways.

Website

www.ryde.nsw.gov.au

Telephone

Call (+61 2) 9952 8222
between 8.00am and 5.30pm,
Monday to Friday

Post

Write to us at:
City of Ryde
Locked Bag 2069
North Ryde NSW 1670

Email

Send us an email at
Cityofryde@ryde.nsw.gov.au

Mayor and Councillors

Contact details for the Mayor and Councillors are available on www.ryde.nsw.gov.au or contact the Customer Service Centre on (+61 2) 9952 8222.

In Person

You can visit our Customer Service Centre located at 1 Pope Street, Ryde, NSW 2112 or any of our five libraries.

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TRANSLATION INFORMATION

English

If you do not understand this document, please come to 1 Pope Street, Ryde (within Top Ryde Shopping Centre), to discuss it with Council staff, who will arrange an interpreter service. Or you may ring the Translating and Interpreting Service on 131 450 to ask an interpreter to contact you. Council's phone number is 9952 8222. Council office hours are 8.00 am to 5.00 pm, Monday to Friday.

Arabic

إذا لم تفهم محتوى هذه الرسالة، يرجى الحضور إلى Ryde +1 Pope Street (في Top Ryde Shopping Centre)، لمناقشتها مع موظفي المجلس الذين سوف يرتبون للاستعانة بمتوكلين شفهي أو قد يمكنك الاتصال بخدمة الترجمة التحريرية والشفوية على الرقم 131 450 لتطلب من المترجم الاتصال بك. رقم هاتف المجلس هو 9952 8222. ساعات عمل المجلس هي 8:00 صباحاً حتى 5:00 مساءً، من الاثنين إلى الجمعة.

Armenian

Եթե դուք չեք հասկանում սույն նամակի բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde, քննարկելու այն բազմաբան լեզուների անձնակազմի հետ, ովքեր ձեզ համար կազմակերպեն թարգմանչական ծառայություն: Կամ կարող եք զանգահարել Թարգմանչական Ծառայություն 131 450 հեռախոսահամարով և խնդրել, որ թարգմանիչը ձեզ զանգահարի: Թարգմանչական ծառայության հեռախոսահամարն է 9952 8222: Թարգմանչական ծառայության ելքային առավոտյան ժամը 8:00-ից մինչև երեկոյան ժամը 5:00, երկուշաբթիից մինչև ուրբաթ:

Chinese

如果你不明白这封信的内容，敬请前往1 Pope Street, Ryde (位于Top Ryde Shopping Centre内)，向市政府工作人员咨询，他们会为您安排口译服务。此外，您也可以拨打131 450联络翻译和口译服务，要求口译员与您联系。市政府电话号码为9952 8222。市政府办公时间为周一至周五上午8:00至下午5:00。

Farsi

لطفاً اگر نمی‌توانید متوجهات این نامه را ترک کنید، به نشانی Ryde +1 Pope Street (در Top Ryde Shopping Centre) مراجعه کنید تا با استفاده از یک مترجم در این باره با یکی از کارکنان شورای شهر گفتگو کنید. یا آنکه می‌توانید با خدمات ترجمه کتبی و شفاهی به شماره 131 450 تماس بگیرید و بخواهید که به یک مترجم ارتباط داده شوید. شماره تماس شورای شهر 9952 8222 و ساعات کاری آن از 8:00 صبح تا 5:00 بعد از ظهر روزهای دوشنبه تا جمعه است.

Italian

al Top Ryde Shopping Centre), Ryde, per discutere con il personale del Comune che organizzerà un servizio di interpretariato. Potete anche contattare il Servizio di Traduzione e Interpretariato al 131 450 per chiedere a un interprete di contattarvi. Il numero di telefono del Comune è il 9952 8222. Gli orari di ufficio del Comune sono dalle 8.00 alle 17 dal lunedì al venerdì.

Korean

이 서신을 이해할 수 없을 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 통역사 서비스를 주선할 시의회 직원과 논의하십시오. 혹은 통번역서비스에 131 450으로 전화해서 통역사가 여러분에게 연락하도록 요청하십시오. 시의회의 전화번호는 9952 8222입니다. 시의회 사무실 업무시간은 월요일에서 금요일, 오전 8시 00분에서 오후 5시까지입니다.