

TECHNICAL LEVELS OF SERVICE				
Key Performance Measure	Customer Level of Service	Performance Measure	Performance Target	Current Performance
Condition	All buildings will be in good condition for their purpose	Building condition inspections	100% of buildings have a condition audit undertaken as scheduled	Building condition audit undertaken in June/July 2014
Serviceability	All buildings will be serviced within appropriate timeframes to ensure maximisation of asset life	Percentage of buildings maintained in accordance with the maintenance plan	90% of activities completed within set timeframes	Not measured at this time
Cost / Affordability	Ensure number of facilities meets agreed service level	Facilities meet agreed utilisation rates	Has not been fully assessed at this time	Not assessed at this time
	Ensure maintenance works and services provide value for money	% of maintenance works achieved within budget	90% of activities are undertaken within budgetary restraints	Achieved
Safety	Ensure all customers, staff and contractors have personal safety	Compliance inspections for fire services	95% inspections undertaken within approved timeframes	Achieved
		Safety audit of facility	Defects repaired within approved timeframes and budgetary restraints	Not currently measured

3.4 Desired Levels of Service

At present, indications of desired levels of service are obtained from various sources including residents' feedback to Councillors and staff, service requests and correspondence. There will be an ongoing challenge for Council to review levels of service and budget allocations in attempting to more closely match these with community expectations.

Questions you may have

What is this plan about?

This asset management plan covers the Building Assets that serve the Dungog Shire Community's building needs. These assets include Corporate and Community Buildings throughout the Council area to enable the Council to function in an efficient and effective manner.

What is an Asset Management Plan?

Asset management planning is a comprehensive process to ensure delivery of services from infrastructure is provided in a financially sustainable manner.

An asset management plan details information about infrastructure assets including actions required to provide an agreed level of service in the most cost effective manner. The Plan defines the services to be provided, how the services are provided and what funds are required to provide the services.

Why is there a funding shortfall?

Most of the Council's buildings and structures network was constructed from government grants often provided and accepted without consideration of ongoing operations, maintenance and replacement needs.

Councils' present funding levels are insufficient to continue to provide existing services at current levels in the medium term.

What options do we have?

Resolving the funding shortfall involves several steps:

1. Improving asset knowledge so that data accurately records the asset inventory, how assets are performing and when assets are not able to provide the required service levels,
2. Improving our efficiency in operating, maintaining, replacing existing and constructing new assets to optimise life cycle costs,
3. Identifying and managing risks associated with providing services from infrastructure,
4. Making trade-offs between service levels and costs to ensure that the community receives the best return from infrastructure,
5. Identifying assets surplus to needs for disposal to make saving in future operations and maintenance costs
6. Consulting with the community to ensure that building services and costs meet community needs and are affordable,
7. Developing partnership with other bodies, where available to provide services;
8. Seeking additional funding from governments and other bodies to better reflect a 'whole of government' funding approach to infrastructure services.

What happens if we don't manage the shortfall?

It is likely that council will have to reduce service levels in some areas, unless new sources of revenue are found. For buildings, the service level reduction may include a reduction in maintenance and operating costs and an inability to renew existing buildings in line with renewal programmes. One option is to review the sustainability of buildings that are in poor condition and have poor levels of use to provide a higher overall service level with less buildings.

What can we do?

Council can develop options and priorities for future buildings services with costs of providing the services, consult with the community to plan future services to match the community services needs with ability to pay for services and maximise benefit to the community for costs to the community.

What can you do?

Council will be pleased to consider your thoughts on the issues raised in this asset management plan and suggestions on how Council may change or reduce its building services mix to ensure that the appropriate level of service can be provided to the community within available funding.

Questions you may have

What is this plan about?

This asset management plan covers the infrastructure assets that serve the Dungog Community's parks and recreation needs. These assets include parks, playground and sporting field assets and swimming pool assets throughout the Council area that enable people to provide community and recreation facilities for residents and visitors to Council in the most cost effective manner.

What is an Asset Management Plan?

Asset management planning is a comprehensive process to ensure delivery of services from infrastructure is provided in a financially sustainable manner.

An asset management plan details information about infrastructure assets including actions required to provide an agreed level of service in the most cost effective manner. The Plan defines the services to be provided, how the services are provided and what funds are required to provide the services.

Why is there a funding shortfall?

Most of the Council's parks and recreation assets were constructed from government grants often provided and accepted without consideration of ongoing operations, maintenance and replacement needs.

Many of these assets are approaching the later years of their life and require replacement, services from the assets are decreasing and maintenance costs are increasing.

Councils' present funding levels are insufficient to continue to provide existing services at current levels in the medium term.

What options do we have?

Resolving the funding shortfall involves several steps:

1. Improving asset knowledge so that data accurately records the asset inventory, how assets are performing and when assets are not able to provide the required service levels,
2. Improving our efficiency in operating, maintaining, replacing existing and constructing new assets to optimise life cycle costs,
3. Identifying and managing risks associated with providing services from infrastructure,
4. Making trade-offs between service levels and costs to ensure that the community receives the best return from infrastructure,
5. Identifying assets surplus to needs for disposal to make saving in future operations and maintenance costs
6. Consulting with the community to ensure that park and recreation services and costs meet community needs and are affordable,
7. Developing partnership with other bodies, where available to provide services;
8. Seeking additional funding from governments and other bodies to better reflect a 'whole of government' funding approach to infrastructure services.

What happens if we don't manage the shortfall?

It is likely that council will have to reduce service levels in some areas, unless new sources of revenue are found. For parks and recreation assets, the service level reduction may include a reduction in maintenance and operating costs and an inability to renew existing assets in line the current renewal program (scenario 1 - from asset register).

What can we do?

Council can develop options and priorities for future parks and recreation assets with costs of providing the services, consult with the community to plan future services to match the community services needs with ability to pay for services and maximise benefit to the community for costs to the community.

What can you do?

Council will be pleased to consider your thoughts on the issues raised in this asset management plan and suggestions on how Council may change or reduce its parks and recreation services mix to ensure that the appropriate level of service can be provided to the community within available funding.

Rural Sealed Roads	% Network Being Renewed	Rehabilitation / Renewal Expenditure	% Network Required to be Renewed	Rehabilitation / Renewal Required	Shortfall	Budget Increase Required
Capital Renewal	0.4%	\$436,758	3.3%	\$3,330,289	\$2,893,531	663%
Reseals	3.9%	\$378,873	6.7%	\$567,882	\$189,009	50%

Rural Unsealed Roads	% Network Being Renewed	Rehabilitation / Renewal Expenditure	% Network Required to be Renewed	Rehabilitation / Renewal Required	Shortfall	Budget Increase Required
Resheeting	1%	\$162,909	5%	\$490,234	\$327,325	201%

Urban Sealed Roads	% Network Being Renewed	Rehabilitation / Renewal Expenditure	% Network Required to be Renewed	Rehabilitation / Renewal Required	Shortfall	Budget Increase Required
Capital Renewal	1.5%	\$334,415	3.3%	\$756,775	\$422,360	126%
Reseals	4.5%	\$85,435	6.7%	\$127,755	\$42,320	50%

Rural Road Bridges	% Network Being Renewed	Rehabilitation / Renewal Expenditure	% Network Required to be Renewed	Rehabilitation / Renewal Required	Shortfall	Budget Increase Required
Capital Renewal	0.5%	\$128,558	1.5%	\$1,697,031*	\$1,568,473	1220%

* Includes extra \$1.28M per annum over 10 years for timber bridge replacements

The above tables do not take into consideration ongoing maintenance costs. Any reduction in maintenance votes over forthcoming years will have a detrimental affect on expected useful lives of the asset and increase the rate for renewal requirements.

For example, Timber Bridges have an expected useful life of 50 years. This lifespan is, however, highly dependent upon regular maintenance of the asset. It is also expected that over the life of a timber bridge, the value of the maintenance will be similar to the replacement cost. Therefore the majority of Council's current annual Bridge Maintenance vote of \$472,626 is expended on timber bridge maintenance.

From the above tables it can be identified that, given present funding limits, Council is not currently able to fund rehabilitation and renewal works at the required intervals and is highly dependent upon Special Grants to achieve necessary asset renewals. It can also be seen that significant increases in funding is required to retain the road and bridge network at its current condition and undertake renewals as they become required . If the funding shortfall is not addressed, this will lead to a reduced level of service and further deterioration of the sealed roads and bridge network across the Shire.