

KPI Name	KPI Calculation Method	Reporting Year Period	Period Target	Period Actual	Period Variance	Tolerance	Upper Bound	Lower Bound
# Applications Outstanding > 60 Days	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
# Average Queue Wait Time (Seconds)	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
# Council Complaints	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
# Staff trained in Module 1	More is Better	Month: Jun 2018	500	270	10	50	-	50.000000
# Staff trained in Module 2	More is Better	Month: Jun 2018	400	370	10	40	-	40.000000
# Town Planning Applications Decided within 60 Days	More is Better	Month: Jun 2018	0	0	0	0	-	0.000000
# Town Planning Applications Received	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
\$ Payments made for Public Liability Claims - Fall	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
\$ Payments made for Public Liability Claims - Other	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
\$ Payments made for Public Liability Claims - Tree	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
% ePathway of All Available Application Types	More is Better	Month: Jun 2018	0	0	0	0	-	0.000000
% ePathway of Targeted Applications	Less is Better	Month: Jun 2018	0	0	0	0	0.000000	-
% First Point Resolution	More is Better	Month: Jun 2018	0	0	0	0	-	0.000000
% of debtors balance greater than 60 days	Less is Better	Quarter: Apr-Jun 2018	100	117	10	10	10.000000	-
% of internal audit plan completed	More is Better	Month: Jun 2018	100	70	0	0	-	0.000000
% of scheduled health inspections of food premises undertaken	More is Better	Month: Jun 2018	100	117	10	10	-	10.000000
% of the community that feel that Council represents their community and provide strong leadership	More is Better	Month: Jun 2018	100	100	10	10	-	10.000000
% of the community that feel the Council and the Shire work actively towards promoting increased education opportunities	More is Better	Month: Jun 2018	100	76	10	10	-	10.000000
% of the community who feel safe and secure in public places	More is Better	Month: Jun 2018	100	84	10	10	-	10.000000
% of the community who feel that the decision making process of Council and Shire is open and transparent	More is Better	Month: Jun 2018	100	93	10	10	-	10.000000
% Staff Trained on Module 3	More is Better	Month: Jun 2018	100	92	10	10	-	10.000000

KPI Name	KPI Calculation Method	Reporting Year Period	Period Target	Period Actual	Period Variance	Tolerance	Upper Bound	Lower Bound
% variation operations budget	Goal Post	Month: Jun 2018	100	112	10	10	10.000000	10.000000
03. Councillor attendance at Council meetings	More is Better	Quarter: Apr-Jun 2018	100	80	25	25	-	25.000000
03.1 The sum of the number of Councillors who attended each ordinary and special Council meeting	Goal Post	Quarter: Apr-Jun 2018	12	12	10	1.2	1.200000	1.200000
03.2 Number of councillors elected at the last general election	Goal Post	Quarter: Apr-Jun 2018	15	15	10	1.5	1.500000	1.500000
04. Cost of governance	Less is Better	Quarter: Apr-Jun 2018	20000	18333.33	10	2000	2000.000000	-
04.1 Direct cost of the governance service	Goal Post	Quarter: Apr-Jun 2018	300000	275000	10	30000	30000.000000	30000.000000
04.2 Number of Councillors elected at the last Council general election	Goal Post	Quarter: Apr-Jun 2018	5	2	10	0.5	0.500000	0.500000
05. Satisfaction with council decisions	More is Better	Quarter: Apr-Jun 2018	100	84	15	15	-	15.000000
5.1 Community satisfaction rating out 100 with the performance of council in making decisions in the interest of the community	More is Better	Quarter: Apr-Jun 2018	0	0	0	0	-	0.000000
Council decisions made at meetings closed to the public	Less is Better	Quarter: Apr-Jun 2018	16.67	20	100	16.67	16.670000	-
Number of Council resolutions made at ordinary or special meetings of Council or at meetings of a special committee consisting only of Councillors	More is Better	Quarter: Apr-Jun 2018	12	10	10	1.2	-	1.200000
Number of council resolutions made at ordinary or special meetings of Council, or at meetings of a special committee consisting only of Councillors closed to the public	Less is Better	Quarter: Apr-Jun 2018	2	2	10	0.2	0.200000	-
Percentage of replies to Customer Request System (CRS) requests made within targeted timeframes	More is Better	Month: Jun 2018	100	103	10	10	-	10.000000
Satisfaction with community consultation and engagement	More is Better	Quarter: Apr-Jun 2018	100	85	15	15	-	15.000000