

Relevant Information for Council

FILE: X128688 **DATE:** 20 February 2026

TO: Lord Mayor and Councillors

FROM: Veronica Lee, Executive Director City Services

THROUGH: Monica Barone PSM, Chief Executive Officer

SUBJECT: Information Relevant To Item 6.8 - Tender – T-2025-1686 – Parks and Street Greening Maintenance Services

For Noting

This memo is for the information of the Lord Mayor and Councillors.

Purpose

To provide information about the assessment of contract performance for the Parks and Street Greening Maintenance Services Contract.

Background

At the meeting of the Corporate, Finance, Properties and Tenders Committee on 16 February 2026, further information was sought about the assessment of contract performance for the Parks and Street Greening Maintenance Services Contract (the Contract).

To encourage a culture of continuous improvement, open communication and accountability, a performance management framework has been developed within the Parks and Street Greening Maintenance Specification (the Specification) with clear key result areas and the key performance indicators that inform them. This applies to both contracted and internal service providers.

Services are delivered within a planning, service delivery and reporting framework that is assessed against the key performance indicators on a minimum monthly basis. Monthly performance assessments involve onsite park and street greening audits by both City staff and the service provider and desktop quality assurance reviews by City staff.

Planning - Quality and Operational Plan

Under the Contract, the service provider must develop a Quality and Operational Plan (the Plan) for the purpose of documenting how the services will be delivered to meet the outcomes of the Specification.

The Plan is a living document and must be updated by the service provider at a minimum on a quarterly basis to reflect analysis of collected service data and monthly reporting and where circumstances require an update.

City staff managing the Contract review the Plan at each update against the Specification, key performance indicators, performance data and the service provider's monthly reports. Feedback is then provided to the service provider to incorporate into the Plan and is also discussed at monthly contract meetings.

Service Delivery

To meet its legislative obligations and commitment to best practice asset management, the City uses an electronic database to manage asset information known as the Corporate Asset Management System (the CAMS).

The CAMS is used by the service provider for scheduling and documenting service delivery against park and street greening assets. Service provider personnel use mobile devices to input real-time service delivery information into the CAMS against the asset they are servicing.

Data from the CAMS is used to assess performance, drive service delivery improvements and manage assets, through quality assurance reviews and discussion with the service provider at fortnightly operational meetings and monthly contract meetings.

Monthly Reporting

The service provider must submit a monthly report detailing the service delivery of the preceding month.

The purpose of the reporting is to analyse the service delivery against the Plan and the Specification with emphasis on the key performance indicators and strategic objectives. This analysis is used to drive service delivery improvements by informing updates to the Plan.

The monthly report, results of monthly audits and quality assurance reviews and key performance indicators (inclusive of required staffing levels) are discussed and tracked through monthly contract meetings.

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Approved

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