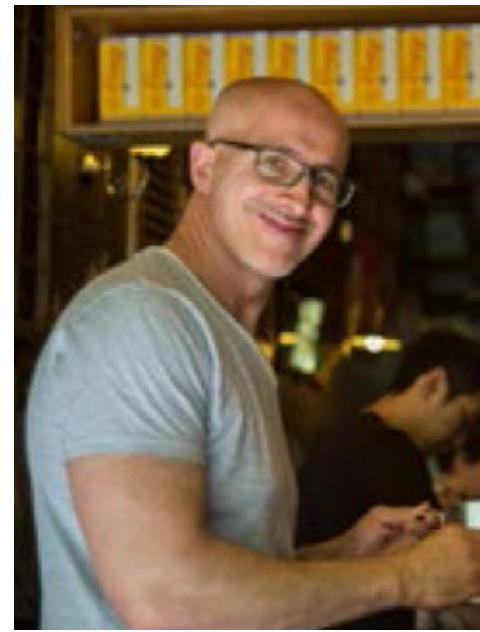




CITY OF PARRAMATTA PROGRESS REPORT

OPERATIONAL PLAN 2016/17

FIRST QUARTERLY REVIEW HIGHLIGHTS JULY - SEPTEMBER 2016



BUILDING A STRONGER COMMUNITY

In this first quarter, Council marked its first 100 days of operations since the new City of Parramatta was officially established in May 2016.

We've successfully transitioned to a new Council and welcomed the communities into our bigger, stronger Local Government Area.

DID YOU KNOW ...

9,175 PEOPLE HAD A SAY ON THE FUTURE OF THE CITY OF PARRAMATTA

LISTENING TO THE COMMUNITY

Residents were able to hear first-hand about Council's plans and tell us about their issues and concerns when we held meetings in Newington, Epping, North Rocks, Wentworth Point and Dundas to discuss our Operational Plan.

Since the City of Parramatta was formed in 12 May 2016 over 9000 people have given feedback by completing surveys, visiting pop-up kiosks, attending workshops or being part of a focus group.

Council has been focused on listening and working with our community – getting their views on our current services and future priorities.

FUNDING STRONGER COMMUNITIES

The NSW Government established the Stronger Communities Fund to provide newly merged councils with funding to kick start the delivery of projects that improve community infrastructure and services. City of Parramatta has received \$15 million for its Stronger Communities Fund.

The Stronger Communities Fund incorporates two programs:

- A Community Grants program allocating \$1 million in grants of up to \$50,000 to incorporated not-for-profit community groups for projects that build more vibrant, sustainable and inclusive local communities.
- A \$14m Major Projects program funding larger scale priority infrastructure and services projects that deliver long-term economic and social benefits to communities.

Council established a dedicated website, www.futureparramatta.com to seek ideas from both Council staff and the public for appropriate major projects. The Stronger Communities Fund Community Grants program was widely promoted to local not-for-profit community groups.

A total of 131 community grant applications and 171 major project ideas were received and assessed. Grant recipients will be announced early in 2017.



IMPROVED PROCESSES & SERVICE

INDEPENDENT PLANNING



City of Parramatta's planning processes have been enhanced with the establishment of an Independent Hearing and Assessment Panel (IHAP).

The IHAP will bring improved expertise, transparency and rigour to local planning decisions and result in a more transparent process.

AWARD WINNING



Council won 12 major awards during July to September quarter, including accolades for Centenary Square, Parramatta River Foreshore, 2015 Parramatta Lanes Festival, Rydalmere Operations Centre and our Home Support and Community Services team.

CUSTOMER SERVICE



Parramatta's Customer Contact Centre was ranked in the top 10 customer service performers in Australia under a Customer Service Benchmarking Mystery Shopping Program.



DELIVERING ON COMMUNITY NEEDS

Council is investing in community facilities and services to provide opportunities for recreation and leisure and create vibrant neighbourhoods

INVESTMENT IN AQUATIC CENTRES

- Epping Aquatic Centre transitioned to the City of Parramatta and reopened after a \$250,000 makeover with new grandstand seating, repainting, new signage, resealing of footpaths, fencing improvements and equipment maintenance.
- Parramatta Pool will remain open until the end of the swimming season around March 2017, before being closed to make way for the State Government's Western Sydney Stadium development.
- Council is busy planning for a state-of-the-art Aquatic Centre in the city and will be consulting with the community on proposals. Meanwhile, interim swimming arrangements will be made including a temporary location for 'Learn to Swim' programs, improved access to neighbouring Council's facilities and the expansion of aquatic activities at Lake Parramatta and Epping Aquatic Centre.

DID YOU KNOW ...

OUR CUSTOMER CONTACT CENTRE HANDLED 79,000 CALLS, 18,000 FACE-TO-FACE ENQUIRIES, AND RESOLVED 16,500 SERVICE REQUESTS SINCE THE FORMATION OF THE CITY OF PARRAMATTA

IMPROVING PARKING, SECURITY AND SAFETY

- Enforcement by rangers is being increased around building sites in Epping including Carlingford Road, Cliff Road, Hazelwood Place and Forest Grove, with increased monitoring of compliance for construction times, excessive noise, traffic management and parking.
- Parking patrols are being stepped up in Wentworth Point with new Private Enforcement Agreements and daily patrols on Hill Rd, Bennelong Way and Burroway Avenue, Wentworth Point, North Rocks Business District, around our school areas and the M2 Bus commuter parking, in response to issues raised by residents.
- A six month trial of live CCTV monitoring commenced in October as part of the CitySafe Video Surveillance Network in Parramatta CBD, Westmead and Harris Park, with lighting improvements and an additional 49 cameras in the CBD planned to start in January 2017.
- Plans and consultation have been completed for a new pedestrian refuge island in Bennelong Parkway, Wentworth Point. The project will be considered for final approval by Council in February 2017.



CREATING GREEN SPACES, PARKS AND ATTRACTIVE NEIGHBOURHOODS

- West Epping Park upgrades with synthetic soccer and cricket sports fields, cricket practice nets, climbing structure play areas, barbecue and picnic facilities, improved lighting, traffic and parking facilities.
- Eric Primrose Reserve, Rydalmere upgrades with new barbecue and picnic facilities and landscaping along the waterfront. Family-friendly and accessible public open space with new trees along the shared pathway from Rydalmere Wharf to the Reserve.
- Playgrounds are available in more than 100 of our parks and reserves for children to enjoy, learn and interact. During this July - September quarter Council has completed upgrades at Halvorsen Park and River Park in Ermington and Dundas Park. Families are benefiting from new sail shades, which create sun safe playgrounds to encourage families to get active. New toilets facilities have also been installed at Winston Hills Lions Park – a relief for the people of Winston Hills.
- Subiaco Creek link cycleway – Rydalmere works commenced. This will complete a key missing section of the Parramatta Valley Cycleway connecting Lake Parramatta to Putney.
- Council has designed a project to create a safe space for off-leash dog activities at Pierre de Coubertin Park. Funding is being explored and community consultation will commence in January.
- In response to community concerns, Council has commenced a full audit of footpath conditions in Newington to determine a prioritised upgrade program.
- Council will deliver an inclusive playground at Ollie Web Reserve by providing accessible toilets and play equipment that cater for children, young adults and adults with disabilities.
- Planning is underway for the Carlingford public domain improvements. Lawndale Avenue Shops, North Rocks and Murray Farm Road shops will be included in Council's 'Better Neighbourhood Program' with upgrades planned to start in early 2017.
- Plans for upgrades to the Winston Hills walking trails are underway. A new walkway will be constructed restoring a continuous route for leisure and recreation activities.
- Council has completed a network of walking paths in Dundas Valley to encourage active travel and connect people to the places they want to visit. New footpaths now connect Mobbs Lane Shops, Telopea Shops, Yates Avenue Shops, as well as two schools and several parks.

INVESTING IN LOCAL INFRASTRUCTURE

\$7.75m Roads, Paths & Drainage	Road repair and maintenance Completed 4 out of 14 projects with 1 in progress, examples include: Banff Place, Clyde St, North Rocks Rd and O'Connell St.
	Footpaths Completed 12 projects out of 44, examples include: Leamington Rd in Dundas, Barden St in Northmead and Vignes St in Ermington, Crimea St in Parramatta, Florida Ave in Ermington and Anka Ave in Toongabbie.
	Kerb & Gutter Repair & Maintenance Completed 1 out of 18 projects with 4 in progress including reconstruction of kerb and gutters at Banff Place.
	Drainage Construction Program Completed 2 out of 10 projects, including Rebecca Parade major drainage extension and 26 Midson St in Epping.
\$228,000 Local Traffic Facilities	A pedestrian refuge island was completed in The Avenue, Granville. Work continues on designs for reconstruction of corners at intersection of Parkes Street and Station Street, Parramatta.
\$175,000 Restoration Of Natural Areas and Bushland Resources Management	Restoration of natural areas, including threatened ecological communities, in Toongabbie Creek, Quarry Branch Creek, Lake Parramatta Reserve, Vineyard Creek & Terry's Creek. This project allows for the maintenance of bushland reserves through weed removal, habitat management, revegetation works and tree assessments and removals. The project also involves various specialised, reactive and urgent works across all bushland reserves such as minor track works and habitat trees.

MAJOR PROJECTS

DID YOU KNOW ...
MORE THAN 1200
PEOPLE TOOK PART
IN A COMMUNITY
INFORMATION
SESSION ON
PARRAMATTA
SQUARE IN
OCTOBER 2016



PARRAMATTA SQUARE

The \$2billion Parramatta Square is one of the largest urban renewal projects in Australia. Enhanced plans for the public domain went on exhibition with the finalisation of designs for five buildings and the adoption of a Technology Masterplan. The public domain will be a flexible space where the community can meet and relax. It will include spaces for entertainment and events and feature grassed areas, trees, 'smart' shading structures, water pools and a 'digital carpet' for innovative public art displays.



LAKE PARRAMATTA

Works are progressing on a new lakeside picnic area to be opened in December 2016 which will include a new shelter and barbecues. The area now has a hire service that rents out pedal boats, row boats, canoes, kayaks and stand-up paddleboards. A new viewing deck and other pathway improvements will be completed after summer.



ERBY PLACE

Parramatta's popular Eat Street precinct was enhanced with the completion of the public open space at the corner of Erby Place and Phillip Street. New granite paving was installed along with floral plantings, power outlets for recharging phones and laptops, landscaping, an integrated lighting and music system as well as improved seating and drainage.



WENTWORTH POINT LIBRARY AND COMMUNITY CENTRE

Council is excited by the prospect of a brand new library and community centre on the northern side of Wentworth Point. Council identified potential issues relating to the building specifications and resulting fit-out not meeting Council's expectations. Council is currently working with the developer to progress this matter, however, some delays to the opening of the facility may be experienced.

CULTURAL CAPITAL

Parramatta continued to strengthen its role as the cultural and arts capital of Western Sydney this quarter.

- Record crowds attended Parramatta Winterlight at Prince Alfred Square with 100,000 visitors and 25,000 skaters.
- Film fans celebrated news that the 25th anniversary of the Tropfest short film festival will be hosted in Parramatta Park on 11 February 2017.
- Parramatta's Live Music Scene was launched, with the restaurant precinct and new small bar scene set to come alive through Council's new partnership with the Live Music Office.

YOUR COMMUNITY: A SNAPSHOT

IS YOUNG

Our population is now 230,160 people, and our median age is 35



IS DIVERSE

44% were born overseas. After Australia, our top countries of birth are China (8.1%), India (7.8%) and South Korea (3.4%)

IS GROWING

Between 2014 - 2015 population grew by 3.3% (7,291 increase) compared to 2.1% growth in the Greater Western Sydney area

IS FAMILY ORIENTED

Approximately 45% of us are families with children



HAS VULNERABLE MEMBERS THAT REQUIRE SUPPORT

4% people with a disability, 13.7% youth unemployment, 13.6% with no internet connection

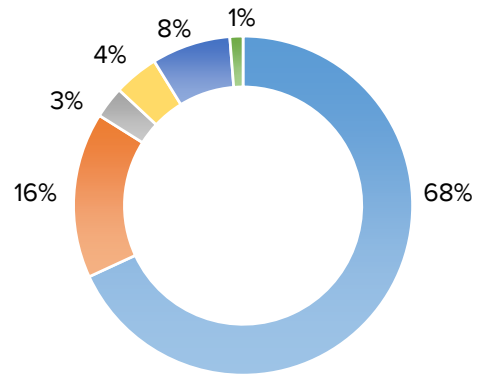


OUR NEIGHBOURHOODS ARE UNIQUE

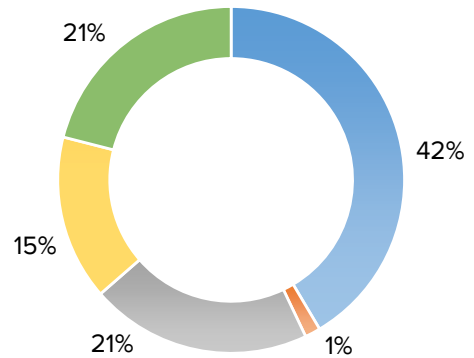
no two suburbs are the same

FINANCIAL SUMMARY

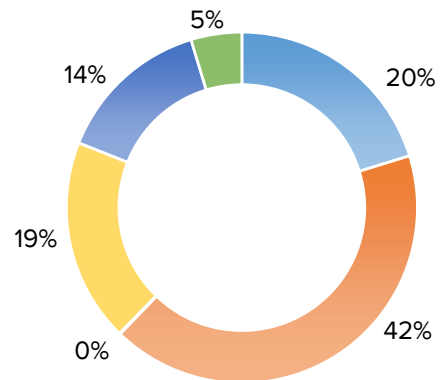
WHERE OPERATING DOLLARS COME FROM (\$000's)	
Rates & Annual Charges	160,717
User Charges & Fees	37,282
Interest	7,156
Other Revenue	10,086
Grants	17,761
Contributions & Donations	2,957
Total	235,959



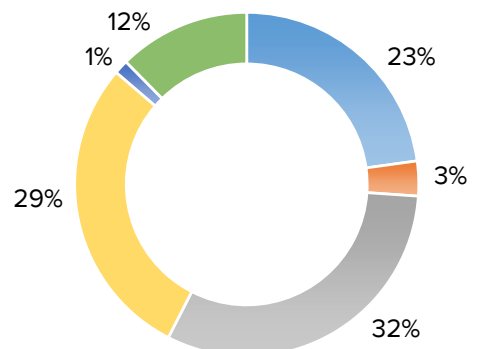
WHERE OPERATING DOLLARS ARE SPENT (\$000's)	
Employee Costs	97,287
Borrowing Costs	3,403
Material & Contracts	48,450
Depreciation & Amortisation	36,107
Other Operational Expenses	49,302
Total	234,550



WHERE THE CAPITAL DOLLARS COME FROM (\$000's)	
Revenue Funds	20,863
Other Reserves	43,302
Loans	82
S94 Reserves	19,316
Grants and Contributions	14,754
Special Rates Reserve	4,824
Total	103,142



WHERE THE CAPITAL DOLLARS ARE SPENT (\$000's)	
Economy	23,534
Environment	3,373
Connectivity	32,440
People & Neighbourhoods	29,657
Culture & Sport	1,371
Leadership & Governance	12,767
Total	103,142





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<http://www.cityofparramatta.nsw.gov.au>