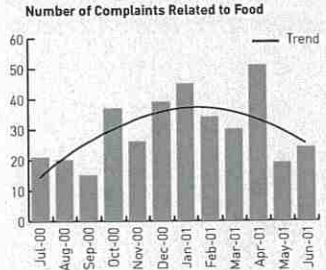
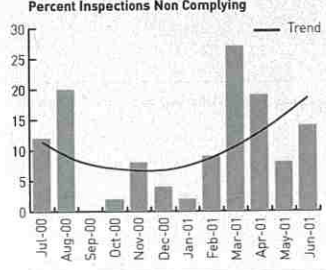


Progress Against One-Year Targets 2000-2001

Output	Measure	Target
A Safe City Five-year Community Safety Program	Community Safety Program for 5-year period 2001-2006 updated and published	By 30 June 2001 Target not achieved. Greater Dandenong Community Safety Action Plan 1 July 2001 to 30 June 2002 adopted by Greater Dandenong Community Safety Committee in March 2001.
	Community Safety Achievements Report 2000-2001 published	By 31 December 2000 Target not achieved. Report published in March 2001.
Community safety activities	'Secure Seniors' program implemented and ongoing progress evaluated and reported	Implemented by 31 December 2000 Target not achieved. Funding of \$36,885 from Department of Human Services received June 2001. Secure Seniors Program Co-ordinator position to be advertised in 2001-2002. Evaluated and reported by 30 June 2001 Target not achieved. Program to be implemented in 2001-2002.
	'Eyes on the Streets' program with selected Neighbourhood Watch Committees implemented and first report published	By 30 June 2001 Target not achieved. Sponsorship negotiations concluded June 2001. Tabcorp to contribute \$91,000 to the program in 2001-2002. The Home and Street Safety Kit has been finalised. To be printed and distributed in 2001-2002.
	'Safe Shop' program in Noble Park, Dandenong and Springvale extended to include more retailers	10% by 30 June 2001 Target achieved. 45 new 'Safe Shop' retailers were appointed in Dandenong, Springvale and Noble Park during the year increasing participation from 15 in 1999-2000 to 60 in 2000-2001 (300%). Certificates of Appreciation signed by the Mayor were issued to 'Safe Shop' participants in May and June 2001.
	'Self-audit Community Safety Kit' released and community trained	By 30 June 2001 Target not achieved. The Home and Street Safety Kit (self-audit community safety kit) finalised in June 2001. Kit to be printed in 2001-2002.
Impact of illegal drugs reduced	Noble Park Drug Action Committee Strategy established	By 30 August 2000 Target not achieved. First meeting of committee held in September 2000. Meetings scheduled for second Wednesday of every month. The committee adopted terms of reference, undertook executive member elections and initiated a review of actions determined at March 2001 planning meeting to develop a strategy.
	Annual report for Springvale, Dandenong and Noble Park Local Drug Action Committee published	By 31 March 2001 Target not achieved. Report scheduled for 2001-2002.

Outputs	Measures	Target																										
	Local drugs strategy as recommended by the Drug Policy Expert Committee developed and adopted	By 31 December 2000 Target not achieved. Municipal Drug Strategy completed and adopted by Council March, 2001. Proposals for implementation of actions within the strategy include development of a Drug Safety Service, an Information and Awareness campaign and a Young People's Involvement Project. All projects commenced. Projects due to be completed in 2001-2002.																										
		<p>Total Syringes Collected</p> <table border="1"> <caption>Total Syringes Collected</caption> <thead> <tr> <th>Month</th> <th>Total Syringes Collected</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>8000</td></tr> <tr><td>Aug-00</td><td>10500</td></tr> <tr><td>Sep-00</td><td>6500</td></tr> <tr><td>Oct-00</td><td>7000</td></tr> <tr><td>Nov-00</td><td>8000</td></tr> <tr><td>Dec-00</td><td>5500</td></tr> <tr><td>Jan-01</td><td>10000</td></tr> <tr><td>Feb-01</td><td>3500</td></tr> <tr><td>Mar-01</td><td>6500</td></tr> <tr><td>Apr-01</td><td>5500</td></tr> <tr><td>May-01</td><td>8500</td></tr> <tr><td>Jun-01</td><td>5000</td></tr> </tbody> </table>	Month	Total Syringes Collected	Jul-00	8000	Aug-00	10500	Sep-00	6500	Oct-00	7000	Nov-00	8000	Dec-00	5500	Jan-01	10000	Feb-01	3500	Mar-01	6500	Apr-01	5500	May-01	8500	Jun-01	5000
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May-01	8500																											
Jun-01	5000																											
Police resources	Submission for more Police resources prepared and submitted to the Minister for Police and Emergency Services	By 31 March 2001 Target achieved. Submission by way of letter sent to the Minister requesting more police resources in August 2000. Initial response received October 2000. Further response received November 2000. No additional resources allocated.																										
Safe design guidelines	All planning applications assessed against safe design guidelines	By 31 March 2001 Target achieved. All applications now being assessed against safe design guidelines.																										
	All City Improvement Projects assessed against community safety guidelines	By 31 May 2001 Target achieved. Community safety included as an assessment criterion for project evaluation in December 2000 for all 2001-2002 CIP applications.																										
Community perception of safety	Improved perception of safety in public places and homes as measured through the annual State Government Survey	10% improvement against State Average by March 2001 Target not achieved. March 2001 survey results show continuing negative variation from state average.																										
	Fear of Crime and Crime Statistics Annual Report published	By 30 September 2000 Target not achieved. Report to be issued August 2001.																										

Progress Against One-Year Targets 2000-2001

Output	Measure	Target																																																				
<p>A Safe City Continued...</p> <p>Community perceptions of food safety standards</p>	<p>Improved perception of food safety standards as measured through the annual State Government survey</p>	<p>3% by 30 June 2001</p> <p>Target achieved. Results of 2001 survey show an improvement in Enforcement of By Laws (including food safety) from 63 points in 1999-2000 to 65 points, an increase of 3%. Increased monitoring of fish retailing resulted in a large seizure of product in June 2001. Two food handling posters for non-English speaking background (NESB) food retailers released in 2000-2001. Two editions of 'Food News' distributed to food manufacturers and retailers.</p>  <p>Number of Complaints Related to Food</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Complaints</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>20</td></tr> <tr><td>Aug-00</td><td>15</td></tr> <tr><td>Sep-00</td><td>35</td></tr> <tr><td>Oct-00</td><td>25</td></tr> <tr><td>Nov-00</td><td>38</td></tr> <tr><td>Dec-00</td><td>45</td></tr> <tr><td>Jan-01</td><td>35</td></tr> <tr><td>Feb-01</td><td>30</td></tr> <tr><td>Mar-01</td><td>50</td></tr> <tr><td>Apr-01</td><td>20</td></tr> <tr><td>May-01</td><td>25</td></tr> <tr><td>Jun-01</td><td>25</td></tr> </tbody> </table>  <p>Percent Inspections Non Complying</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percent Non Complying</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>12</td></tr> <tr><td>Aug-00</td><td>20</td></tr> <tr><td>Sep-00</td><td>2</td></tr> <tr><td>Oct-00</td><td>8</td></tr> <tr><td>Nov-00</td><td>4</td></tr> <tr><td>Dec-00</td><td>2</td></tr> <tr><td>Jan-01</td><td>8</td></tr> <tr><td>Feb-01</td><td>27</td></tr> <tr><td>Mar-01</td><td>19</td></tr> <tr><td>Apr-01</td><td>8</td></tr> <tr><td>May-01</td><td>14</td></tr> <tr><td>Jun-01</td><td>14</td></tr> </tbody> </table>	Month	Complaints	Jul-00	20	Aug-00	15	Sep-00	35	Oct-00	25	Nov-00	38	Dec-00	45	Jan-01	35	Feb-01	30	Mar-01	50	Apr-01	20	May-01	25	Jun-01	25	Month	Percent Non Complying	Jul-00	12	Aug-00	20	Sep-00	2	Oct-00	8	Nov-00	4	Dec-00	2	Jan-01	8	Feb-01	27	Mar-01	19	Apr-01	8	May-01	14	Jun-01	14
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<p>Displan</p>	<p>Operational plan audited</p>	<p>By 30 June 2001</p> <p>Target achieved. Current plan audited and certified by the State Emergency Service (SES) until February 2002. Plan to be re-submitted in December 2001 for further audit.</p>																																																				
<p>Well Planned Growth</p> <p>Planned growth</p>	<p>Greater Dandenong Planning Scheme policy statements reviewed and adopted by council.</p> <p>Municipal Strategic Statement reviewed and adopted by council</p>	<p>By 31 December 2000</p> <p>Target not achieved. Target not met due to delay in completion of Non-Urban Review. Non-Urban Review awaiting decision by Minister. New target set for 2001-2002.</p> <p>By 31 December 2000</p> <p>Target not achieved. Target not met due to delay in completion of Non-Urban Review. New target set for 2001-2002.</p>																																																				

Output	Measure	Target																										
	Turn-around times for delegated planning approvals reduced	<p>To ten (10) working days by 30 June 2001 Target not achieved. Average turn-around time for June 2001, was 39 days. New software (Proclaim) became operational in June 2001, bringing in new procedures which are expected to further reduce turn-around times. Revised targets set for 2001-2002.</p> <p>Average Days Taken for Delegated Building Approvals</p> <table border="1"> <caption>Average Days Taken for Delegated Building Approvals</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>40</td></tr> <tr><td>Aug-00</td><td>55</td></tr> <tr><td>Sep-00</td><td>45</td></tr> <tr><td>Oct-00</td><td>65</td></tr> <tr><td>Nov-00</td><td>60</td></tr> <tr><td>Dec-00</td><td>55</td></tr> <tr><td>Jan-01</td><td>60</td></tr> <tr><td>Feb-01</td><td>75</td></tr> <tr><td>Mar-01</td><td>70</td></tr> <tr><td>Apr-01</td><td>50</td></tr> <tr><td>May-01</td><td>35</td></tr> <tr><td>Jun-01</td><td>35</td></tr> </tbody> </table>	Month	Days	Jul-00	40	Aug-00	55	Sep-00	45	Oct-00	65	Nov-00	60	Dec-00	55	Jan-01	60	Feb-01	75	Mar-01	70	Apr-01	50	May-01	35	Jun-01	35
Month	Days																											
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Apr-01	50																											
May-01	35																											
Jun-01	35																											
	Policy to conserve non-urban land developed and implemented	<p>Developed by 31 March 2001 Target achieved. Policy documents completed prior to 31 March 2001. Amendment C5 adopted by Council in April 2001.</p>																										
Housing options extended	Housing policy developed, action plan implemented and ongoing progress evaluated and reported	<p>Developed by 30 September 2000 Target not achieved. Working group comprising staff from Social and Town Planning established. Project to continue in 2001-2002. Implemented by 31 March 2001 Target not achieved. Refer above. Reported by 30 June 2001 Target not achieved. Refer above.</p>																										
	Opportunities to encourage a sustainable built environment, particularly housing and industrial development identified	<p>Identified by 30 June 2001 Target not achieved. Project to be undertaken as part of Municipal Strategic Statement review in 2001-2002.</p>																										
Streetscapes improved	5 year streetscape improvement plan 2000-2005 reviewed	<p>By 28 February 2001 Target achieved. Plan reviewed and new CIP applications made to implement Year-2 of the program.</p>																										
	CIP streetscape improvements in Dandenong, Noble Park and Springvale completed	<p>By 30 June 2001 Target not achieved. Tree removal and planting in Lonsdale St. Dandenong completed. Contracts let for works in Springvale and Noble Park, for completion in August 2001.</p>																										
	Opportunities to achieve aerial bundling and/or under grounding of cables identified and funding applications submitted	<p>By 30 June 2001 Target not achieved. Report to Council in December 2000. United Energy costings expected in September 2001.</p>																										

Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target																																							
Well Planned Growth Continued...																																									
Environment improved	'State of the Environment Report' published	By 31 December 2000 Target not achieved. 'State of the Environment Report' published January 2001.																																							
	'Cities for Climate Protection' target for 2000/01 met	By 30 June 2001 Target achieved. 'Cities for Climate Protection' target requirement for development of a Local Action Plan completed. To be reported to Council in July 2001.																																							
	Ten year Waste Management Strategy developed	Commenced by 30 June 2001 Target not achieved. Development of strategy deferred to 2001-2002.																																							
	Domestic waste to landfill reduced from previous year	2% reduction by 30 June 2001 Target not achieved. 31,229 tonnes of domestic garbage to landfill in 1999-2000. 30,817 tonnes estimated for 2000-2001, a reduction of 1.3% from the previous year.																																							
		<p style="text-align: center;">Tonnes of Domestic Waste Dumped in Landfill</p> <table border="1"> <caption>Estimated data from 'Tonnes of Domestic Waste Dumped in Landfill' chart</caption> <thead> <tr> <th>Month</th> <th>Actual (Tonnes)</th> <th>Target (Tonnes)</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>2500</td><td>2500</td></tr> <tr><td>Aug-00</td><td>2500</td><td>2500</td></tr> <tr><td>Sep-00</td><td>2500</td><td>2500</td></tr> <tr><td>Oct-00</td><td>2800</td><td>2500</td></tr> <tr><td>Nov-00</td><td>2500</td><td>2500</td></tr> <tr><td>Dec-00</td><td>2500</td><td>2500</td></tr> <tr><td>Jan-01</td><td>2500</td><td>2500</td></tr> <tr><td>Feb-01</td><td>2500</td><td>2500</td></tr> <tr><td>Mar-01</td><td>2500</td><td>2500</td></tr> <tr><td>Apr-01</td><td>2500</td><td>2500</td></tr> <tr><td>May-01</td><td>2500</td><td>2500</td></tr> <tr><td>Jun-01</td><td>2500</td><td>2500</td></tr> </tbody> </table>	Month	Actual (Tonnes)	Target (Tonnes)	Jul-00	2500	2500	Aug-00	2500	2500	Sep-00	2500	2500	Oct-00	2800	2500	Nov-00	2500	2500	Dec-00	2500	2500	Jan-01	2500	2500	Feb-01	2500	2500	Mar-01	2500	2500	Apr-01	2500	2500	May-01	2500	2500	Jun-01	2500	2500
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Apr-01	2500	2500																																							
May-01	2500	2500																																							
Jun-01	2500	2500																																							
	Environment Management System (EMS) targets met and achieved	By 30 June 2001 Target achieved. Tenders for annual supply of Concreting Services and Building Maintenance Services assessed against environmental standards. Training for Contract Managers now includes skills to assess compliance of contractors with environmental standards.																																							
Investment in the city	New investment in residential, commercial and industrial properties as measured by building approvals	\$100 million by 30 June 2001 Target achieved. Total investment in residential, commercial and industrial properties, as measured by building approvals for 2000-2001, \$140.6 million.																																							
	Business confidence and job prospects survey completed and reported	By 30 September 2000 Target not achieved. The Business Retention and Expansion Program survey (BREP) commenced September 2000 under the auspices of South East Development. 220 businesses were interviewed in the City of Greater Dandenong. Results were discussed with a business panel in May 2001. Final report prepared in June 2001 for release in July 2001.																																							

Output	Measure	Target																										
	GDP economic model for the city developed in draft form	By 30 June 2001 Target not achieved. Initial discussion held with Monash University in May 2001. Further discussion proposed in June postponed to July 2001.																										
Employment	New job opportunities created as a result of council action	Two hundred and fifty (250) by 30 June 2001 Target achieved. New job opportunities created as a result of council action in 2000-2001 was estimated at 1,129.																										
		<p>Jobs Created Due to Council Action</p> <table border="1"> <caption>Jobs Created Due to Council Action (Estimated Data)</caption> <thead> <tr> <th>Month</th> <th>Jobs Created</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>0</td></tr> <tr><td>Aug-00</td><td>0</td></tr> <tr><td>Sep-00</td><td>0</td></tr> <tr><td>Oct-00</td><td>0</td></tr> <tr><td>Nov-00</td><td>550</td></tr> <tr><td>Dec-00</td><td>0</td></tr> <tr><td>Jan-01</td><td>0</td></tr> <tr><td>Feb-01</td><td>0</td></tr> <tr><td>Mar-01</td><td>280</td></tr> <tr><td>Apr-01</td><td>0</td></tr> <tr><td>May-01</td><td>100</td></tr> <tr><td>Jun-01</td><td>0</td></tr> </tbody> </table>	Month	Jobs Created	Jul-00	0	Aug-00	0	Sep-00	0	Oct-00	0	Nov-00	550	Dec-00	0	Jan-01	0	Feb-01	0	Mar-01	280	Apr-01	0	May-01	100	Jun-01	0
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Jun-01	0																											
City infrastructure	25-year forward infrastructure management program developed and published	Developed by 31 December 2000 Target not achieved. Draft report nearing completion. Time frame extended due to 5-year CIP formulation. Published by 30 June 2001 Target not achieved. Refer above.																										
	New investment in infrastructure by Commonwealth and State Governments	\$20 million by 30 June 2001 Target not achieved. Measurement systems not fully developed. Investment of \$10 million identified in 2000-2001. No new projects announced in June 2001.																										
	New capital investment by council	\$11 million by 30 June 2001 Target not achieved. As at 30 June 2001, expenditure totalled \$9.37million representing 85% of total CIP budget. 24 projects valued at \$2 million have been carried over for completion in 2001-2002.																										
	Drainage capacity strategy for the city completed	By 31 December 2000 Target not achieved. Strategy adopted by Council in February 2001. A funding contribution of \$20,000 has been received from Melbourne Water to prepare a storm water management plan in the first half of 2001-2002.																										
	Number of identified properties subject to flooding reduced by drainage improvements	Three (3) improvement projects completed by 30 June 2001 Target achieved. Twenty two (22) minor projects have been referred to the consultants for design. Six (6) sites have been investigated, plans prepared and referred for implementation.																										

Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Well Planned Growth Continued...		
	Street lighting in commercial, residential and public open space areas improved	\$277,000 invested by 30 June 2001 Target not achieved. Total expenditure \$211,000. Installation of lighting on Princes Hwy from South Gippsland Hwy to South Eastern Fwy (cost shared with VicRoads) rebudgeted for 2001-2002.
	2000 "Clean Up" Campaign initiated and completed in Springvale, Noble Park and Dandenong	By 31 December 2000 Target achieved. Program completed by 31 December, 2000.
	2000 "Clean Up" Campaign outcomes reported to council	By 31 January 2001 Target achieved. Reported to Council January 2001.
Financial return on Council's commercial assets	Five-year development plan to improve financial return from the Dandenong Produce Market completed	By 31 December 2000 Target not achieved. Report completed February 2001. An action plan for further research and refinement of the Forward Plan is being implemented.
	Financial return from the following properties increased: <ul style="list-style-type: none"> • Oasis Leisure Centre • Multi-deck carparks • Dandenong Basketball Stadium • Springers Leisure Centre • Produce Market 	2.5% collectively by 30 June 2001 Target achieved. Year-end financial return for Council's Major Leisure facilities will be approximately 14% higher than for the previous year (1999-2000 \$2.02 million, 2000-2001 \$2.32 million).
City character protected	Policy directions from Stage 2 of Heritage Study adopted by council and on going progress evaluated and reported	Adopted by 30 September 2000 Target not achieved. Submission of final report delayed to August 2001. Delays in completion of the study occurred because it was necessary to replace one team of consultants with another during the life of the project. Recommendations of the study will provide direct input to proposed amendments to the Planning Scheme and policy directions which will be delivered by December 2001. Reported by 30 June 2001 Target not achieved. Refer above.
	Urban character policy developed	By 30 June 2001 Target not achieved. ResCode not adopted by Victorian Government in 2000-2001. Review to identify what urban character requirements should complement the operation of the new code rescheduled for 2001-2002.
Place management	Place management capability developed for Dandenong CBD, Springvale retail precinct and Noble Park Shopping Centre	By 30 June 2001 Target not achieved. Place management approach trialed in Springvale South and Springvale. Capacity still being developed. Presentation to Department of Infrastructure on Greater Dandenong approach to Place Management in June 2001.

Output	Measure	Target
Open space availability	Investment in useable open space increased	<p>\$540,000 by 30 June 2001 Target not achieved. \$190,000 expended by 30 June, 2001. Landscaping Masterplan for Dandenong Creek Floodplains completed, works to commence in 2001-2002. Payment of \$200,000 to Melbourne Water delayed to 2001-2002. Contract awarded for the resurfacing of Ross Reserve athletics track, work to be completed in October-November 2001. Concept design for a Skate park at Hemmings Park has been completed, detailed design and construction drawings being prepared for construction in 2001-2002. Installation of watering system at Greaves Reserve No 2 oval completed. Booth Reserve Athletics track restoration works completed.</p>
Providing Better Service		
Partnership with local parliamentary representatives	Programmed meetings with local Members of Parliament	<p>Two (2) briefing meetings by 30 June 2001 Target achieved. Briefing meetings held August and October 2000 and April 2001.</p>
	Local Members of Parliament advised of all grant submissions and other requests for assistance to Government by council	<p>Within fourteen (14) days of submission Target not achieved. Copies of submission forwarded to MPs but often not within 14 days of completion.</p>
	Local Members of Parliament receive copy of council publications excluding general brochures	<p>Within seven (7) days of production Target not achieved. Copies of all major publications mailed to local MPs as they become available but often not within 7 days of production. During June 2001, the new Corporate Service Charter and the published Arts Strategy were sent out. Previously, MPs received copies of all editions of 2nd City News, the Short Story Competition and Literary Fest brochure, the Events 2001 booklet and the Annual Report amongst others.</p>
Partnership with other levels of Government	Briefing papers provided to council on all new policies and directions advised by Commonwealth and State Governments	<p>Within thirty (30) days of receiving advice Target not achieved. Advice provided as required but often not within 30 days of receipt.</p>
	Policy advice provided to council on new Government initiatives	<p>Within thirty (30) days of receipt of advice Target not achieved. Advice provided on various issues but often not within 30 days of receipt. Review of State Electoral Boundaries advised to Council in June 2001.</p>

Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better ServiceContinued...		
Partnership with peak local government organisations	Council representation or involvement on sector working parties as requested	Councillor or officer nominated as required Target achieved. Officer involvement on: 1. VLGA working group for Councillor Professional development; and 2. MAV working group examining implications of new Information Privacy Act on Local Government and proposed Whistleblower protection legislation.
Good Governance	Community advised by council of meetings	Advertised fourteen (14) days prior to each meeting Target achieved. Advertisements placed in '2nd City News in Brief', telephone on-hold message and '2nd City News'.
	Council meetings held outside of Chamber	Four (4) by 30 June 2001 Target achieved. Meetings held at Heatherhill Secondary College (August 2000), Menzies Avenue Hall (November 2000), Noble Park Senior Citizens Centre (February 2001), Emerson School (May 2001).
	"Major" policy initiatives subject to community consultation (council to determine "major" initiatives)	No major policy initiatives adopted without community consultation Target achieved. Review of Council's Local Laws subject to consultation during period from December 2000 through February 2001, scheduled for adoption by Council in July 2001.
	"Major" council decisions communicated by separate media release and published in '2nd City News' and '2nd City News in Brief'	Published within seven (7) working days of Council decision Target achieved. Major Council decisions communicated in June 2001 included the allocation of community grant funds for drug prevention strategies, an urgent meeting sought with the Hon Peter Batchelor on the Scoresby corridor, and the upgrades to Springvale Road. Among other prominent issues to date are the appointment of Cr Youhorn Chea as Mayor, the part sale of Glendale Reserve, the introduction of 50km/h speed limit in residential streets, the Local Law review, the heritage listing of Waverley Park, launch of the Planning Partnership Program, the new skate park planned for Hemming Park, and approval of the Demonstration Power Plant.
	Requests for participation of Councillors on community organisations actioned	100% of requests responded to within ten (10) working days Target not achieved. All appointments reviewed and new appointments made for following 12 months, at Special Council Meeting in March 2001.

Output	Measure	Target
Good Governance Continued...	Legislative and regulatory requirements met	No breach Target achieved. No complaints received or legal action commenced in relation to legislative failure in 2000-2001.
	Community leadership programs conducted	Two (2) by 30 June 2001 Target not achieved. Program being developed for delivery in 2001-2002.
	2000-2005 Corporate Plan targets met and progress reported	Reported half yearly by 31 December 2000 and 30 June, 2001 Target not achieved. Report for half year to 31 December 2000 to Council in January 2001. No report prepared for second half of the year. Comments written in Annual Plan report.
	2001-2006 Corporate Plan prepared and adopted	By 30 June 2001 Target achieved. 2001-2006 Corporate Plan adopted by Council in June 2001.
	2001-2006 Financial Plan prepared and published	By 30 June 2001 Target achieved. The five-year financial plan outcomes incorporated in the 2001-2002 financial plan adopted by Council in June 2001. The detailed plan has been incorporated in the Corporate Plan 2001-2006 and Annual Plan 2001-2002.
	2001-2006 CIP plan reviewed and adopted by council	By 30 September 2000 Target not achieved. Council has reviewed the forward plan on three occasions in 2001-2002 and used it as the basis of the 2001-2002 CIP but has not adopted the financial plan.
	2001-2002 Annual Plan prepared and adopted	By 30 June 2001 Target achieved. 2001-2002 Annual Plan adopted by Council in June 2001.
	2001-2002 Annual Plan submitted to the Minister for Local Government	By 30 June 2001 Target not achieved. 2001-2002 Annual Plan adopted by Council in June 2001. Copy to be forwarded to Minister early July 2001.
	1999-2000 Annual Report adopted by council and submitted to the Minister for Local Government	By 30 September 2000 Target not achieved. Completion delayed beyond September 2000 due to delays in finalising the Annual Audit. Extension of time to end October 2000 applied for and granted. Report submitted to Minister in October 2000.
	Draft budget for 2001-2002 prepared and presented to council	By 15 May 2001 Target achieved. Draft financial plan 2001-2002 presented to a Council workshop in May 2001 for discussion.

Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better Service	Budget for 2001-2002 adopted	By 30 June 2001 Target achieved. 2001-2002 financial plan adopted by Council on 12 June 2001. Notice published in the 'Age' newspaper on 14 June. Community invited to make submissions if necessary by 28 June. No submissions received.
	Draft 2001-2002 CIP Plan submitted to Councillors	By 15 May 2001 Target achieved. Draft presented to Council in May 2001.
	2001-2002 CIP Plan adopted by council	By 30 June 2001 Target achieved. 2001-2002 financial plan adopted by Council in June 2001.
	Operating surplus (after depreciation) for 2000-2001 achieved	\$10.16 million by 30 June 2001 Target not achieved. Operating result after depreciation is \$3.4 million deficit. This result is based on : <ul style="list-style-type: none"> • increase in depreciation following the revaluation of Council's assets as at 1 January 2000 • non realisation of profit (\$3 million) on sale of stockyards (deferred to 2001-2002) • non receipt of government grant of \$5 million for the Dandenong Arts Centre.
	City Improvement Program (CIP) achieved	100% by 30 June 2001 Target not achieved. As at 30 June 2001, expenditure totalled \$9.216 million representing 81% of total CIP budget. 24 projects valued at \$2 million carried over for completion in 2001-2002.
	Accuracy of project estimated in CIP to completed cost improved	85% accuracy Target achieved. 92% of final costs aligned with estimates.
	Monthly financial reports submitted to council	Second meeting of every month Target achieved. Monthly reports presented to Council's second meeting each month.
	Debtors reduced	1% by 30 June 2001 Target not achieved. Outstanding debtors totalling 4.2% of revenue at 30 June 2001, including arrears from prior years (4.34% at 30 June 2000).
Cash Flow Management	Rate and valuation information provided	One (1) brochure on rate payment options and valuations by 31 July 2000 Target achieved. Rates brochure distributed with 2000-2001 rate notices 31 July 2000.
	Annual asset sales program completed	100% by 30 June 2001 Target achieved. Annual target of \$500,000 attained.

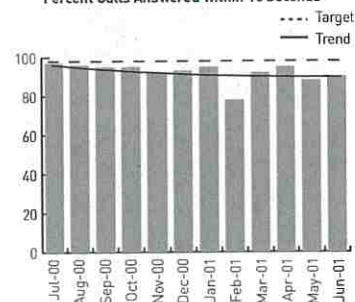
Output	Measure	Target
Best Value achieved	Statutory requirements met	<p>By 31 December 2000 Target achieved. Stage one roll-out commenced August 2000 with organisation staff briefing meetings. Best Value Service Review Timetable adopted by Council in December 2000 and submitted to the Minister in January 2001. Released to the community in January 2001. Staff training commenced in February 2001 with workshops for managers and their teams scheduled to commence the Best Value Service Review. Work also continuing on the development of the on-line Best Value Service Review process.</p>
	Best Value service review plan published	<p>By 31 December 2000 Target achieved. Best Value Service Review Timetable adopted by Council in December 2000 and submitted to the Minister in January 2001. Released to the community and on Council website January 2001.</p>
	2000-2001 Best Value services reviews completed	<p>By agreed date Target achieved. All Council Business Units commenced service review process by attending briefing session, participating in employee opinion survey and attending team-building session. Functional specification for 2nd module of Best Value Service Review database completed.</p>
	National Competition Policy compliance requirements met	<p>No breach Target achieved. One competitive neutrality complaint received for the year, regarding the price for aerobics classes at Council owned recreation venue. Investigation showed that the price exceeds the cost, therefore, no breach exists. Reported to CEO and advised complainant.</p>
	Community satisfaction with the performance of council against the Local Government Division measures improved	<p>3% improvement by 30 June 2001 Target achieved. 2000-2001 results received June 2001. Overall improvement in all but one service category. Also improvement in general performance from indexed mean of 66 in 2000 to 68 in 2001. Community perception of Council role in advocacy and representation also increased from 65 in 2000 to 68 in 2001. Briefing provided to Council in July 2001 and a full copy of the results distributed.</p>

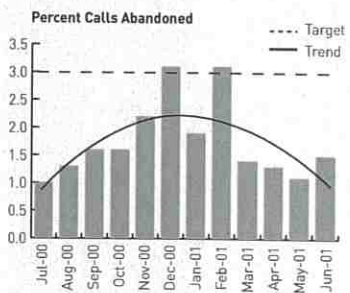
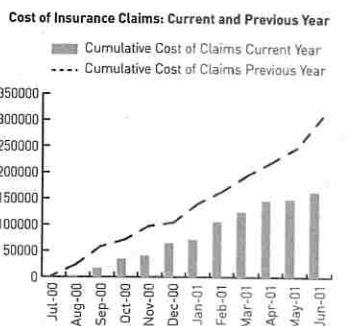
Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better Service Continued...		
Best Value Achieved Continued...	Service Charter standards reviewed - third release Charters	By 31 December 2000 Target achieved. Review of the thirty Charters released in November 1999 completed by 15 December, 2000. The Executive approved 28 of the 30 Charters for re-publication on 16 January, 2001.
	Service standards failures reported monthly	By 10th day of each month Target achieved. One reported service quality guarantee failure in June 2001. Failure related to failure to respond to correspondence.
	Complaints acknowledged within published service standard	100 % within 10 working days Target achieved. No service complaints registered in June 2001. Registered service complaints for 2000-2001 remain at one.
	Complaints resolved within published service standard	100% within 15 working days. Target achieved. No service complaints registered in June 2001. One registered complaint received for 2000-2001 resolved with service quality guarantee.
	Complaints reported to council monthly	At second meeting of every month Target achieved. Update to Council on 23 July 2001. Complaints reported to Council at second meeting of each month as registered.
	Complaints received reduced	5% by 30 June 2001 Target achieved. One complaint registered in 2000-2001. Two complaints registered in 1999-2000.
	Calls at the call centre answered within published standard	97% within 15 seconds Target not achieved. A 95% rate achieved for 2000-2001, which is below target. This is being addressed through training and adjustments to the rostering of staff. This result is significantly above the average industry target of 80% in 20 seconds.

Percent Calls Answered within 15 Seconds



Output	Measure	Target
	Telephone call drop out rate at call centre reduced	<p>3% by 30 June 2001 Target achieved. Abandonment rate for June was 1.45%. Average endorsement rate for 2000-2001 was 1.75%. This is well within the target and accepted industry standards.</p> 
	Disability Discrimination Act Action Plan for 2001-2002 implemented	<p>By 30 June 2001 Target achieved. Action Plan was implemented through Diversity Audit program. A major review of the Diversity Action Plan was completed March 2001, and new targets were set for the third round of audits which commenced in April 2001. By June 2001 more than 90% of the audits had been finalised.</p>
	Insurance premiums reduced	<p>5% by 30 June 2001 Target not achieved. Projected premiums for 2001-2002 \$325,668, 20% more than \$272,306 cost of premiums in 2000-2001. Broker advised increase due to hardening of the insurance market following the HIH collapse.</p>
	Insurance payments below excess levels reduced	<p>10% by 30 June 2001 Target achieved. New liability claims paid in 2000-2001 totalled \$55,064, compared to \$160,652 in 1999-2000. This represents a reduction of 66% in the cost of claims.</p> 

Progress Against One-Year Targets 2000-2001 Continued...

Output	Measure	Target																																							
Providing Better Service Continued...																																									
Best Value Achieved Continued...	Insurance claims reduced	<p>5% by 30 June 2001 Target not achieved. 133 liability claims received in 2000-2001, of which 95 were denied, 45 settled and 3 still to be resolved. Number of claims denied up 76% from 54 in 1999-2000. Claims settled up 13% from 40 in 1999-2000.</p>																																							
		<p>Number of Insurance Claims: Current and Previous Year</p> <table border="1"> <caption>Number of Insurance Claims: Current and Previous Year</caption> <thead> <tr> <th>Month</th> <th>Cumulative Total Claims Current Year</th> <th>Cumulative Total Claims Previous Year</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>0</td><td>0</td></tr> <tr><td>Aug-00</td><td>10</td><td>10</td></tr> <tr><td>Sep-00</td><td>20</td><td>25</td></tr> <tr><td>Oct-00</td><td>30</td><td>45</td></tr> <tr><td>Nov-00</td><td>40</td><td>70</td></tr> <tr><td>Dec-00</td><td>50</td><td>95</td></tr> <tr><td>Jan-01</td><td>60</td><td>120</td></tr> <tr><td>Feb-01</td><td>70</td><td>145</td></tr> <tr><td>Mar-01</td><td>80</td><td>165</td></tr> <tr><td>Apr-01</td><td>90</td><td>185</td></tr> <tr><td>May-01</td><td>100</td><td>205</td></tr> <tr><td>Jun-01</td><td>110</td><td>225</td></tr> </tbody> </table>	Month	Cumulative Total Claims Current Year	Cumulative Total Claims Previous Year	Jul-00	0	0	Aug-00	10	10	Sep-00	20	25	Oct-00	30	45	Nov-00	40	70	Dec-00	50	95	Jan-01	60	120	Feb-01	70	145	Mar-01	80	165	Apr-01	90	185	May-01	100	205	Jun-01	110	225
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	Customer Requests (AMS) completed within agreed standard	<p>100% Target not achieved. In June 2001, 92% of the 23,971 customer requests received through the Action Management System (AMS) were responded to on time.</p>																																							
	AMS customers contacted if requested	<p>100% Target not achieved. Of the 19,274 Action Management System (AMS) customers who asked to be contacted by Council, 60% of them were contacted by Council officers.</p>																																							
	Correspondence responded to within published standard	<p>100% within 10 working days Target not achieved. During 2000-2001, an average of 68 items per week of registered correspondence was not answered within the due period.</p>																																							
Consultation on council services	General community survey completed	<p>By 30 November 2000 Target not achieved. Executive Management decision not to proceed with the Annual Survey in 2000. Instead of a telephone survey as originally planned, members of Council's Customer Research Panel attended a series of focus groups in December, 2000. The information obtained from the focus groups was used to develop the 2001-2006 Corporate Plan and the 2001-2002 Annual Plan.</p>																																							
	Consumer research reports published	<p>Within ninety (90) days of completion Target achieved. Feedback from the six focus groups conducted on 7 and 13 December 2000 provided to all Panel members in January 2001.</p>																																							

Output	Measure	Target
Information provision – council services	Promotional reports or special features in daily print media published	Two (2) by 30 June 2001 Target achieved. Total of 37 the number of features and mentions in the metropolitan media in 2000-2001. Major stories covered include Waverley Park Heritage Listing, Gambling, Road Funding, Dandenong Town Hall, AFR Internet Web Awards and Support for Multicultural Migrants.
	Press releases issued	Twenty-four (24) per month Target not achieved. During October 2000 and December 2000 the target was not achieved. Average number of press releases per month for 2000-2001 was 29.

Articles Generated by Media and Communications

Month	Actual	Target
Jul-00	45	29
Aug-00	60	29
Sep-00	35	29
Oct-00	25	29
Nov-00	35	29
Dec-00	30	29
Jan-01	65	29
Feb-01	35	29
Mar-01	55	29
Apr-01	55	29
May-01	50	29
Jun-01	50	29

Access points for information expanded	One (1) additional access point by 30 June 2001 Target not achieved.
Increase usage of multilingual telephone lines through 'Council Contact' from previous year	10% by 30 June 2001 Target achieved. During 2000-2001, 2809 calls were placed through the multilingual phone lines, against a target of 2412 calls for the year. The average monthly target was exceeded by 36 calls each month. This represents an increase of 11%.
Register of all current council publications available on web-site, at Service Centres and library outlets	Register current at 30 June 2001 Target achieved. The updated register is available at all Service Centres and the two libraries. All current Council publications available on the website for the whole year.
Council services available on the internet expanded	Twenty (20) additional services by 30 June 2001 Target not achieved. Target ill conceived. Greater Dandenong internet site is one of the most comprehensive in the sector and it was not possible to add additional services. Site is updated on a daily basis and additional features added as developed. Program being developed to include more interactive 'forms' on the site in 2001-2002.

Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Safe Movement of People and Goods		
Main roads improved	Funding applications to improve the 10 worst main road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 Target achieved. Submission made to VicRoads in February 2001.
	Submission requesting a minimum of \$5 million in main road network improvements prepared and submitted to VicRoads	By 31 December 2000 Target achieved. Submission lodged with VicRoads in December 2000.
Local roads improved	Local area traffic management plan design initiated	One (1) by 30 June 2001 Target achieved. Smith Road Local Area Traffic Management (LATM) designed and Stage 1 works completed. McFees Rd LATM design completed.
	Local area traffic management plan commenced	One by 30 June 2001 Target achieved. Wareham Street, Springvale LATM study completed.
	Funding application to improve the 10 worst local road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 Target achieved. Applications lodged with VicRoads in February 2001 for the following projects: Cleeland/Herbet, Corrigan/Lightwood, Church/Perry, Balmoral/St John, Hammond/Kirkham, Clow/Walker/Sleeth, Bennett/Railway/Jones, Claredale/Hilton, Athol/Corrigan, Buckley/Moodemere.
	Local roads improvement funded in CIP	\$2.8 million spent by 30 June 2001 Target not achieved. 32 of the approved 37 projects completed to the value of \$2.064 million. Contracts awarded, and work started, on Burden Street, Eve Court, Phillip Avenue and Charles Avenue for completion in 2001-2002.
	50kph speed limit introduced in residential streets	By 30 June 2001 Target achieved. Victorian Government introduced state wide 50 kmph limit in residential streets in January 2001. All works associated with introduction of limit completed as per VicRoads' requirement. Slow Means Safe campaign initiated by Council as part of implementation.
Public transport improved	First Stage of Public Transport Plan 2000-2020 completed	By 30 June 2001 Target achieved. Public Transport Plan finalised and approved by Council in April, 2001. Public Transport Reference Group to be appointed for the resolution of short term operational deficiencies. Copies of Transport Plan issued to Department of Infrastructure (DOI), VicRoads and Public Transport Operators seeking feedback.

Output	Measure	Target
	New bus shelters provided	Seven (7) new shelters by 30 June 2001 Target achieved. Ten (10) bus shelters installed. Subsidy of \$1,000 each for 10 shelters received from Department of Infrastructure.
	Contract to replace existing bus shelters on main roads signed	By 31 March 2001 Target not achieved. Consultation with Cities of Casey, Kingston, Knox and Cardinia Shire Council undertaken in relation to available options and past experience. Public tenders for combined installation of/advertising on bus shelters advertised.
	Audit of rail stations and taxi ranks completed and submitted to the Department of Infrastructure requesting improvements	By 30 June 2001 Target not achieved. Site audits not carried out due to non-definition of compliance service levels and standards. Discussions held with Department of Infrastructure (DOI) and representative of M-Train in respect of service levels and compliance standards of facilities at train stations. Identified safety and Disability Discrimination Act issues at train stations and taxi ranks as identified in the Greater Dandenong Public Transport Plan have been referred to DOI and Public Transport Operators for consideration.
Footpaths improved	Annual maintenance and renewal program completed	\$0.6 million spent by 30 June 2001 Target achieved. \$733,862 spent. Over-expenditure considered necessary to address community requests and maintain public safety.
Bicycle paths improved	Existing paths extended	\$70,000 spent by 30 June 2001 Target not achieved. Path between Greaves Reserve and Cheltenham Rd delayed until 2001-2002 due to delay in Melbourne Water approval and to allow for additional funding to be made available to complete the works in one stage.

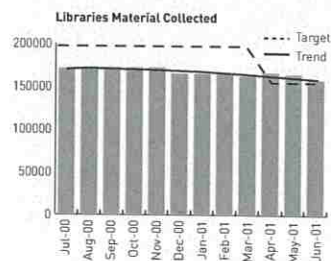
Progress Against One-Year Targets 2000-2001

Continued...

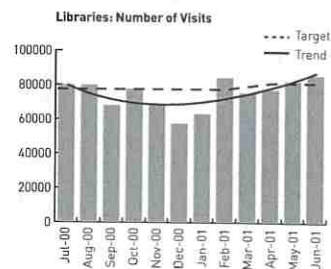
Output	Measure	Target
A Vibrant Community Commercial leisure facilities	Usage of commercial leisure facilities increased and ongoing progress evaluated and reported	4% by 30 June 2001 Target achieved. In 2000-2001 visitor usage of the Dandenong Oasis, Dandenong Basketball Stadium, Springers Leisure Centre, Noble Park Swim Centre and Dandenong Produce Market to end of June 2001 was 1.86 million compared to 1.72 million in 1999-2000 - a 7.9% increase. Reported by 30 June 2001 Target achieved. Progressive usage figures for all commercial leisure facilities reported monthly during the year.
	Oasis development plan completed	By 30 June 2001 Target not achieved. Oasis Development Plan being addressed through the Greater Dandenong Aquatic Centres Study. The project is behind schedule and will be completed in 2001-2002.
	Dandenong Basketball Stadium development plan completed	By 30 June 2001 Target not achieved. Draft Development Plan to be completed in 2001-2002.
	Tatterson Park development plan completed	By 31 December 2000 Target not achieved. Feasibility study was tendered during 2000-2001. The single tender received was not accepted. Report to be completed in 2001-2002.
	Noble Park Swim Centre development plan completed	By 31 March 2001 Target not achieved. Project to be addressed through the Greater Dandenong Aquatic Centres Study. The project is behind schedule and will be completed in 2001-2002.
Leisure participation	Leisure participation increased and ongoing progress evaluated and reported	4% by 30 June 2001 Target not achieved. Report on leisure trends in athletics indicating increased participation following the success of the Olympics, tabled at Council in January 2001. Funding received from the Department of Sport and Recreation for the development of a Leisure Masterplan during 2001-2002. Reported by 30 June 2001 Target not achieved. Project to commence in 2001-2002.
	Participation in non-traditional leisure activities increased and ongoing progress evaluated and reported	4% by 30 June 2001 Target not achieved. Non-traditional Leisure Strategy adopted by Council in March 2001 but no actions yet taken. Reported by 30 June 2001 Target not achieved.
	Usage study of recreation-related buildings completed	By 31 December 2000 Target not achieved. Study to be completed in 2001-2002.

Output	Measure	Target
Arts participation	Participation rates increased	3% by 30 June 2001 Target not achieved. Participation rates for 2000-2001 7.4% less than in 1999-2000. Walker Street Gallery attendances up 28% but Community Arts Centre attendances down 12.9%.
	Investment in leisure facilities, including non-traditional facilities, increased and ongoing progress evaluated and reported	\$533,000 by 30 June 2001 Target achieved. \$557,000 expended from 2000-2001 CIP as at 30 June 2001. Reported by 30 June 2001 Target achieved. Expenditure incorporated in Annual Report 2000-2001.

Library services improved	Library material collection expanded to 1.2 items per head of population	By 30 June 2001 Target achieved. Collections currently equivalent to 1.2 items per capita.
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Use of library services increased	7% by 30 June 2001 Target achieved. 85,629 people used the libraries during June 2001, a 14.5% increase from June 2000 (74,378 visitors). Total number of visitors to the libraries for the year is 907,341 (7 visits per capita) which represents an increase of 0.08% on the previous year. The cost per visit for the year is \$2.05 compared to \$3.13 for 2000-2001.
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Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
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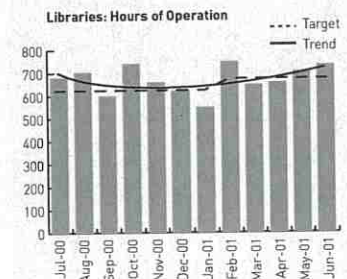
A Vibrant Community Continued...

Library services improved Continued...

Library hours of operation increased from previous year

10% by 30 June 2001

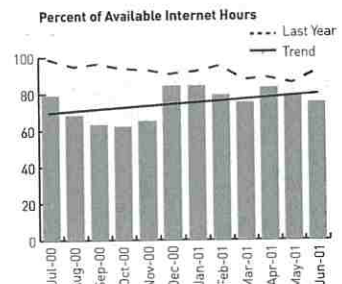
Target not achieved. City of Greater Dandenong libraries open for business for a total of 8,159 hours from July 2000 - June 2001 compared to 7,565 hours for the previous year (overall increase of 8% in opening hours). As well, library customers availed themselves of online services and renewed almost 16,000 loans via the website (average of 1,329 renewals per month). This new service assisted in increasing efficiencies to reduce the cost of the average loan to \$1.24 from \$1.31 even with increased opening hours which are demonstrably meeting customer expectations. The cost per opening hour (excluding capital expenditure) stood at \$228.39 for the year, compared to \$258.64 for the previous year.



Library internet access increased from previous year

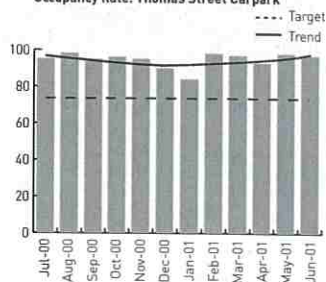
20% by 30 June 2001

Target achieved. Internet access increased due to the development of the WebZone at Springvale Library, resulting in a 34% increase in access to the Internet from both library branches. Continuing decline in computer take-up rate (from 92% in June 2000 to 79% in June 2001), is due to increase in available hours of Internet access, which stood at 1,440 hours per week in June 2001 compared with 1,072 hours per week in June 2000.

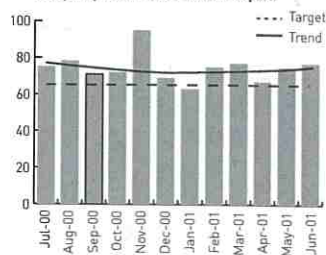


Output	Measure	Target
Community on-line	Strategy to provide residents and businesses with internet capability prepared	By 30 June 2001 Target not achieved. Discussion held with possible Internet Service Provider in 2000-2001 but no agreement reached.
Growth of principal retail precincts	Marketing and retailing skills training provided to the retail trader associations in Dandenong CBD, Springvale and Noble Park	Two (2) training programs in each location by 30 June 2001 Target achieved. Three (3), six-week Professional Training programs were delivered to a total of 37 participants in Springvale, Noble Park and Dandenong. Certificates presented May 2001.
	Electronic parking meters introduced in the Dandenong CBD	By 30 June 2001 Target achieved. Tender awarded and ticket machines installed prior to 30 June 2001.
	Utilisation of multi-deck car parks in Dandenong CBD increased	15% by 30 June 2001 Target not achieved. In 1999-2000 average occupancy rates of the Thomas Street and Walker Street carparks were 79% and 69% respectively. In 2000-2001 the average occupancy rate of the Thomas Street carpark was 94%, an increase of 15.7%. The Walker Street carpark achieved a 5.5% increase in occupancy in 2000-2001 at 74.5%. Average increase 10.6%.

Occupancy Rate: Thomas Street Carpark



Occupancy Rate: Walker Street Carpark



Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
A Vibrant Community Continued...		
Growth of principal retail precincts continued...	Review of available parking spaces in Noble Park and Springvale completed	By 30 June 2001 Target not achieved. Review not undertaken, study to be initiated in 2001-2002.
Public art installed	One (1) new piece of street art installed annually	By 30 June 2001 Target achieved. Public art installed at the Springvale South Shopping Centre. The installation consists of four (4) hand crafted seats that also act as garden barriers, one (1) stone sculpture, one (1) brick sculpture and three (3) sculptures constructed using wood and bronze. Year 10 students from Coomoora Secondary College participated in the project.
Serving the Needs of Families, Youth and Older Persons		
Human services delivered	List of all human services delivered within the city by Council, Government or non-government agencies compiled and maintained	By 30 June 2001 Target achieved. Corporate database updated.
	Gaps in service delivery identified	By 30 June 2001 Target achieved. Gaps in Maternal and Child Health and Children's Services identified and documented.
	Submission for 3% increase in resources for human services prepared and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported	Submitted by 31 December 2000 Target achieved. Council successful in achieving increased funding of 4.5% in 2000-2001. Reported by 30 June 2001 Target achieved. Report presented to Council in June 2001.
Services coordinated	Proposal for improved coordination of services delivered by non-council providers prepared	By 30 June 2001 Target achieved. Proposal for improved coordination of Maternal and Child Health and Children's services was completed in June 2001.
Services for older persons	Submission for 10% increase in resources for aged services delivered in the city prepared and submitted to Commonwealth and State Governments	Submitted by 30 June 2001 Target achieved. Submissions made for \$479,748 (25%) growth funding. Achieved growth funding for 2000-2001 of \$86,977 (4.5% increase).
Housing for older persons	Funding application for first stage of Buckley Street aged accommodation project submitted	By 30 September 2001 Target not achieved. Application for funding in 2000-2001 unsuccessful.
	Submission to increase public and private sector investment in housing stock for older persons by 10% over five (5) years prepared and submitted	By 30 June 2001 Target not achieved. Submission for Commonwealth funding for aged housing development in Buckley Street completed in 2000-2001. Need continues and will be incorporated into 2001-2002 Annual Plan.
Playgrounds upgraded	2000-2001 playground strategy achieved	By 30 June 2001 Target achieved. Full program completed. \$193,000 spent by 30 June 2001.

Output	Measure	Target
Public Health Plan	Public Health Plan targets for 2000-2001 achieved	By 30 June 2001 Target achieved. Cancer targets achieved with the employment of Tobacco Education Officer. Immunisation targets achieved; now working in liaison with the Division of General Practice - Southern Region in an immunisation data cleansing operation. The Australian Childhood Immunisation Registry suspect incomplete/mis-matched data represents 5% in the reported immunisation rates. This may take our immunisation rate to approx 97%, compared to current rate of 92.5%.
Impact of gaming reduced	Gaming strategy implemented and reported	By 31 December 2000 Target achieved. Progress against targets featured in the Gaming Strategy reported to Council in December 2000.
	Gaming strategy reviewed	By 30 June 2001 Target achieved. Review of the 2000-2001 Gaming Strategy completed and documented in June 2001.
Regional Leadership		
Recognition as Melbourne's 2nd City	Promotional stories and special features published in the Melbourne metropolitan media	Ten (10) by 30 June 2001 Target achieved. Total of 37 the number of features and mentions in the metropolitan media in 2000-2001. Major stories covered include Waverley Park Heritage Listing, Gambling, Road Funding, Dandenong Town Hall, AFR Internet Web Awards and Support for Multicultural Migrants.
	Recognition by our community as measured through regular community feedback	Recognition by 30% of the community by 30 June 2001 Target not achieved. No measurement undertaken in 2000-2001.
	Recognition as Melbourne's 2nd City progress report submitted to Council	By 30 June 2001 Target not achieved. No measurement undertaken in 2000-2001.
Regional infrastructure	Advocacy undertaken and community awareness maintained for the development of the following regional infrastructure: South East Airport; Port of Hastings; Very Fast Train from Sydney to Melbourne along the coastal route	Submissions as required and progress report by 30 June 2001 Target achieved. Projects discussed at meetings of Eastern Region Mayors and Outer South Eastern Mayors unanimous support for Scoresby Freeway. State Government has initiated review of Port of Hastings. No further progress with proposals for possible South East Airport. Discussions proceeding on VFT through South East Australia Transport Strategy (SEATS) group.

Progress Against One-Year Targets 2000-2001

Continued...

Outputs	Measures	Target
Regional Leadership Continued...		
Regional road infrastructure	Progress of Dingley By Pass construction reported	By 31 December 2000 and 30 June 2001 Target achieved. Reports prepared. VicRoads currently evaluating options for construction of the section of bypass from Warrigal Road to Springvale Bypass.
	Activities of Eastern Ring Road Steering Committee reported (Scoresby arterial)	Report following each meeting Target achieved. Federal Government has declared the Scoresby Freeway a Road of National Importance and has announced \$220million funding to commence construction of the north section. The State Government has also allocated \$220million for this project.
	Progress of Greens Road and Hutton Road duplication reported	By 31 December 2000 and 30 June 2001 Target achieved. Vic Roads proceeding with construction. Progress reports to Council as part of monthly report.
	Submission for continued construction of Dingley By-Pass completed	By 31 December 2000 Target achieved. Local Member of Parliament briefed on the need for the construction of the Dingley Bypass. Presentation made to VicRoads at a joint meeting in April 2001.
Regional networking with Councils	Regional issues discussed with neighbouring municipalities	Four (4) meetings by 30 June 2001 Target achieved. Two meetings of South East Mayors held in 2000-2001 and two meetings held with Eastern Region Mayors. Individual meeting also held with Kingston and Casey Councils.
Regional centre enhanced	Retail, hospitality, recreation, and arts and culture directories maintained and distributed to community and tourist outlets	By 30 September 2000 Target achieved. All directories were updated at least weekly throughout the year. Directories available electronically via council's website, in hard copy, or on CD upon request.
	Funding submission prepared to develop Council's web-site as a portal for local business	By 31 December 2000 Target achieved. Funding submission prepared May 2000, but not accepted by the State Government. Advice received in July 2000 of Council's unsuccessful application.
	Strategy to attract Government offices to Dandenong CBD developed and implemented	By 30 June 2001 Target not achieved. Preparation of strategy postponed until 2000-2001.
	Advocate for establishment of a Drug Court in Dandenong CBD	Submission completed by 30 September 2000 Target achieved. Research commenced on existing Drug Courts throughout Australia in July 2000. State Government announced the establishment of a 'Drug Court' at Dandenong. Permanent court-appointed drug clinician to operate from the Dandenong Court. Submission not required.

Outputs	Measures	Target
	Review progress of strategies to encourage redevelopment of aging retail, office and industrial premises developed	By 30 June 2001 Target not achieved. This Review has been postponed to 2001-2002.
	Strategy to attract new business to the city developed	By 30 June 2001 Target not achieved. Strategy to be prepared in 2001-2002.
	Proposal for consolidation of Council administrative centres completed	By 31 March 2001 Target not achieved. Review of options to continue in 2001-2002.
Tourism and hospitality accommodation expanded	Prospectus to attract new hotel development prepared	By 31 December 2000 Target not achieved. Motel Formule 1 opened in March, 2001. Prospectus promoting the advantages of a Dandenong CBD site for a new hotel to be developed in 2001-2002.
Regional entertainment centre (Dandenong Town Hall)	Design completed and construction commenced	By 30 June 2001 Target not achieved. Council resolved in December 2000 to put on hold further development of the Town Hall until a review of the City's infrastructure needs has been completed.
Bicycle path network	Network extended	0.4km by 30 June 2001 Target achieved. 2.1km off-road shared path along Clarke Road and 1.5km off-road shared path Tower Court to Chandler Road completed. 3.2km off-road /service lane bike path constructed along the new section of Westall Road. 3km kerb-side lane being constructed along Greens Road from South Gippsland Highway to Hammond Road scheduled for completion early 2001-2002.