

Part 3

Report on performance

Performance overview

In 2011–12, DPS contributed to the integrated services and facilities for building occupants and effective functioning of Parliament by:

- extending ICT services to support portable electronic devices used by Senators, Members and their staff;
- providing a suitable venue for parliamentary activity through building maintenance and provision of building and security services; and
- providing Library, Hansard and broadcasting services to enable members of Parliament to contribute effectively to parliamentary activities.

DPS facilitated access for the general public to the work of the Parliament and its building by:

- welcoming over 850,000 visitors;
- launching the new APH website in February 2012;
- providing 1,626 hours of chamber broadcasts;
- providing 2,960 hours of parliamentary committee broadcasts; and
- providing print-ready Hansard transcripts on the DPS internet site and the web interface to ParlInfo (the parliamentary information search facility).

The effectiveness of our services is assessed through a customer satisfaction survey conducted each parliament that collects customer views on:

- the appropriateness of, and satisfaction with, existing services;
- problems with service delivery;
- identification of service gaps; and
- the extent to which services and facilities are appropriately and conveniently integrated and accessible to assist the user.

The survey for the 43rd Parliament was conducted in mid-2012. Satisfaction levels varied greatly across the range of DPS services. DPS has begun to address the matters arising from the feedback received, particularly in the key areas identified for improvement—catering, ICT services and visitor services.

Each Parliament, the Library commissions a client evaluation of its services. The evaluation for the 43rd Parliament was completed in May 2012 and found high levels of satisfaction with Library services.

Security services

The internal arm of the Parliament House security workforce (the Parliamentary Security Service—PSS) provided almost 24,000 hours of guarding per month in providing access control and security screening for over 850,000 visitors during 2011–12.

Business-as-usual activities revolve around controlling access to the building and protecting building occupants and visitors—with 4,103 new security passes issued in 2011–12. The PSS also managed the security requirements of a particularly heavy international visit program in 2011–12, with 37 visits from 20 countries and six global organisations. Highlights included visits to Parliament House by Her Majesty The Queen and His Royal Highness The Duke of Edinburgh on 21 October 2011; the Honorable Barack Obama, President of the United States of America on 16–17 November 2011; their Royal Highnesses, Crown Prince Frederik and Crown Princess Mary of Denmark on 22 November 2011; and Her Excellency Ms Yingluck Shinawatra, the Prime Minister of the Kingdom of Thailand on 28 May 2012.

A two-year program of major building security upgrades was completed in June 2012. The most notable and visible projects were the construction of the security wall in the public car park; the improvements to perimeter security at the loading dock; and the installation of robust gates at the entrances and exits to the pass-controlled private car parks. Security film was also installed on outwards facing windows. Also worth mentioning is the redevelopment of security entry points between the public and private areas of the building which has improved convenience and efficiency for pass holders moving between the two areas.

Two emergency evacuation exercises were conducted during 2011–12 (August 2011 and March 2012). Real-time and real-situation emergency drills are traditionally difficult to plan and manage where building occupants are part of a mobile workforce, dividing their time between Parliament House and the electorate offices. However, building occupants are becoming increasingly supportive and understanding of the need for these measures. The exercises allow DPS and the ACT emergency services to develop streamlined and well-practised arrangements to respond to a range of emergency situations and to ensure

that people who work in the building are familiar with evacuation procedures and assembly points.

The PSS and Australian Federal Police—Uniform Protection (AFP-UP) respond to a range of incidents that impact on or have the potential to impact on the safety and security of Senators, Members, other building occupants and visitors. Such incidents include unattended or suspicious items, suspicious activity, threatening phone calls, malicious mail items, protests or unauthorised building access.

A total of 345 security incidents occurred in 2011–12—ranging from lost property to alarms and protests. The increased number of incidents reported in 2011–12 (225) compared to 2010–11 (112) is driven by a change in reporting by the AFP-UP rather than a higher rate of actual incidents. In 2011–12, the AFP UP reported twice as many incidents as the previous year, by including matters such as surveillance reports which were not previously reported on.

Caring for the building

DPS maintains all aspects of the building—interior and exterior fabrics, electricity, heating and cooling, hydraulic services, and the landscape.

A significant part of the department's budget is spent on the building asset. It is inevitable that a 25-year-old building will require significant investment in asset maintenance and replacement.

Significant maintenance activities included:

- returning the areas adjacent to Parliament Drive with water-efficient couch grass, completing the reinstatement of 2 hectares of turf that had died due to the introduction of water restrictions;
- refurbishing 23 Ministerial, Senate and House of Representatives suites, including painting and recarpeting;
- painting 49,500m² of a total painted surface area of 400,000m²;
- replacing 1,320m² of carpet and lift ropes in five lifts;
- refurbishing 29 bathrooms and 40 en-suites; and
- replacing 23 glazing panels.

Capital works asset replacement projects undertaken this financial year included:

- upgrading the central energy system—three of the five refrigeration chillers were replaced because of reliability issues and the need to take advantage of efficiency gains from the use of modern technology;
- replacing air handling units in the emergency warning and intercommunication system (EWIS) room;
- replacing the refrigeration leak detection system;
- residual current device (RCD) replacement program; and
- replacing toilet flusherette and irrigation water supply pumps.

Energy efficiency initiatives

The Parliament resolved in August 2011 that Parliament House would participate in the 10% energy efficiency challenge. DPS has always been committed to making energy-efficiency gains and promoting Parliament House as a showcase of environmental good practice. Since the building opened in 1988, energy conservation initiatives at Parliament House have resulted in energy savings of 58%. The further target has been set—to achieve energy savings of 10% by 30 June 2015—against usage in the baseline year of 2009–10. Given

that the major efficiency gains have already been achieved, this next 10% will require far more innovation and dedication from both DPS and building occupants if the target is to be met. Many external and seasonal factors beyond DPS's control will influence success, particularly climate variations and the Parliament's cyclic pattern. DPS will work with the other parliamentary departments to focus on a range of key measures for reducing energy consumption, including:

- promotion of energy conservation behaviour and work practices of building occupants;
- capital investment to improve building services such as lighting, heating and cooling equipment and metering; and
- equipment fine tuning and building temperature optimisation.

A major initiative for improving the energy efficiency of Parliament House systems is well under way. Around 900 office luminaires (fluorescent lights) which had reached their end of life have been replaced with energy-efficient lights. This will provide a 60% lighting energy saving of 65,600 kWh per year. Also under way is a significant program of upgrades to energy management and measurement systems, including the installation of sensors, controls and meters to monitor and fine tune energy usage across the building.

Energy and water consumption

As part of the department’s energy efficiency program, DPS has succeeded in reducing annual water and energy consumption in recent years. Figures 3 and 4 show the downward trend of water consumption, and electricity and gas usage, respectively, since the building opened.

Total water consumption for 2011–12 was 156,853kL. This represents a small increase compared to 2010–11 due to the reactivation of some water features in the grounds of the building and the relatively lower usage in the previous reporting period as a result of the election year. However, it is still the second lowest year on record.

Figure 3—Annual building and landscape water consumption

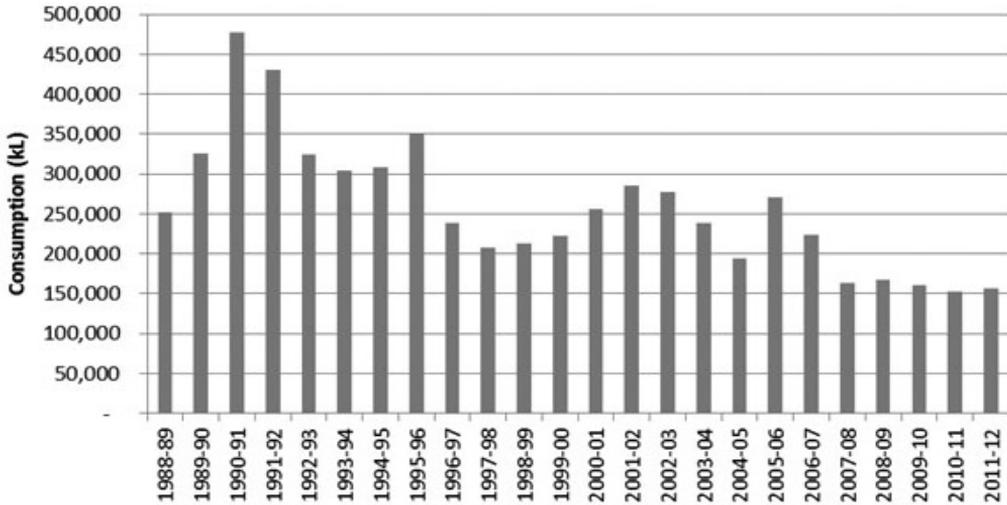
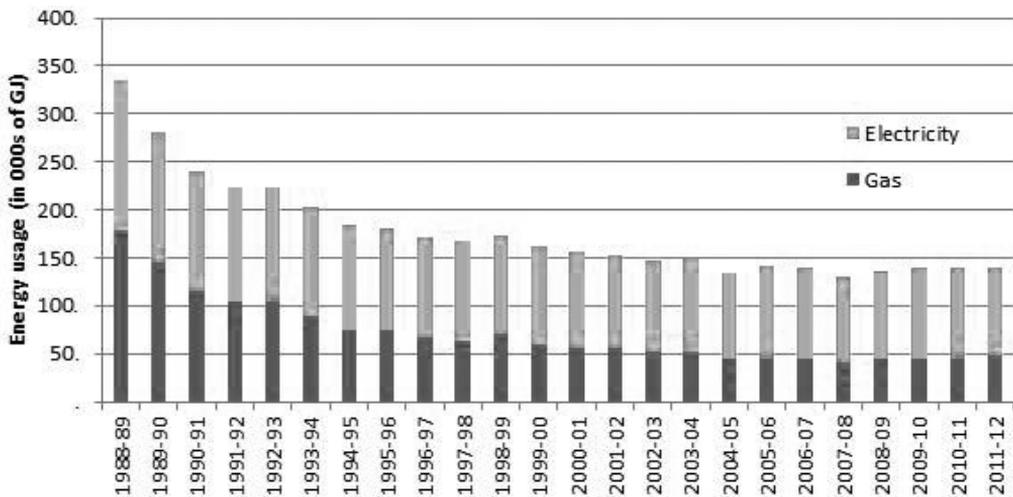


Figure 4—Annual energy consumption



Landscape water consumption is an area over which DPS has more control. Between 2010–11 and 2011–12 landscape water usage decreased by 4,069 kL (5.5%), the equivalent of 1.6 Olympic-size swimming pools. The initiative taken by DPS to introduce drought-tolerant grass species has seen a downward trend in water use over the last six years. Some credit for the reduction in consumption in the past year, however, must be given to the lower evaporation rates from unseasonal cool weather.

Electricity and natural gas consumption at Parliament House comprised 98%—139,349GJ—of total energy use. In 2011–12, electricity consumption decreased by 3% but natural gas consumption increased by 5%, due to a higher heating requirement for the building as a result of lower autumn and winter temperatures.

The usage trends for both electricity and gas have been relatively stable for some years. However, a very marginal rise in overall consumption (i.e. combined electricity and gas) can be seen in Figure 3, attributable to the greater requirement for heating, as mentioned above, an increasing number of building occupants, and ageing equipment. The last is being managed through maintenance and asset replacement.

During 2010–11, solar panels—with a maximum capacity of 43kW—were installed on the roof of part of the Senate wing and the gardeners compound to test integration with building systems.

As an additional outcome of the successful integration trial, in 2011–12, the total output from the panels was 59,501 kWh, or enough to power the lights in both the Senate and House of Representatives chambers.

Heritage management

DPS has been through a period of significant public scrutiny in a number of areas. In particular, heritage policy and management has been the subject of criticism and review. The department has responded in a number of ways.

Recommendations from the October 2011 Tonkin Review on the department's processes for the disposal of assets have been acted on and the majority have been completed. DPS's

disposal policies and practices are, as a result, more robust and supported by a strategic approach to heritage assessment in disposal processes.

A Heritage Management Framework was developed and endorsed by the Presiding Officers in November 2011. The framework articulates the heritage values of Parliament House, and guides the development of strategies and plans that protect and raise awareness of those values. One outcome of the framework has been the establishment of the Heritage Advisory Board. The role and membership of this board is included in Part 5—Sustainability.

Library services

The Parliamentary Library continues to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. In 2011–12, the Library:

- answered nearly 15,500 individual client requests;
- released over 420 publications, including 178 Bills Digests;
- introduced new online services including Summon, ParlMap and ebooks;
- added over 4,600 new titles to its catalogue and 185,600 items to its databases and Electronic Media Monitoring Service;
- digitised some 6,700 historic press releases (1959–1999) and completed digitisation of party political documents (policies and major speeches) back to the 1900s;
- recorded over 3.48 million uses of its collection and databases and over 4.8 million online uses of Library publications;
- achieved 33% of titles available online in full text; and
- achieved a 93% satisfaction rate in a client evaluation of Library services, with over 98% of respondents reporting that they would be likely to recommend Library services to colleagues.

Client satisfaction with the Library's service in the 43rd Parliament is established at 93%, which is the same level recorded in the 2009 DPS Customer Survey and maintains the significant rise in satisfaction from the 89% achieved in the 2007 survey.

Performance against the timeliness target fell below the target of 95%. This reflected in part the increase of some 12% in the number of individual client requests over the previous year and resourcing pressures caused by reduced staff numbers.

More information about the Parliamentary Library's performance is included in Part 4 of this report.

Building services

Visitors

DPS has a role in supporting democratic participation and Parliament's engagement with the community.

Parliament House continued to be an important visitor attraction in 2011–12. Overall visitor numbers have increased in the last year, in line with ACT Tourism figures which show a comparable increase in both domestic and international visitors to the ACT. More than 850,000 visitors passed through the doors of Parliament House in 2011–12, a slight increase from 2010–11. Almost 125,000 of these were with the many school groups to which DPS offers tours. To ensure visitor programs remain relevant and popular, DPS conducted a Parliament House visitor survey in early 2012. One key finding was the extent to which visitors valued the opportunity to do self-guided tours. Work commenced in 2012 to enhance the visitor experience based on the survey's findings.

The department's attention is not only on visitors to Parliament House, but also on virtual visitors. Better meeting the needs of online visitors was a focus of the APH website redevelopment.

Events

In addition to the busy program of 37 international visits referred to previously, DPS managed 290 parliamentary events and 944 non-parliamentary events.

On 4 June 2012, Parliament House played a major role in the celebration of Her Majesty Queen Elizabeth II's Diamond Jubilee. The building was one of many locations around the

world to hold a beacon lighting ceremony to celebrate the Queen's 60-year reign.

DPS managed the temporary exhibition program in the Presiding Officers' Exhibition Area. The House of Representatives presented My First Speech. Three exhibitions were presented by external organisations: *In the Line of Duty: Women in Policing from the Australian Federal Police*; *Mawson's Men: 100 Years of Antarctic Exploration from the Australian Antarctic Division*; and *Grand Visions: The Centenary of the Capital Plan* from the National Capital Authority. One in-house exhibition, *Faithful Representations: 100 years of the Historical Memorials Collection*, was presented.

DPS celebrated the centenary of the Historic Memorials Collection (HMC) in December 2011. This occasion was marked with special exhibitions at Parliament House and the National Portrait Gallery, and a presentation of a Senate Occasional Lecture on the history of the collection by the DPS Director, Art Services.

Childcare

In February 2012, the Capital Hill Early Childhood Centre celebrated three years of successful operation under the management of Anglicare Canberra and Goulburn. Childcare places were at or near capacity throughout the year.

Hansard and broadcasting services

As well as providing services within Parliament House, DPS provides audio-only or audio-visual support to the many committee hearings across Australia every year.

One of the challenges in parliamentary reporting is how to manage the workload in response to fluctuating sitting patterns and sitting hours each year. Although a rise in parliamentary activity is quite normal for the middle period of a parliamentary cycle, the number of chamber and committee hours increased considerably in 2011–12. To ensure that DPS can respond to the changes, a number of measures are used to improve efficiencies, including the engagement of casual staff as required.

Parliamentary committee activity achieved historically high levels in 2011–12. Committee transcripts typically make up more than

60 per cent of the overall Hansard workload. The number of hours of committee proceedings increased from 1,961 in 2010–11 to 2,960 during the reporting period. Despite the increase in sitting hours, Hansard and Broadcasting maintained a high level of service to committees, and performance against accuracy and timeliness indicators was improved. The proportion of individual transcripts (chambers) delivered within

timeframe targets increased from 83.2% in 2010–11 to 86% in 2011–12—and 97.8% in the May to June quarter.

Figures 5 and 6 show the number of hours of chamber sittings and committee proceedings recorded, respectively, between 1997–98 and 2011–12.

Figure 5—Broadcasting and Hansard—Chamber Hours 1997–98 to 2011–12

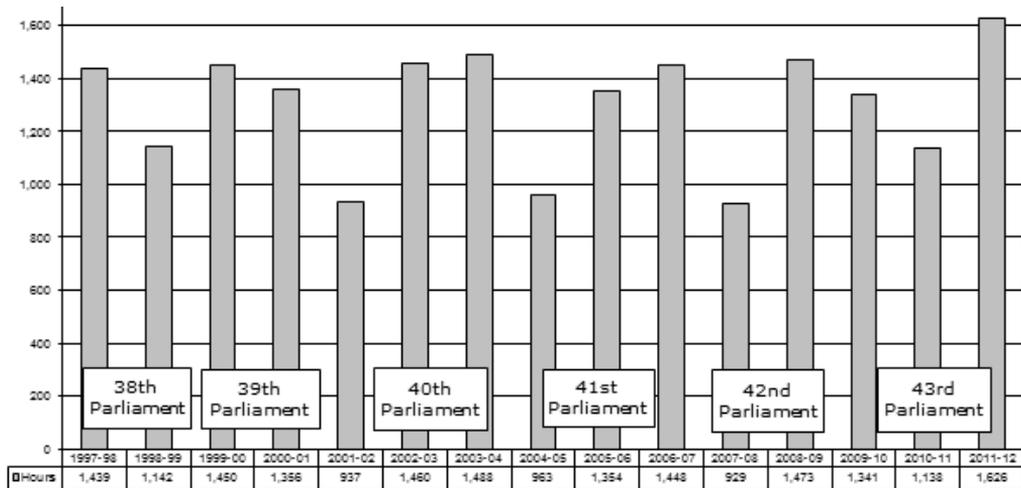
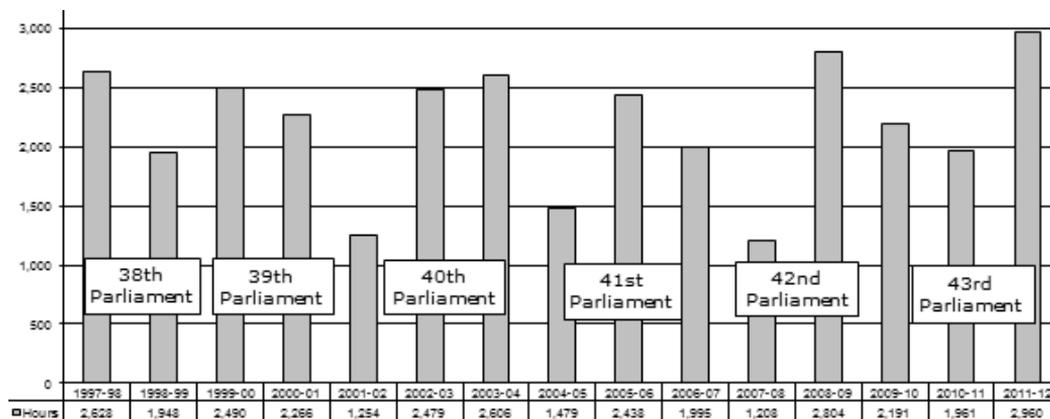


Figure 6—Broadcasting and Hansard—Committee Hours 1997–98 to 2011–12



Information and communications technology services

DPS provides services to over 4,800 registered ICT users in Parliament House and electorate offices, covering services from training and assistance to support for software and hardware and desktop and mobile computing to printers, televisions and pagers.

Demand for IT help desk services remained high in 2011–12, with over 48,000 requests for support—9% higher than in 2010–11.

A program of major upgrades to ICT systems and infrastructure included the rollout of Windows 7 and Office 2010 to replace older platforms. A new APH website went live on 17 February 2012 and further updates of the Hansard production system (HPS) were initiated (and completed in July 2012).

Major computing infrastructure upgraded during the year included remote access services and data storage systems, allowing much greater data to be added to the storage area network (SAN) to cater for growth in server and email demands.

An important development in late 2011 was the finalisation of the transfer of Electorate Office IT (EOIT) support from the Department of Finance and Deregulation to DPS.

The additional functions to support the electorate offices now under the responsibility of DPS include onsite ICT support, ICT training and the management of the communication network to the electorate offices. The Department of Finance and Deregulation has retained responsibility for certain entitlements such as the provision of mobile phones, including BlackBerry devices.

In 2011–12, DPS expanded ICT services to parliamentarians and their staff by facilitating the connection of their own mobile electronic devices to the PCN. This has allowed users to receive real-time access to email, the internet and diary information. The new service primarily involves the connection of iPhones and iPads but will include other devices over time. The connection of BlackBerry devices has been supported for a number of years.

These new responsibilities and challenges—ICT support to the electorate offices, the fast-changing environment of mobile computing and the ever-growing security threats to the network and data—will be considered as a high priority in future ICT strategic policy. To that end, the Presiding Officers commissioned former senior public servant, Mr Michael Roche, to conduct a review of ICT services for the Parliament. The main purpose of the review is to examine the management and delivery of ICT services to meet the needs of parliamentarians, their staff and the parliamentary departments. New initiatives arising from the review will be implemented in 2012–13 and a new IT governance framework will be developed with all key stakeholders represented.

Customer satisfaction

Overall customer satisfaction varied across the direct and facilitated services managed by DPS.

Of those that are directly managed by DPS, ICT services and visitor services have been identified as priority areas for improvement. Of the facilitated services, catering is the main area of focus for improvement.

The department is pleased that the high satisfaction levels of the Parliamentary Library have been maintained.

Program 1—Parliamentary Library

See Part 4—Parliamentary Library

Program 2—Building and occupant services

Program 2 of the DPS Outcome and Programs Framework is the provision of an efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors to Parliament House. Two subprograms—Security services and Facilities services—contribute to Program 2.

Security services—subprogram 2.1

DPS provides security, emergency and first aid services to occupants of, and visitors to, Parliament House. Table 3.1 shows the non-financial performance measures for security services.

Security services initiatives

Three factors drove an increase in internal guarding hours in 2011–12. These were the introduction of random explosive trace detection

Table 3.1—Security services—subprogram 2.1—non-financial indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Number of Security services	Number of hours of internal guarding (PSS)—Monthly average	21,636	21,917	23,732
	Number of hours of external guarding (AFP-UP)—Monthly average	10,459	10,567	10,533
	Number of scheduled emergency evacuation exercises completed	2	2	2
Security incidents	Number of reported security incidents	AFP-UP: 115	AFP-UP: 112	AFP-UP: 225 ¹
		PSS: 109	PSS: 83	PSS: 120
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	99%	97%	96%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	100%	100%	100%
	Percentage of security validation program achieved (target: 100%)	100%	100%	100%

1. This increase is driven by a change in reporting standards by the AFP-UP rather than a higher rate of actual incidents.

(ETD) screening at the public entrance to Parliament House, with an average of over 3,500 screenings conducted monthly; the provision of additional support for extended sitting hours in the House of Representatives; and a heavier official visit program, including visits by Her Majesty The Queen and the US President.

Security procedures

The PSS and AFP-UP respond to a range of incidents that affect, or have the potential to impact on, the safety and security of Senators, Members, other building occupants and visitors. Such incidents include unattended or suspicious items, suspicious activity, threatening phone calls, malicious mail items, protests and unauthorised building access.

Security validation program

Security validation exercises are conducted monthly by the PSS and AFP-UP. These exercises are intended to test how well security procedures work, and how security officers respond to those procedures, and to identify areas for improvement.

Examples of procedures tested in 2011–12 were those used to clear the public areas of the building at the end of each day, surveillance of persons acting suspiciously, explosive device response, casualty response and the screening of trolleys and prams.

Actions arising from the results of the validation exercises include: procedures updates; refinement of staff training programs; and advice provided to individual security officers to address job performance. The results of each exercise are reviewed by the Security Management Board (SMB).

Table 3.2 outlines the costs associated with providing security services.

Cost of security services

The overall costs for security services in 2011–12 increased due to: the increased official visit program; an increase in salaries, depreciation costs; security system changes; the introduction of ETD; and the increase in internal guarding hours.

Table 3.2—Security services—subprogram 2.1—financial indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Security services	Staff costs for:			
	a) internal guarding (PSS)	\$11,660,700	\$12,060,011	\$13,232,140
	b) external guarding (AFP-UP)	\$10,213,416	\$10,302,533	\$10,298,337
	c) additional PSS guarding for parliamentary functions	\$10,035	\$25,161	Figure now included in a) above
	d) additional PSS guarding for non-parliamentary functions	\$407,539	\$357,431	
	e) additional PSS or AFP-UP guarding for official visits	\$4,349	\$0	Figure now included in a) and b) above
	Direct costs of Pass Office operations	\$151,476	\$149,330	\$149,101
	Total cost of subprogram 2.1	\$29.799m	\$30.562m	\$34.067m

Facilities services—subprogram 2.2

For the purposes of this report, DPS defines facilities services as:

- Parliament House services for Senators, Members and building occupants, including catering, gymnasium and recreational facilities, first aid and health support, physiotherapy and remedial massage, childcare, floristry, hairdressing, postal services, a general store, a travel agent and banking; and
- visitor and community engagement services for overseas visitors and members of the general public, including guided and self-guided building tours, catering services at the Queen’s Terrace Café, The Parliament Shop, coordination of support for functions, events and official visits in Parliament House and provision of facilities and support to the 23 media outlets in Parliament House.

Table 3.3 outlines performance measures for facilities services in 2011–12.

Table 3.3—Facilities services—subprogram 2.2—customers

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering services	See footnote ²		36%
	Number of complaints about for catering	58	34	48
Nurses Centre	Number of incidents, accidents and requests for first aid	735	768	783
	Number of vaccinations delivered under influenza vaccination program	617	712	673
Health and Recreation Centre	Number of members, by category:			
	a) Senators and Members	55	64	78
	b) staff of Senators and Members	13	14	90 ³
	c) others (building occupants)	489	523	446 ³

2. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.

3. Prior to 2011–12, Parliament House based staff of parliamentarians were counted as others (building occupants).

Table 3.3—Facilities services—subprogram 2.2—customers (continued)

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Health and Recreation Centre	Number of casual visits by category of user:			
	a) Senators and Members	26	61	105
	b) staff of Senators and Members	1,188	1,558	2145
	c) others (building occupants)	929	464	506
	Total number of attendees at classes	2,904	3,511	3,948

Customer satisfaction

A DPS customer satisfaction survey was conducted in May–June 2012 and the results were received in August 2012. Customer satisfaction results for catering services at Parliament House were disappointing. 2011–12 was a period of transition in which retail services underwent contractual changes, a new ordering system was put in place, and the Staff Dining Room kitchen underwent refurbishment. Actions are under way to address the feedback received from customers.

Nurses Centre

The Nurses Centre provides first aid and health support services to Parliament House building occupants and visitors. Injuries requiring first aid ranged from minor injuries in the workplace to serious incidents needing urgent medical care.

In 2011–12, the Nurses Centre held lectures and free information seminars for building occupants on a range of health issues including mental health, kidney health and lung health in association with quit smoking initiatives. The Nurses Centre also contributes to an internal workplace health program called “Health on the Hill”.

Health and Recreation Centre

The Health and Recreation Centre (HRC) provides gymnasium and recreational facilities and fitness classes and assessments to eligible passholders. These facilities and services help to promote the importance of a work–life balance in Parliament House and provide an opportunity to non-Canberra-based users to maintain fitness regimes.

In 2011–12, DPS completed a program to upgrade all cardiovascular equipment, free weights and static exercise equipment, bringing the centre in line with modern gymnasium facilities.

Table 3.4 outlines visitor related performance measures.

Visitor satisfaction

DPS collects feedback through emails, letters and verbal comments to staff. The feedback is analysed for trends and used to adjust service delivery to better meet visitor expectations and improve satisfaction.

Catering feedback received through the above mechanisms in 2011–12 focussed on the clearing of tables, prices and food quality not meeting individual expectations in the Queen’s Terrace Café. In response to this visitor feedback, the catering contractor appointed a new chef to the Queen’s Terrace Café to oversee food quality, customer service and visitor satisfaction measures. The new chef was appointed in July 2012.

Visitor feedback also included comments about the frequency, timing and content of the public tours provided for visitors to Parliament House. A Parliament House visitor survey conducted in early 2012 suggested a variety of experiences and material that DPS could provide to better service our diverse visitor base. Notably, the survey results showed that around 90% of respondents indicated they were happy to discover things for themselves. The report also showed that most of the visitors who enjoyed this freedom also liked to have tour guides show them around (72% of respondents). This information will assist the department in developing more varied and tailored visitor services. An initial response to this feedback has been the development of a brochure to enable visitors to Parliament House to have a self-guided building experience.

Table 3.4—Facilities services—subprogram 2.2—visitors

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2011–12
Visitor satisfaction	Number of complaints about Visitor services	17	6	15
	Number of complaints about The Parliament Shop	2	1	1
	Number of complaints about facilities contracts for catering	5	9	13
Events and Official Visits	Total number of functions and events held in Parliament House			
	Official visits	16	10	37
	Parliamentary	209	248	290
	Non-Parliamentary	1,013	834	944
Community engagement with Parliament House	Total number of visitors	933,878 ⁴	820,783	851,203
	Total number of participants in general (public) tours	78,114	73,196	59,577
	Total number of participants in school tours	125,760	125,450	124,357
	Total number of participants in other tours	10,671	8,852	5,581
Parliament Shop customers	Total number of purchases from The Parliament Shop	64,079	61,040	60,405

4. The 2009–10 figure of 933,878 included an estimated 67,000 passholders who were redirected through the Main Front public entrance whilst the staff basement entry was being refurbished. Estimated visitors for 2009–10 on a like-for-like basis was 866,000.

Events and official visits

DPS provided event coordination, security and audio-visual services to an official visit program that comprised 25 Guest of Government delegations, 10 Guest of Parliament delegations and two other delegations. These official visits assist in promoting Australia's diplomatic ties and raising the profile of the Parliament in Australia and around the world.

Visitor numbers are influenced by various factors including overall tourism levels in the ACT and the occurrence of a federal election. The overall increase in visitor numbers for 2011–12 reflect this—up from the election year of 2010–11—and is commensurate with ACT Tourism figures, which show a comparable increase in both domestic and international visitors to the ACT. The number of business visitors significantly decreased.

Community engagement with Parliament House

Visitor numbers to Parliament House are measured by the number of people entering the building through the public Forecourt entrance and include tourist visitors, school groups, business visitors and people attending functions and events at Parliament House.

A visitor survey conducted in the February–March 2012 period shows that 33% of visitors to Parliament House are from overseas and around 58% of visitors had been to Parliament House on at least one previous occasion.

The Parliament Shop

The total number of purchases from The Parliament Shop has slightly declined over the past two years although revenue increased by 9.3% compared to the previous financial year. A comprehensive review of The Parliament Shop is planned for 2012–13.

Table 3.5 outlines financial performance measures for facility services.

Table 3.5—Facilities services—subprogram 2.2—price indicator

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Facilities services	Waste management costs under contracts	\$139,885	\$142,614	\$129,599
	Gross revenue from:			
	a) Press Gallery licensees	\$1,107,321	\$1,194,107	\$1,276,429
	b) catering contractors	\$520,318	\$451,245	\$525,140
	c) non-catered functions ⁵	\$30,682	See footnote	See footnote
	d) other licensees	\$195,095	\$191,104	\$192,305
	Management fee paid to catering contractor(s)	\$350,000	\$376,769	\$516,797
	Nurses Centre: direct costs	\$194,424	\$173,222	\$185,820
	Health and Recreation Centre: Revenue	N/A	\$92,000	\$100,903
	Health and Recreation Centre: net costs (direct costs less revenue)	\$34,347	\$105,305	\$120,568

5. Changes to the management of non-catered functions were implemented in 2009–10 and this revenue is now included in the catering contractor revenue.

Table 3.5—Facilities services—subprogram 2.2—price indicator (continued)

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Facilities services	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	\$989,228	\$1,162,212	\$1,321,088
	The Parliament Shop: revenue (target: \$1.3m)	\$1,192,793	\$1,086,895	\$1,187,608
	The Parliament Shop: net profit (target: 10% of revenue)	\$181,174 (15.2%)	\$104,568 (9.6%)	\$110,368 ⁶ (9.29%)
	Total cost of subprogram 2.2	\$7.661m	\$7.639m	\$7.774m

Cost of facilities services

The overall cost of subprogram 2.2 for 2011–12 increased by \$135,000.

Gross revenue from Press Gallery licensees is consistent with previous financial years, adjusted in accordance with CPI changes on 1 July each year. Revenue received from the retail spaces within Parliament House (other licensees) has been consistent with previous years. Valuations occurred in May for a new fee structure for retail licensees, which will be applied to all agreements when they reach the end of their initial term. This will occur to agreements reaching this milestone in the 2012–13 financial year.

Net costs in the Health and Recreation Centre (HRC) were slightly higher than the previous year due to the cost of covering staff absences with casual labour, providing extra classes (a need identified in a review of the HRC in 2011) and upgrading the HRC coordinator position.

The increased net costs for Guide services compared to previous years was due to the development of a marketing action plan and the self-guided brochure, and the decline in paid tours.

Financial performance of the Nurses Centre was consistent with the performance reported in previous financial years.

6. For 2011–12, the Parliament Shop net profit includes supplier expenses such as postage and banking fees.

Program 3—Infrastructure services

Program 3 of the DPS Outcome and Programs Framework is the provision of integrated services and facilities through the provision of maintenance, infrastructure and support services. Two subprograms—Building infrastructure services and IT infrastructure services—contribute to Program 3.

Building infrastructure services—subprogram 3.1

DPS provides building infrastructure, maintenance, landscape and utility services (electricity, gas, water and sewerage) for Parliament House.

Table 3.6 shows performance against measures relating to the condition of the building, the landscape, engineering systems, design

Table 3.6—Building infrastructure services—subprogram 3.1—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which the building condition is maintained	Building Condition Index (target: 89-92%)	88.9%	88.8%	88.1%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	88.2%	87.5%	87.7%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	78%	79%	86%
Extent to which the design integrity is maintained	Design Integrity Index (target:90%)	91.2%	90.2%	89.8%
Performance of security systems	Scheduled availability of operational systems:			
	(a) card management system (target: 100%)	100%	100%	100%
	(b) radio communications equipment (target: 100%)	100%	100%	100%
	(c) x-ray equipment / walk-through metal detection (target: 95%)	100%	100%	100%
	(d) CCTV system (target: 98%)	100%	100%	100%
	(e) electronic door locks (target: 99.8%)	100%	100%	100%
	(f) alarms (target: 99.9%)	100%	100%	100%
Customer Satisfaction	High level of building occupant and/or user satisfaction with cleaning, pest control and sanitary services.	N/A		83%

integrity and security systems. The table also shows the customer satisfaction result from the 2012 customer survey.

Extent to which building condition is maintained

The building condition index (BCI) measures the current condition of the building fabric of Parliament House, expressed as a percentage of the original condition. The BCI is the result of a visual inspection of building and fabrics surfaces for general deterioration and damage caused by general wear and tear.

The BCI score rates the condition of the building finishes and fixtures of eight zones within Parliament House, as shown in Table 3.7. The DPS Long Term Fabric Planner conducts the inspections at different frequencies (biannual or annual) depending on each area's profile (ranging, for example, from the Ministerial areas to basement plant room space).

The overall scores for each zone are recorded and these are combined into an overall BCI score as at 30 June each year. The target range of 89-92% has been determined, based on external benchmarks, as the optimum balance of condition and cost. The outcome of the BCI contributes to the planning of the building and fabric maintenance programs.

Condition and ageing of engineering systems

The engineering systems condition index (ESCI) measures the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles. The system of scoring has been designed so that the optimum target of 90% is achieved if all systems are ageing through their life cycle as expected.

To calculate the ESCI, 67 engineering systems—including air conditioning, catering equipment, hydraulic, power, fire systems and building structure—are scored for reliability, life cycle progress and actual versus expected condition. The value in carrying out an annual ESCI is to identify system performance in totality. The level of maintenance expenditure to ensure operational reliability is evaluated to highlight trends in system deterioration. The ESCI results contribute to the identification of plant requiring additional maintenance resources and the identification of systems for asset upgrade or replacement.

The overall score of 87.7% reflects the continual contribution of the capital works program of asset upgrade/replacement in negating the effects of plant deterioration.

Table 3.7—Building condition index score by zone

Zone	Score (%) 2009–10	Score (%) 2010–11	Score (%) 2011–12
Public areas	89.3	88.2	88.0
Parliamentary chambers	91.6	92.1	92.0
Ministerial wing	89.0	89.3	88.9
Senate wing	89.1	88.6	88.7
House of Representatives wing	88.9	88.7	88.8
Back of House	85.6	86.8	87.1
Plant rooms	89.1	88.3	87.9
Total score	88.9	88.8	88.1

Extent to which landscape condition is maintained

The landscape condition index (LCI) measures the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition. The landscape has been divided into eight zones as shown in Table 3.8. The LCI is measured in October each year by a team comprising the assistant director landscape services and three landscape services staff. The scores for each zone are recorded and combined into an overall score.

There was an 8% increase in LCI in 2011–12 to 86%—still 4% below the target of 90%. The increase is due to: couch grass installation (3,822m²) along the outside of Parliament Drive; replacement of water hungry *Choisya ternata* (Mexican Orange Blossom) with a more drought tolerant *Correa* species (*Correa glabra*—750 plants) on the House of Representatives bank; and the restoration of granite paths in the peripheral gardens and timber covers installed over decommissioned water features.

Extent to which design integrity is maintained

The design integrity index (DII) measures the current condition of the design integrity and heritage values of Parliament House and the precincts expressed as a percentage of the original built form. In particular, it measures the extent to which change within Parliament House and the Precincts impacts upon the original design intent.

For the purpose of measuring the DII, Parliament House is divided into eight zones, as shown in Table 3.9 (over the page). In each zone, the components of language, symbolism, design order, change and the overall impression are examined and given a score from one to five. The outcomes for each component are added together to obtain a zone score. The zone scores are added to obtain a building score. This score is then expressed as a percentage of the total possible score.

The overall score of 89.8% reflects an increase in the wear and tear on the building fabrics, particularly during setup and set down for public functions in the ceremonial spaces, and the blocked skylight in the Great Hall. Building-wide issues that continue to affect the overall

Table 3.8—Landscape condition index score by area

Zone	Score (%) 2009–10	Score (%) 2010–11	Score (%) 2011–12
Native peripheral gardens	70	70	75
Senate courtyards	84	78	94
House of Representatives courtyards	84	84	94
Ministry	68	64	86
Eastern formal gardens	86	82	89
Western formal gardens	75	75	91
Ramps	94	94	81
Front area	64	75	75
Total score	78	78	86

Table 3.9—Design integrity index score by area

Zone	Score (%) 2009–10	Score (%) 2010–11	Score (%) 2011–12
Public and ceremonial areas	95.4	94.2	91.4
House of Representatives wing	90.3	89.6	89.9
Senate wing	93.2	93.5	92.0
Ministerial wing	93.1	93.8	94.3
Committee rooms and Library	89.1	90.0	91.5
Facilities areas and tenancies	88.2	84.7	84.0
Circulation and basement areas	85.4	83.9	83.8
Exterior: landscape and roadways	90.8	89.2	89.7
Total Score	91.2	90.2	89.8

DII rating include the continued proliferation of business machines throughout the circulation spaces and the increasing quantity of non-standard furniture.

networks remained stable, and there is a range of built-in redundancies to ensure the systems continue to function in the event of equipment failure.

Performance of security systems

The card management system, electronic doors and alarms are connected to a security network. The closed circuit television system (CCTV) and radio network are connected to a separate security network. Overall, the security

Customer Satisfaction

The level of building occupant and/or user satisfaction with cleaning, pest control and sanitary services has risen from 67% in 2008–09, to 83% in 2011–12.

Table 3.10 shows resource consumption, waste production and maintenance activity.

Managing the potential impact on the environment

Environmental performance reporting information is in Part 5 of the annual report. Part 5 includes information on managing the potential impact on the environment.

Maintenance of plant and building fabric

The maintenance of plant and building fabric indicator represents the number of preventative maintenance work orders planned for the 12 months compared to the number of work orders completed over the same period. There were a total of 17,765 work orders planned for 2011–12 of which 87.9% were completed against a target of 85%. This achievement is in line with previous years.

Maintenance help desk requests

The number of calls to the maintenance services help desk fell by 719 this year. No particular reason can be identified for the drop in calls.

Table 3.11 (over the page) shows the costs of providing infrastructure services to Parliament House, including maintenance and utility costs.

Maintenance cost

The reduction in maintenance costs is mostly due to the delay in letting the air handling services contract and the transfer of the Security System Maintenance contract to the Building Services Branch.

Table 3.10—Building infrastructure services—subprogram 3.1—quantity indicators

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Managing the potential impact on the environment	Electricity consumption (target: 80,987GJ)	96,091GJ	92,574GJ	89,811 GJ
	Gas consumption (target: 39,106GJ)	44,311GJ	46,699GJ	49,007 GJ
	Greenhouse gas emissions (target: 20,160 tonnes CO ₂ -e)	24,332 tonnes CO ₂ -e	27,720 tonnes CO ₂ -e	27,136 tonnes CO ₂ -e
	Water consumption Total (target: 182,535kL)	161,187kL	152,842kL	156,853 kL
	a) landscape water consumption; and	83,817kL	73,084kL	69,015 kL
	b) building water consumption	77,370kL	79,758kL	87,838 kL
	Waste recycled as a percentage of total waste generated (target: 47%)	41%	48%	43%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	88%	89%	87.9%
Maintenance Help Desk requests	Total number of calls	18,442	27,610	26,891

Table 3.11—Building infrastructure services—subprogram 3.1—price indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	\$22,811,273 (+22%)	\$23,435,118 (+2.7%)	\$21,680,522 (-7.49%)
	Cleaning costs under contracts			
	a) internal cleaning costs	\$3,709,485	\$3,884,854 (+4.7%)	\$4,088,570 (+5.24%)
	b) industrial cleaning costs	\$885,030	\$1,407,613 (+59%)	\$1,390,784 (-1.2%)
	c) cost of additional labour (including function set up)	\$81,415	\$27,497 (-66.2%)	\$12,643 (-54.02%)
Energy	Target: Energy cost reduced by 1.25% from previous year	\$3,596,633 (+22.7%)	\$3,947,066 (+9.7%)	\$3,387,794 (-14.17%)
Water	Target: Water cost reduced by 1.25% from previous year	\$625,320 (+1.6%)	\$611,553 (-2.2%)	\$723,276 (+18.27%)
	Cost of water: \$/ha landscape (23 ha)	\$14,138 (-8.9%)	\$12,714 (-10.1%)	\$13,836 (+8.8%)
	Cost of water: building	\$300,155 (16.1%)	\$319,129 (+6.3%)	\$405,034 (+26.9%)
Total cost of subprogram 3.1		\$23.500m (+18.2)	\$22.582m (-3.9%)	\$19.995m (-11.46%)

Energy cost

This indicator is made up of both gas and electricity costs. In 2011–12, as indicated in table 3.10 the gas consumption increased but the electricity consumption decreased. Overall energy costs decreased by 14.17% due to the favourable terms negotiated for the Whole-of-Government electricity contract, which commenced 1 July 2011.

2010–11. This increase is due to:

- a rise in water and sewerage costs in the ACT from 1 July 2011; and
- an increase in water use by 2.6%, which can be attributed to the reactivation of some water features, and also external cleaning activities that have not occurred for a number of years due to water restrictions.

Water cost

Parliament House has over 4,500 rooms on a site of 32ha, of which 23ha is landscaped. The total cost of water and sewerage use for Parliament House in the 2011–12 year was \$1,166,051, which is an increase of 13.98% from

Total cost of subprogram

The total cost of providing building infrastructure services has decreased by 11.46% compared to 2010–11. The reduction was due to an asset maintenance cost reduction, and a reduction in energy and depreciation charges.

IT infrastructure services – subprogram 3.2

Table 3.12 shows the level of customer satisfaction, the availability of critical systems and the timeliness of incident resolution for IT services.

Customer satisfaction

Customer satisfaction with IT services has dropped from 71% in 2009 to 57% in the 2012 customer survey. Between surveys, which occur once per Parliament, customer satisfaction is monitored from year to year by the number of formal notes of “thanks” from users and the number of formal complaints.

Table 3.12—IT infrastructure services—subprogram 3.2—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of user satisfaction— Number of instances of positive feedback recorded in the service and request management system (SARMS)	37	23	13
	Number of user complaints	26	38	23
High level of critical systems availability	The total time that critical systems are unavailable during scheduled service hours, and critical system availability expressed as a percentage of scheduled service hours (target: 100% availability):			
	a) information technology infrastructure (computing services)	99.98% (unavailable for 2:56 hrs)	98.44% (unavailable for 54:21 hrs)	99.92%
	b) information technology infrastructure (network)	99.98% (unavailable for 2 hrs)	99.98% (unavailable for 2 hrs)	99.92%
	c) broadcast infrastructure support	100% (unavailable for 0:00 hrs)	99.9% (unavailable for 6 hrs)	100%
	d) telecommunications infrastructure	100% (unavailable for 0:00 hrs)	100% (unavailable for 0:00 hrs)	100%
Timeliness of incident resolution	Percentage of support requests resolved within service standards as follows (target: 95%):			
	a) immediate priority—response 15 minutes, resolution 2 hours	93.27%	95.12%	85.50%
	b) high priority—response 30 minutes, resolution 4 hours	97.16%	96.30%	76.90%
	c) medium priority—response 30 minutes, resolution 8 hours	97.94%	96.59%	85.20%
	d) as agreed—response 60 minutes, resolution as agreed	97.88%	96.13%	96.10%

After a year of continuous change in user services, it is not unexpected that customer satisfaction or formal notes of recognition are lower than previous years. However the reduction in formal complaints highlights the work that was put into resolving user issues quickly and the emphasis on prioritising support calls from Senators and Members. The complaints mostly related to the timeliness of support services, general customer service and dissatisfaction with services such as BlackBerry and Outlook. The networking of label printers caused complaints where DPS was unable to maintain the networking function of older devices. Instead those devices were replaced by devices that could be networked.

High level of critical systems availability

Systems availability is based on how reliable the physical infrastructure is. The measure does not take into account the availability of the services (such as email) to an end user. The availability of systems target is 7am to midnight on sitting days and 7am to 8pm on business days (Monday to Friday non-sitting days).

In 2011–12, infrastructure hardware was available for 99.92% of the time. This is an increase of 1.48% over the previous year indicating fewer issues were encountered. This is expected as a result of ongoing investment in infrastructure such as upgrades to hardware (e.g. servers) and software (e.g. operating systems) used to run the IT environment. In 2011–12, the network had a slightly reduced availability (99.92% v 99.98%) compared to 2010–11. This can be attributed to some critical electrical infrastructure upgrades. On the whole these electrical upgrades progressed within scheduled out-of-hours maintenance periods. However, there were a few instances in which power was not restored to some of the data communications equipment until after the out-of-hours timeframe.

The telecommunications infrastructure remained available for 100% of the time. This statistic excludes the failure of individual handsets.

In 2011–12, critical broadcasting systems achieved their performance target of 100% system availability. This can be attributed to a proactive approach to system maintenance based on a preventative maintenance schedule and a commitment by support staff to quality service. Deployment of new technology in audio and sound reinforcement systems improved robustness and sound quality on the floor of the committee rooms.

Service requests were excluded from this indicator for 2011–12 due to the implementation of a new reporting system which records and reports on service requests differently to the previous system.

Timeliness of incident resolution

A key reason for the significant drop shown in the percentage of incidents resolved within service standards is a change in how incidents are reported. 2011–12 is the first full year of reporting using the new DPS service and request management system (SARMS). In this new system, service requests—simple requests for services such as equipment loans that are quickly and easily resolved—have been excluded from the 'Timeliness of incident resolution' report. By not reporting service requests, up to 30% of the quickly resolved helpdesk calls have been removed, thereby increasing the proportion of requests that are more difficult (and take longer) to resolve.

The new reporting system has provided a more accurate indication of incident resolution by better reflecting how significant incidents are dealt with.

Table 3.13 shows the levels of support services provided for IT services.

Support services

The level of support services for 2011–12 was generally in line with the 2010–11, with the number of support desk calls up by approximately 9%.

The number of consultation hours increased significantly. Consultation is measured as the amount of hours spent addressing client calls by the support desk and calls escalated to second level support. This includes service requests, incidents and requests for information. Due to the introduction of a new call logging and reporting system and a decision to include all work performed by support staff, the number of consultations has increased substantially from previous years.

Table 3.13—IT infrastructure services—subprogram 3.2—quantity indicator

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Support services	Number of support services, by category:			
	a) support desk calls	46,607	44,663	48,474
	b) training services	125 participant days	128 participant days	128 participant days
	c) consultations	6,733 hours	5,312 hours	13,586 hours
	Number of support services, by category:			
	d) total number of registered users on the PCN	4,950	4,818	4,848
	e) amount of storage under management	19 TB	687 TB	785 TB
	f) emails transmitted across internet	51,129,211	37,036,081	24,511,705
	g) external web accesses from PCN	38,927 GB downloaded	61,929 GB downloaded	69,453 GB downloaded
	h) number of telephone calls made that leave Parliament House	2,271,907	1,959,829	1,978,648
i) number of facsimiles sent	211,706	131,389	124,056	
Volume of IT services required	Number and percentage change in registered users supported on the PCN	+ 155 (+3.2%)	- 122 (-2.6%)	+ 30 (+0.6%)

IT services provides IT training services for parliamentary clients. This includes classroom training in the Microsoft suite of products, the parliamentary search application (ParlInfo Search), and other departmental applications such as TRIM, the electronic document and record management system (EDRMS), and SAP, the financial management system. In 2011–12, the focus has been on training for the upgrade to Office 2010 but the most popular course continues to be ParlInfo Search.

More storage was added to the department's storage area network (SAN) to cater for growth in home server and exchange environments.

In 2010–11, there was a large reduction in the number of emails received compared with the previous year. This was due to the introduction of new spam-blocking software, network reputation services (NRS), into the exchange environment. A further decrease in email traffic recorded in 2011–12 can be attributed to two factors: the parliamentary sitting pattern (the year following a federal election year has relatively higher email traffic) and a three-month period of under-reporting of email statistics during the migration from the old exchange server to a new email environment.

The number of telephone calls made has remained much the same as for 2010–11. There was a continued downward trend in the number of facsimiles that are sent, down to nearly a third of the number sent in 2008–09 (355,280).

Volume of IT services required

As shown in table 3.14, the number of users registered on the PCN has remained relatively stable. However, this figure does not include the churn of users on the PCN. DPS handled 11,158 requests for account modification: these are made up of 1,252 new user accounts and mailboxes, 8,485 modifications of account access to shared information and shared mailboxes, and 1421 deletions of user accounts.

Table 3.14—Registered PCN users

Users	2007–08	2008–09	2009–10	2010–11	2011–12
Department of Parliamentary Services	1,111	1,125	1,086	1,092	1,163
Department of the Senate	246	235	205	201	187
Department of the House of Representatives	262	240	226	235	254
Senators and staff	796	940	1,008	995	899
Members and staff	1,658	1,938	2,147	2,021	2,104
Other clients (DoFD)	302	317	278	274	241
Total	4,375	4,795	4,950	4,818	4,848

Table 3.15 shows the costs of providing IT, broadcasting and telecommunication infrastructure, as well as the total costs for the subprogram.

Total cost of subprogram 3.2

The rise in IT support infrastructure costs is attributed to the increased costs of enhanced security, higher level of support for email systems, and higher depreciation charges.

The significant reduction in broadcasting infrastructure costs per hour is attributed to a combination of the higher numbers of broadcasting hours, and lower maintenance costs associated with new equipment that has been installed over the period.

Telecommunications costs have remained fairly constant over the period.

Table 3.15—IT infrastructure services—subprogram 3.2—price indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
IT support infrastructure	Cost per registered user	\$2,246 (-3.3%)	\$2,921 (+29.3%)	\$3,194 (+9.36%)
Broadcasting support infrastructure	Cost per broadcast hour	\$1,304 (+15.1%)	\$1,344 (+3.1%)	\$930 (-32.17%)
Telecommunications infrastructure	Total costs	\$2.955m (-4.2%)	\$2.770m (-6.26%)	\$2.791m (+0.76%)
IT infrastructure services	Total cost of subprogram 3.2	\$20.881m (+4.1%)	\$21.604m (+3.5%)	\$29.716m (+37.55%)

Program 4—Parliamentary records services

Introduction

Program 4 of the DPS Outcome and Programs Framework is the provision of access to the work of the Parliament through audio-visual and Hansard records of proceedings of Parliament. Two subprograms—broadcasting services and Hansard services—contribute to Program 4.

Broadcasting services—subprogram 4.1

Broadcasting services provided by DPS involve the production and archiving of audio-visual records of parliamentary proceedings in the chambers—the Senate, House of Representatives and Federation Chamber—and committees, when committee hearings are held in venues at Parliament House that have audio-visual facilities.

DPS broadcasting services provides feeds to the Australian Broadcasting Corporation (ABC) which has an obligation in accordance with the *Parliamentary Proceedings Broadcasting Act 1946* to transmit, via radio, the proceedings of the Senate and House of Representatives Chambers.

Table 3.16 shows the level of customer satisfaction with Broadcasting services.

Table 3.16—Broadcasting services—subprogram 4.1—quality indicator

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of customer satisfaction	N/A ⁷		88%
	Number of customer complaints	1	1	1

7. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.

Customer satisfaction

Customer satisfaction about Broadcasting services remains at a very high level, with one customer complaint in each of the last three years. The 2012 Customer Survey indicates a high level of satisfaction with Broadcasting services, with 88% of respondents indicating they are satisfied or very satisfied with the services provided.

Table 3.17 shows the number of hours of audio-visual material created, and the number of broadcast services provided during 2011–12.

Broadcasting services

Chambers

During 2011–12, DPS Broadcasting services supported an increased number of sitting hours (488 more than for 2010–11). This was achieved by improvements made to the way Broadcasting utilised its staff, including:

- employing casual staff on a more frequent basis;
- using audio-visual staff to undertake additional committee duties (for which only an audio recording is made); and
- reengineering the duties of the administration section to incorporate operational responsibilities.

Table 3.17—Broadcasting services—subprogram 4.1—quantity indicator

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Broadcasting services	Hours of material captured on audiovisual record, by category:			
	a) chambers	1,341	1,138	1,626
	b) committees (ACT hearings)	1,235	1,396	2,002 ⁸
	c) committees (interstate hearings)	956	565	958 ⁹
	Number of other productions	909	742	636
	Number of audiovisual services	1,352	1,190	1,212
	Number of master control services	1,582	1,878	2,109
	Number of requests for extracts of parliamentary broadcast material	1,162	1,462	2,351

Committees

Committee activity achieved historically high levels in 2011–12 due to increased sitting hours. DPS staff provided audio-only or audio-visual support to hearings within the ACT and audio-only support to hearings across Australia, including capital cities and many regional areas.

Other productions

In addition to supporting the sittings of the Parliament and its committees, DPS provides media production services for other events held in Parliament House. In 2011–12, this included acting as host broadcaster for the visit of the President of the United States to Parliament House, and the parliamentary reception for Her Majesty The Queen and His Royal Highness The Duke of Edinburgh.

8. Not all ACT committee hearing records are audio-visual records. Some are audio only, used to prepare the Hansard transcript and kept for a short period.

9. Records for interstate committee hearings are audio only, used to prepare Hansard transcripts and kept for a short period.

Audio-visual services

The audio-visual services include sound reinforcement and recording of functions, meetings, seminars and special events. This service includes providing audio-visual equipment to clients in Parliament House. DPS provided 1,212 services in 2011–12, a slight increase from the 1,190 of the previous year.

Master control services

DPS also provides master control services to external media organisations to broadcast selected parliamentary proceedings and other special events. The number of these services increased from 1,878 in 2010–11 to 2,109 in 2011–12.

Requests for extracts of parliamentary broadcast material

DPS provides multimedia files of parliamentary proceedings to Senators and Members, the media and the public, on request. The number of requests has increased significantly from 1,245 in 2008–09 to 2,351 in 2011–12.

Table 3.18 shows the price indicators for Broadcasting services.

Broadcasting services—cost

There was a 43% increase in audio-visual recording for the Senate and the House of Representatives for 2011–12 compared to 2010–11. The decreased cost per hour of audio-visual recording for 2011–12 is due to fixed costs being spread over increased activity.

In 2011–12, the cost of other productions decreased by 22% to \$379,448. This was due to a decrease in demand for these services.

Cost recovery from other productions

DPS recovered \$320,085 through charging for services provided to clients for non-parliamentary business. The revenue decreased by approximately 10%, primarily due to increased parliamentary business activities.

Table 3.18—Broadcasting services—subprogram 4.1—price indicators

Price Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Broadcasting services	Cost per hour of material captured on audiovisual record, by category:			
	a) Chambers	\$718	\$834	\$657
	b) committees (ACT hearings)	\$841	\$759	\$501
	c) committees (interstate hearings)	\$838	\$1,282	\$871
	Cost of other productions	\$369,003	\$488,156	\$379,448
	Cost recovery from other productions	\$350,812	\$355,981	\$320,085
	Total cost of subprogram 4.1	\$6.440m	\$6.787m	\$6.408m

Hansard services—program 4.2

Hansard services comprise transcribing and publishing reports of proceedings in the Senate, the House of Representatives, the Federation

Chamber (second chamber of the House of Representatives) and parliamentary committees as well as preparing transcripts of some

Table 3.19—Hansard services—subprogram 4.2—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of customer satisfaction	N/A ¹⁰		86%
	Number of customer complaints	2	4	2
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):			
	a) Chambers	2.6 errors	3.9 errors	2.9 errors
	b) committees	1.3 errors	6.2 errors	11.0 errors
Timeliness of transcription	Percentage of transcripts delivered for Chambers within service standards (target: 95%):			
	a) individual draft speeches (2 hours after speech finishes)	96.2%	83.2%	86.0%
	b) electronic proof <i>Hansard</i> reports (within 3 hours after House rises)	94.2%	71.9%	82.8%
	c) hard-copy proof <i>Hansard</i> reports (available in Parliament House by 8:30 am the following sitting day)	100.0%	98.8%	98.4%
	d) electronic official <i>Hansard</i> (15 non-sitting working days following the last sitting day in the week)	100.0%	72.6%	100%
	e) hard-copy of official <i>Hansard</i> (delivered to publisher within 15 non-sitting working days following the last sitting day in the week)	100.0%	70.3%	96.4%

10. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.

Table 3.19—Hansard services—subprogram 4.2—quality indicators (continued)

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Timeliness of transcription	Percentage of transcripts delivered for committees within the following standards (target: 95%). Transcripts for priority committees (a) and b) below) are negotiated with the Clerk Assistant, Committees:			
	a) within 24 hours	100.0%	76.2%	93.8%
	b) 1–3 days	99.0%	63.8%	96.0%
	c) 3–5 days	100.0%	68.9%	88.6%
	d) over 5 days	100.0%	100%	N/A

ministerial and Parliament-related conferences. Hansard has a number of contractors to whom it outsources some committee transcription work during peak periods in order to provide a timely service to its clients. Table 3.19 shows the level of quality of the Hansard services in terms of customer satisfaction and accuracy and timeliness of the Hansard product (transcription).

Customer satisfaction

The 2012 customer survey showed that 86% of respondents are satisfied or very satisfied with the services provided by Hansard.

Hansard received two customer complaints in 2011–12, a reduction of two from the four received in 2010–11. The complaints related to a correction of grammar, and service level.

Accuracy of transcription

Hansard error rates are based on the number of corrections to draft chamber speeches returned by Senators and Members or corrections to committee transcripts made by witnesses and accepted as Hansard errors. Hansard's standard is five errors per 100 pages of transcript. The error rate for the chambers has improved over 2011–12; however there has been an increase in the transcript error rate for committees. This is mainly due to shortcomings in the audibility of some interstate

hearing recordings using 3G technology. Another reason for the increase in error rates is attributed to the new HPS that was implemented in May 2011 and, during 2011–12, a number of teething problems with the HPS affected the quality and timeliness of Hansard transcripts.

Timeliness of transcription

Chambers

During the first six months of the new HPS, there were a number of system issues that led to a decline in timeliness. As these issues were addressed, delivery times for transcripts improved. Further improvements to the system were identified and a project to address the issues has commenced. It is expected to be completed in the first quarter of 2012–13.

Committees

Despite the increase in committee transcription error rates referred to above, the use of 3G technology to stream sound from almost all interstate hearings back to Canberra has enabled Hansard to produce transcripts of hearings within tight timeframes. Until this technology was introduced, transcripts could generally not be commenced until a recording of the hearing was returned to Parliament House.

Table 3.20—Hansard services—subprogram 4.2—quantity indicators

Quantity Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Transcription services	Number of hours transcribed, by category:			
	a) Chambers	1,341	1,138	1,626
	b) committees (ACT hearings)	1,235	1,396	2,002
	c) committees (interstate hearings)	956	565	958
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof <i>Hansard</i>	1,675	966	1,234

Table 3.20 shows the number of hours of transcript by chamber and committee categories, and the number of pages of answers to Questions on Notice (Senate) and Questions in Writing (House of Representatives).

Transcription services

Chambers

DPS provides transcription services to the chambers. Chamber sitting hours have increased from 2010–11; however, DPS has successfully met this increased demand while maintaining a high level of customer satisfaction by:

- continuing to consolidate the new HPS;
- reviewing and revising rostering practices; and
- increasing the number of casual staff utilised during peak periods.

Committees

DPS is responsible for transcribing all parliamentary committees, many of which sit interstate. Committee transcripts make up more than 60 per cent of Hansard's workload. Sitting hours of parliamentary committees increased from 1,961 in 2010–11 to 2,960 this year. Despite the increase in sitting hours, Hansard maintained a high level of service to committees and also improved performance against accuracy and timeliness indicators.

Questions on Notice

Hansard prepares Questions on Notice (Senate) and Questions in Writing (House of Representatives) for publishing. As was the case for other Hansard transcription services, there was an increase in the number of Questions on Notice and Questions in Writing for the year 2011–12.

Table 3.21—Hansard services—subprogram 4.2—price indicators

Price Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Hansard services	Cost per hour transcribed, by category:			
	a) Chambers	\$2,360	\$3,587	\$1,937
	b) committees (ACT hearings)	\$1,830	\$2,669	\$1,342
	c) committees (interstate hearings)	\$1,958	\$2,769	\$1,524
	Total cost of subprogram 4.2	\$10.862m	\$10.503m (-3.3%)	\$10.737m (+2.2%)

Table 3.21 provides information on the cost of Hansard services.

Hansard services—price

There was a 43% increase in the number of chamber hours, and a 51% increase in the number of committee hours for 2011–12 compared to 2010–11. The decreased cost per hour of Hansard transcribing for 2011–12 is due to fixed costs being spread over increased activity.

Program 5—Parliament House works programs

Administered items

Program 5 of the DPS Outcome and Programs Framework is the preservation of the heritage value of Parliament House and surrounds, including the building, furniture, artworks and the landscape and gardens.

DPS uses administered funds to plan, develop and deliver:

- a building works program; and
- an artworks conservation and development program.

The structure of Parliament House was designed to have a life of 200 years. After 24 years of operation, further investment in a building works program is required, including:

- electrical, mechanical and plumbing equipment, reaching the end of their economic service life;
- new technologies that enable improved services, for example more efficient lighting and energy systems, reducing long-term support costs and/or enabling better environmental performance; and
- new investments to meet compliance and regulatory requirements such as safety, security and disability access.

Details of the department's performance against measures relating to design integrity and engineering systems can be found under Program 3—Infrastructure services.

Performance

DPS ran 24 building work projects in 2011–12. Table 3.22 shows performance measures for building projects administered by DPS.

Table 3.22—Administered items—Building works—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which building projects meet objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects)	100%	100%	100%
Quantity indicator				
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	95%	88%	87%
Price indicator				
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%)	100%	100%	100%
Extent to which administered funds are expended on building projects	Cost of building projects	\$15,547,000	\$19,758,532	\$34,473,846

Quality, Quantity and Price Indicators

During 2011–12, 24 projects were completed and met business objectives, all within their allocated budgets and 21 of them within their agreed timeframes. In addition to this, three projects that span several years completed major stages during 2011–12, also within their agreed timeframes and allocated budgets.

Table 3.23 shows performance measures for the Parliament House Art Collection (PHAC).

Extent to which the Art Collection is developed

Sixty-six new artworks were purchased for the PHAC in 2011–12. The focus continued to be on addressing areas of under-representation in the collection, including work by women artists, and work by Western Australia- and Queensland-based artists. A number of artworks depicting regional and remote areas of Australia were purchased. Among the more significant acquisitions was a painting by Queensland-based Indigenous artist Judy Watson, created in response to the 2011 Brisbane floods.

One new artwork gift was accepted into the collection—a painting by Western Australian artist Phillip Cook.

Table 3.23—Administered items—Artworks—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which the Art Collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	98.3%	96.4%	100%
Quantity indicator				
Extent to which the Art Collection is developed	Number of new artworks acquired	91	84	66
Extent to which the Art Collection is conserved	Number of artworks receiving preservation	9	30	7
Extent to which art projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	100%	100%	100%
Price indicator				
Extent to which administered funds are expended on the Art Collection	Cost of artworks preservation	\$75,986	\$45,350 ¹¹	\$50,794
	Cost of art collection development	\$346,149	\$324,010 ¹²	\$300,709

11. This figure was incorrectly reported as \$45,530 in the 2010–11 Annual Report.

12. This figure was incorrectly reported as \$323,830 in the 2010–11 Annual Report.

Extent to which the Art Collection is conserved

Three major artwork conservation tasks were undertaken in 2011–12. They included: assessment and treatment of the large ceramic frieze *River Odyssey*, by Michael Ramsden and Graham Oldroyd, which is located in (and gives its name to) the Mural Hall at Parliament House; detailed analysis of the Forecourt mosaic designed by Michael Nelson Jagamara; and cleaning and repair of the two Chinese 'Lion Dogs' located in the House of Representatives formal gardens. A number of other minor conservation tasks were also completed. The planned second stage of the conservation of the Great Hall tapestry was delayed, while further investigation work was undertaken to determine the best method for accessing the work, and will continue in 2012–13.

Extent to which administered funds are expended on the Art Collection

Costs attributed to development and conservation of the Art Collection include the purchase price of artworks, as well as payments for delivery, custom framing, art consultancy services and contracted specialist conservation services.