Attachment 1 – Revised list of Strategic Plan KPI's

	Key Performance Indicator	KFA Links	Outcome Links	New or Existing KPI
1	Level of Community Satisfaction with community education activities.	Community Wellbeing	Lifelong Learning	Existing
2	Level of Community Satisfaction with the City's provision of cultural activities, festivals and events.	Community Wellbeing	Cultural Centre	Existing
3	Level of community participation in City of Joondalup funded community and cultural events and activities	Community Wellbeing	Social Opportunities	Existing
4	Percentage of community who feel that the City provides social opportunities to meet community needs.	Community Wellbeing	Social Opportunities	Existing
5	Level of Community Satisfaction with the City's provision of outdoor recreational facilities and activities	Community Wellbeing	Social Opportunities	Existing
6	Level of community satisfaction with City's Leisure Centres	Community Wellbeing	Social Opportunities	Existing
7	Level of Satisfaction with the City's Mobile Security Patrol	Community Wellbeing	Safe and Healthy City	Existing
8	Level of community satisfaction with the City's performance in providing a safe and secure place to live	Community Wellbeing	Safe and Healthy City	Existing
9	Level of Community Satisfied with the City's performance on conservation and environmental management	Caring for the Environment	Environmental Responsibility	Existing
10	Level of satisfaction with the City's pollution control services	Caring for the Environment	Environmental Responsibility	Existing
11	Total tonnes of greenhouse gas emission abated by Council programs and operations	Caring for the Environment	Environmental Responsibility	Existing

	Key Performance Indicator	KFA Links	Outcome Links	New or Existing KPI
12	Total reduction of residential waste to landfill generated by the municipality	Caring for the Environment	Environmental Responsibility	Existing
13	(Growth (or decline) in current assets.	City Development	Well maintained assets and infrastructure	Existing
14	Community Satisfaction with City's Planning and Building Approvals Service.	City Development	Built Environment	Existing
15	Total overnight visitors to the City of Joondalup (domestic and international)	City Development	Tourist Attraction	Existing
16	Purpose for visit of overnight visitors	City Development	Tourist Attraction	Existing
17	Mix of Housing Styles	City Development	Changing demographic needs	Existing
18	Cycling Facilities	City Development	Integrated Transport System	Existing
19	Number of vehicles accessing the City Centre	City Development	Integrated Transport System	Existing
20	% of Joondalup residents working in the Joondalup workforce.	City Development	Investment and Business Development Opportunities	Existing
21	Autonomy Ratio	Organisational Development	Sustainable and Accountable Business	Existing
22	Fees and Charges as a % of Operating Revenue	Organisational Development	Sustainable and Accountable Business	Existing
23	Operating Expenditure Budget compared to previous years (CPI Indexed)	Organisational Development	Sustainable and Accountable Business	Existing
24	Rates coverage ratio	Organisational Development	Sustainable and Accountable Business	Existing
25	Debt Ratio	Organisational Development	Sustainable and Accountable Business	Existing
26	Current Ratio	Organisational Development	Sustainable and Accountable Business	Existing
27	Overall Customer Satisfaction with City of Joondalup	Organisational Development	Quality, Value-Adding Services	Existing

Attachment 1 – Revised list of Strategic Plan KPI's

	Key Performance Indicator	KFA Links	Outcome Links	New or Existing KPI
28	Mystery Shopper Audit Scores (combined)	Organisational Development	Quality, Value-Adding Services	Existing
29	% of residents who feel they have the opportunity to comment on Council Business	Organisational Development	Interactive community	Existing
30	Overall customer satisfaction with contact with the Council (Phone, In-Person, Writing)	Organisational Development	Interactive community	Existing
31	% of Community satisfied with the way Council makes information available on its services and business.	Organisational Development	Interactive community	Existing
32	Level of community satisfaction with the City's leadership and decision making processes of the Council	Organisational Development	Interactive community	Existing
33	No of positive media items	Organisational Development	Community Pride	Existing
34	Staff Satisfaction	Organisational Development	Preferred Employer	Existing

Attachment 2 – KPI's recommended for deletion from Strategic Plan KPI List

	Key Performance Indicator	KFA Links	Outcome Links	Rationale for Deletion
1	The number of Tertiary Students in the City according to the Institution in which they are enrolled	Community Wellbeing	Lifelong Learning	Measurement methodology needs further refinement.
2	Number of learning events conducted by the City.	Community Wellbeing	Lifelong Learning	Operational Measure
3	Level of participation in community education programs provided by the City.	Community Wellbeing	Lifelong Learning	Operational Measure
4	Total registered Library members	Community Wellbeing	Social Opportunities	Operational Measure
5	% Community satisfied with Library and Information Services	Community Wellbeing	Social Opportunities	Operational Measure
6	City Watch responsiveness to callouts	Community Wellbeing	Safe and Healthy City	Operational Measure
7	Number of residents using the City's immunisation service	Community Wellbeing	Safe and Healthy City	Operational Measure
8	Number of health assessments of specified local businesses conducted to reduce risk to human health	Community Wellbeing	Safe and Healthy City	Operational Measure
9	Number of new businesses compliant with health standards	Community Wellbeing	Safe and Healthy City	Operational Measure
10	Level of community satisfaction with City's immunisation clinics	Caring for the Environment	Environmental Responsibility	Operational Measure
11	Level of community satisfaction with weekly rubbish collections	Caring for the Environment	Environmental Responsibility	Operational Measure
12	Level of community satisfaction with fortnightly recycling	Caring for the Environment	Environmental Responsibility	Operational Measure
13	Level of community satisfaction with verge side bulk rubbish collections	Caring for the Environment	Environmental Responsibility	Operational Measure
14	Level of community satisfaction with the City's performance in creating and maintaining parks, gardens and open spaces.	Caring for the environment	Environmental responsibility	Operational Measure
15	Level of community satisfaction with the City's provision of footpath and cycle ways	City Development	Well maintained assets and built environment	Operational Measure

Attachment 2 – KPI's recommended for deletion from Strategic Plan KPI List

	Key Performance Indicator	KFA Links	Outcome Links	Rationale for Deletion
16	Number of public liability claims	City Development	Well maintained assets and built environment	Operational Measure
17	Leisure activities undertaken by visitors to the City	City Development	Tourist Attraction	Operational Measure
18	Total City of Joondalup investment in Sustainable Development Funding Program	City Development	Investment and Business Development Opportunities	Operational Measure
19	Number of new clients with Joondalup Business Incubator Program	City Development	Investment and Business Development Opportunities	Operational Measure
20	City of Joondalup investment in Sustainable Development Funding Program	City Development	Investment and Business Development Opportunities	Operational Measure
21	Level of community satisfaction with City's road maintenance services	City Development		
22	% of KPI's reported according to approved plan.	City Development	Sustainable and Accountable Business	Operational Measure
23	Estimated Population of the City	City Development	Meet changing demographic needs	Collected through Census – Current information outdated. Information informs strategies rather than measuring achievement of outcomes.
24	% of non compliance issues in statutory compliance report	Organisational Development	Sustainable and Accountable Business	Operational Measure
25	% of community satisfied with the way Council makes information available on its services and business.	Organisational Development	Sustainable and Accountable Business	Operational Measure
26	% FOI applications processed to schedule	Organisational Development	Sustainable and Accountable Business	Operational Measure
27	Staff turnover	Organisational Development	Preferred employer	Operational Measure
28	Lost time injuries	Organisational Development	Preferred employer	Operational Measure
29	Duration rate of injuries	Organisational Development	Preferred employer	Operational Measure