

annual snapshot

This year we have continued to make solid progress towards the vision outlined in our Community Strategic Plan, to enrich the quality of life our City offers its residents and all who visit and do business here.

Operational Plan progress

Council met 85 per cent of Operational Plan performance targets for 2014-2015, resulting in many great outcomes for our community.

We achieved 143 of 168 Operational Plan performance targets during 2014-2015, with strong performance in most areas of our operations. A total of 134 of these targets were achieved in our six key focus areas and the additional nine, in our business activities.

This achievement maintains Council's record in performance improvement from a base of 57 per cent in 2002-2003 to 85 per cent in 2014-2015.

Many of the 22 targets not met will be achieved in the new financial year.



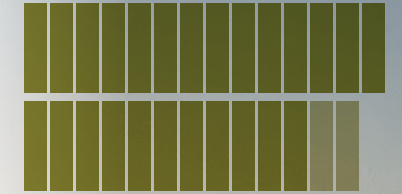
Caring for the environment

93% of total performance targets met

Our Eco Angel program continues to be an outstanding success, with 406 volunteers collecting 6191 kilograms of litter from sites around the City this year.

We installed 178 kilowatts of solar panels on our Administration Building and completed retrofits at four other sites as part of our Better Buildings Strategy.

25
of 27
targets
achieved



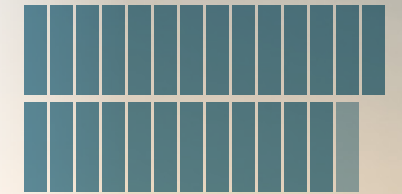
Caring for our community

96% of total performance targets met

We adopted the Lake Macquarie Children and Family Strategy 2015-2020 to ensure our City's families and children have access to enriching and supportive environments and services.

Council hosted the Regional Illegal Dumping Squad and issued 134 infringement notices for illegal dumping.

26
of 27
targets
achieved



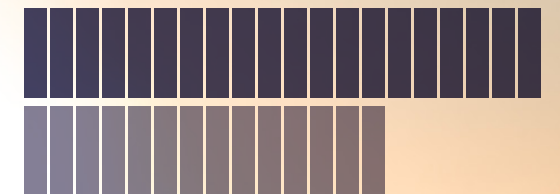
Sport, recreation and culture

59% of total performance targets met

Athletes, coaches and supporters from 78 cities and 30 nations came to Lake Macquarie in December when Council hosted the International Children's Games.

Our professional lifeguards took 5308 preventative actions to keep beachgoers safe, made 1502 deliveries of first aid and responded to 26 major incidents.

20
of 34
targets
achieved



Transport, roads and drainage

86% of total performance targets met

We resealed or reconstructed 90km of our existing road network during the year and sealed a further 2km of gravel roads at Freeman's Waterhole, Wyee and Mandalong.

High-priority stormwater and drainage projects were completed at Caves Beach, Redhead and Rankin Park.

19
of 22
targets
achieved



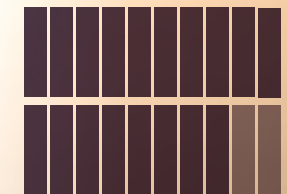
Urban and economic development

90% of total performance targets met

Our online tourism marketing increased hits to the Visit Lake Mac website by 18 per cent. Streetscape master plans were adopted for Swansea and Mount Hutton.

The City's economic development company, Dantia, was established and met all of its first-year performance targets.

18
of 20
targets
achieved



Civic leadership

96% of total performance targets met

Our website received more than 4.2 million visits and 1400 people engaged with Council online using our have your say site.

We answered 79 per cent of calls to our Customer Service Centre within 30 seconds.

26
of 27
targets
achieved

