

City Of Port Phillip Key Performance Indicator Summary



For the Quarter of: July - September 2008

KRA	KPI Name	Target	July	August	September	Quarter Result
People	Rating of Engagement	80%		69%	57%	
Customer	Level Of Community Satisfaction with Councils Overall Performance	70%		50%	43%	
Finance	Operating Profit & Loss Year to Date Variance	+/- 0.75%		6%	5%	
	Capital Works Expenditure	90%		53%	50%	
Stakeholders	Advice on Controversial Issues	70%		87%	88%	

KPI Analysis: (Quarter Results represent the result as at the end of the quarter)

Areas of Concern

Rating of Engagement: It is apparent that the number of staff participating in the survey is still low and a concerted effort is required from the leadership group in influencing staff to participate in the survey. Whilst participation numbers are low, 83% said they would feel comfortable in referring a friend to work at City of Port Phillip.

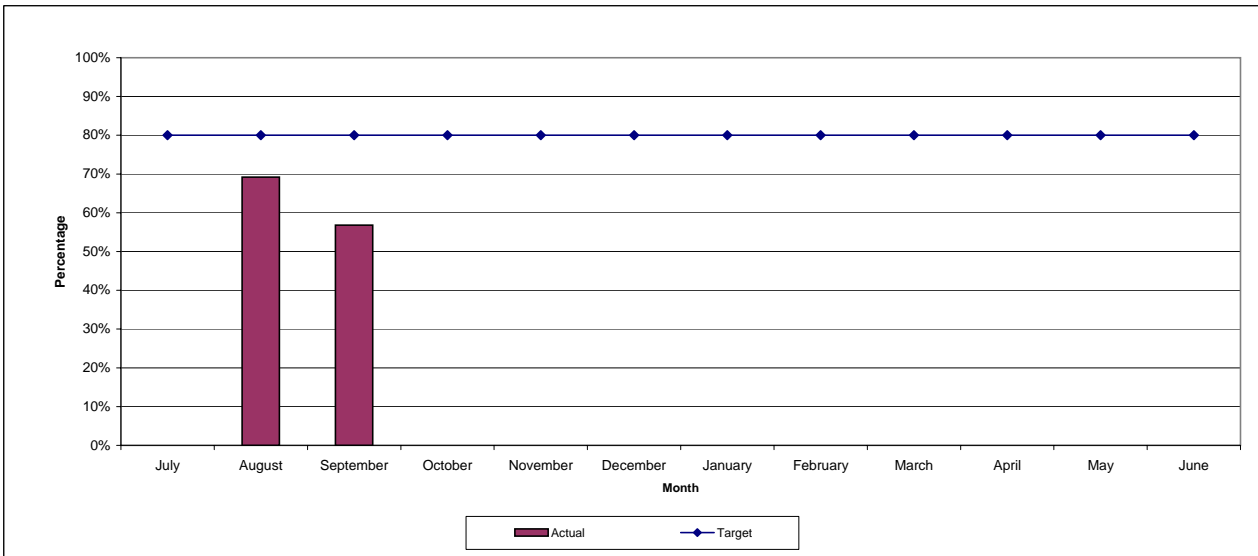
Community Satisfaction: Overall satisfaction levels have fallen, with the most notable area of concern is in the decrease in the level of satisfaction with the value for money for rates, from 35% to 24%. A cause could be the next instalment of Rates falling due at the time the survey is being conducted. An education campaign might be considered when the next round of instalments are due to coincide with the survey.

Capital Works Expenditure: The year to date position has only achieved a 49% of forecast expenditure result. This could be viewed as an early warning that the full year expenditure targets are not achievable. Two major issues are: 1) Works have been completed but invoices have not been submitted, and 2) Incorrect phasing.

Operating Profit & Loss: The Monthly Financial Report (MFR) has been modified (effective for the October MFR) which will require greater input from Managers in explaining key variances and actions to address those variances. This should have a significant impact on the quality of reporting for this KPI.

Rating of Engagement

For the Quarter of: July - September 2008



Comments on Results

The result for this month shows a decrease from August but is still higher than the average for the past 10 months. The significant decreases from the August period rated elements was in Engagement, Alignment and Commitment. There was however, a decrease in the number of people participating in the survey this month. Many of the survey invites were not responded to by staff.

23 people participated in the People Pulse survey (OSS 30%, CDP 48%, CAS 22%). Energy 57%, Engagement 57%, Alignment 49%, Commitment 68%, Communication 54%.

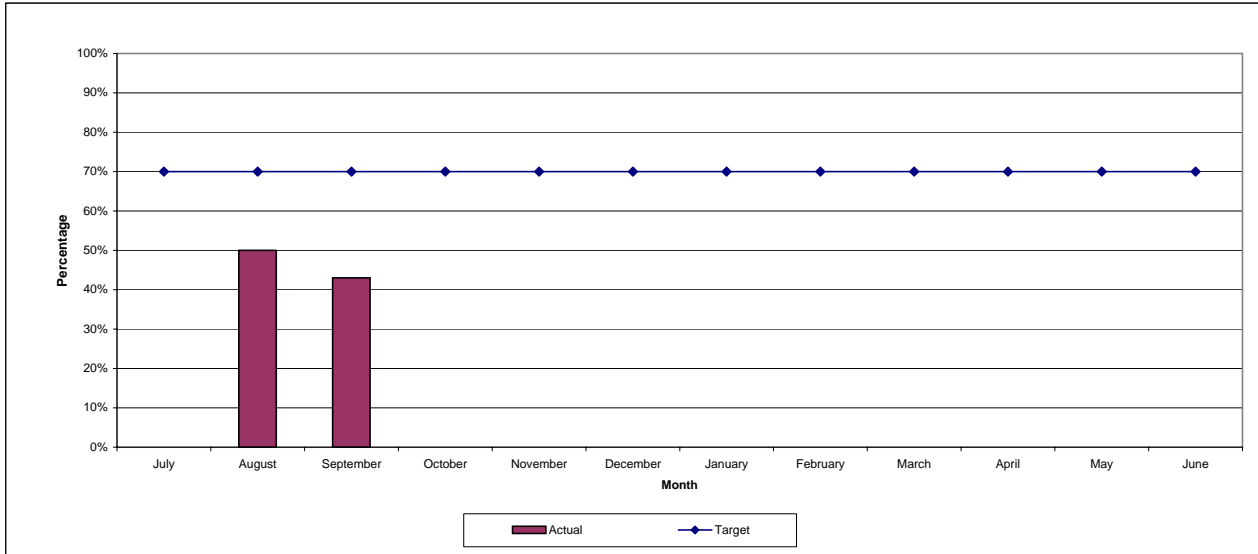
An additional question was asked in September "Would you feel comfortable referring a friend to work at CoPP?". Of the 23 people who participated in the People Pulse survey, 83% (19) said YES.

Actions to Improve

No actions have been identified for this period

Level Of Community Satisfaction with Councils Overall Performance

For the Quarter of: July - September 2008



Comments on Results

Overall satisfaction with CoPP has declined from 50% in August to 43% in September, giving an "excellent or good" rating. The number of people dissatisfied has increased from 27% to 33%. These are the lowest results since February when the Triangle controversy was running strongly. There has also been a significant decrease in the level of satisfaction with the value for money for rates from 35% in August to 24% in September. Present "Quality of Life" remains strong at 83% excellent or good.

Of those who responded, 28% said that their ratings were based on a general impressions and there was no particular issue that influenced their ratings. This means that more people were prepared to identify specific reasons for making their assessment than in the past.

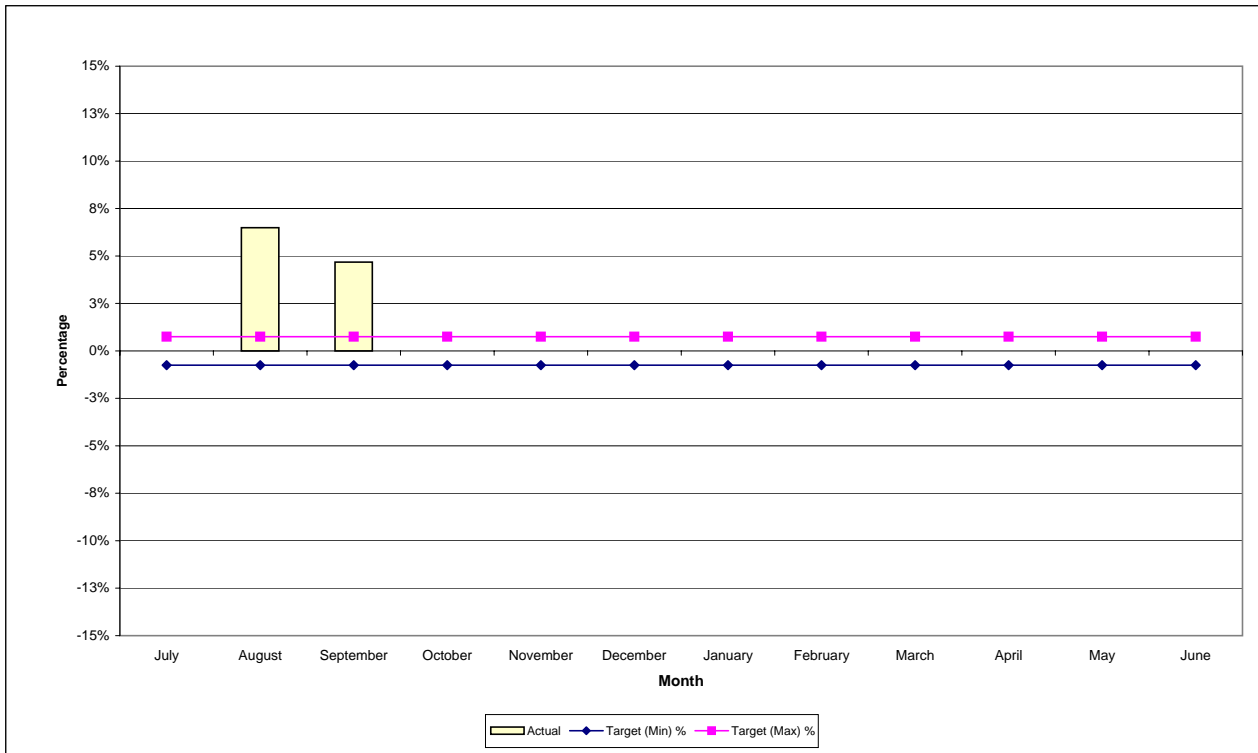
The main influences in September were; the Triangle Site (14%), parking management (12%), roads and footpaths (11%) and overdevelopment in the area (11%).

Actions to Improve

No improvement actions have been identified at this time.

Operating Profit & Loss Year to Date

For the Quarter of: July - September 2008



Comments on Results

Council's net operating surplus of \$6.27M for the 3 months ending 30 September 2008 is \$1.27M favourable against the year to date budget of \$4.999M.

The key variances for income are: Rates \$458K favourable due to Special Rates levied. This will be offset by payments that are to be made to trader associations throughout the financial year. Favourable grants income \$95K due to higher than anticipated income from the Victorian Grants Commission within Finance & Investments and the receipt of additional grant funding in Community Development.

Favourable capital grants \$82K and Interest Received \$289K due to higher interest rates and extra funds available for investment.

Unfavourable Parking (567K) due to reduced patronage in short term parking areas such as South Melbourne Central and the Tourist Precinct. The part closure of Elwood car park also contributes.

Unfavourable Fees & Charges (\$553K) is largely due to Long Day Care centres such as West St Kilda site not operating and a temporary lag in re-filling spaces following capital works at North St Kilda and a reduction in box office sales and sponsorship monies from the film festivals.

The key variances in expenditure are: Favourable contract payments \$1.023M due to the reversal of a \$312K year end accrual within Finance and Investments, delays in contract payments within Community Services \$258K and the balance requiring phasing adjustments.

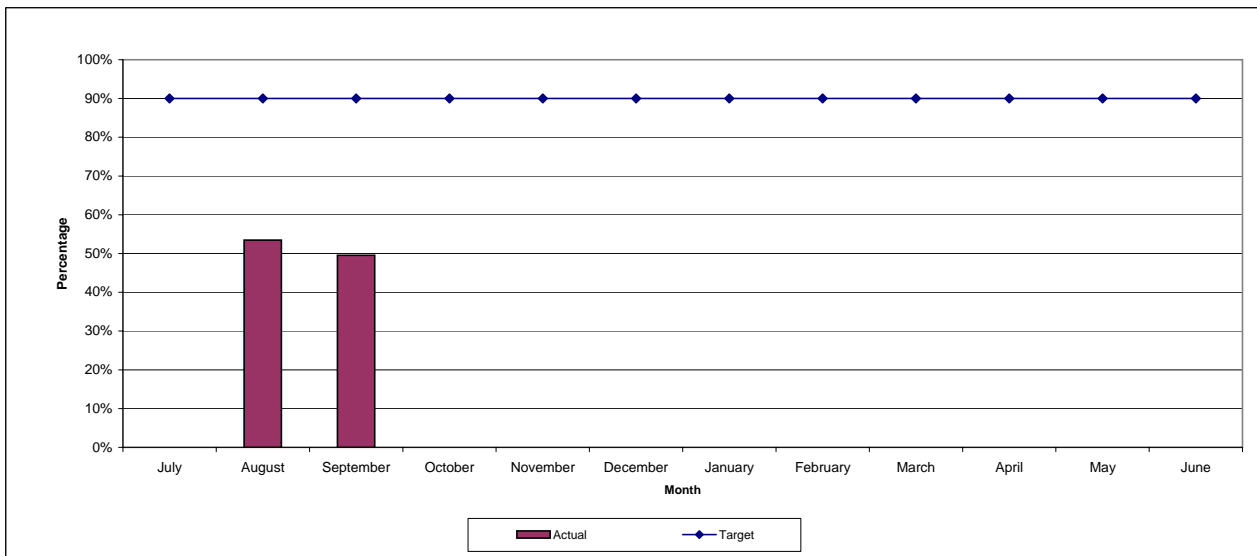
Favourable materials and other costs \$798K due to minor favourable variances across most departments largely as a result of incorrect phasing of forecast expenditure.

Actions to Improve

The Monthly Finance Report (MFR) has been reformatted to require Managers to respond to identified variances and also provide actions to address key variances. This change will be in effect for the October MFR.

Capital Works Expenditure

For the Quarter of: July - September 2008



Comments on Results

Actual YTD expenditure of \$2.414m compared to Forecast YTD Expenditure of \$4.872m, a difference of (\$2.458m) is due to:

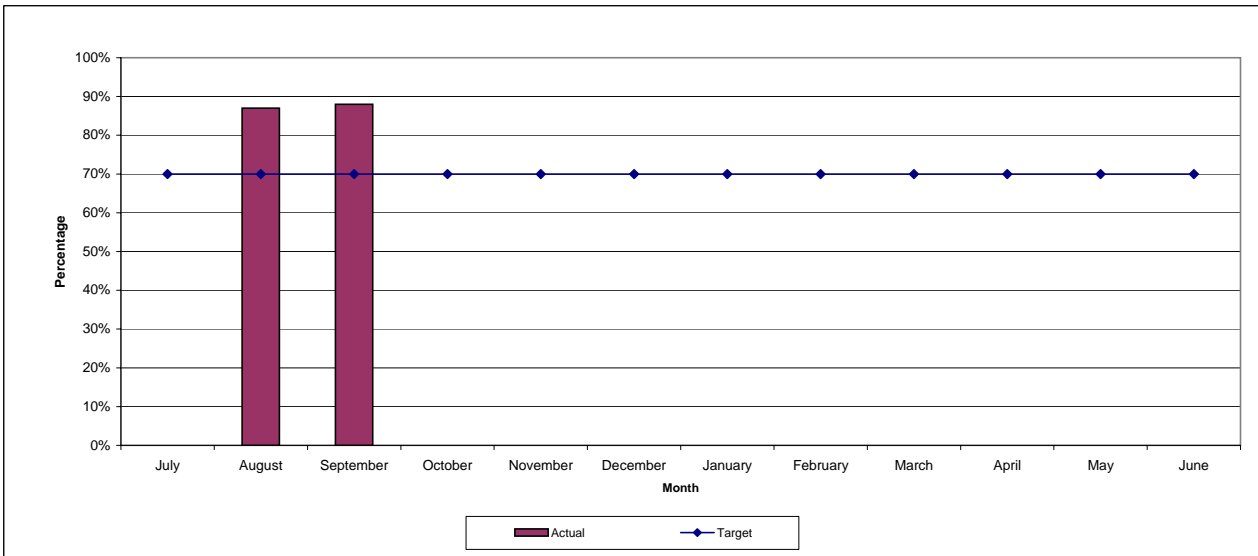
- Invoices for work completed not submitted - South Melbourne Town Hall
 - Invoices for work completed not submitted - Elwood Foreshore Management Plan
 - Invoices for work completed not submitted - Elwood Beach Car Park
 - Invoices for work completed not submitted - Betty Day Community Centre
 - Completed under budget soil remediation less than anticipated - 51 Broadway Elwood Community Centre
 - Phasing issue work to commence next month - Greening Port Phillip
 - Phasing issue - Carlisle Street Streetscape Improvements
 - Completed and waiting on final invoices - St Kilda Foreshore Promenade
 - Work extents being clarified - Building Condition Audit
- For the majority of the above projects, works are underway and the funds will be spent this year.

Actions to Improve

Re-forecasting of expenditure

Advice on Controversial Issues

For the Quarter of: July - September 2008



Comments on Results

Rating Results: The Saint (100%) Triangle Site EOI for the cultural facility (90%) SKE (90%) Alcohol Action Plan (80%) and Dim Sim campaign (80%)

Actions to Improve

No actions required