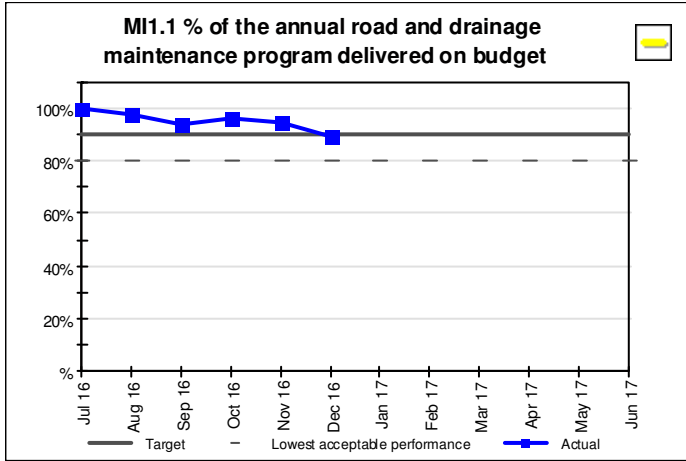




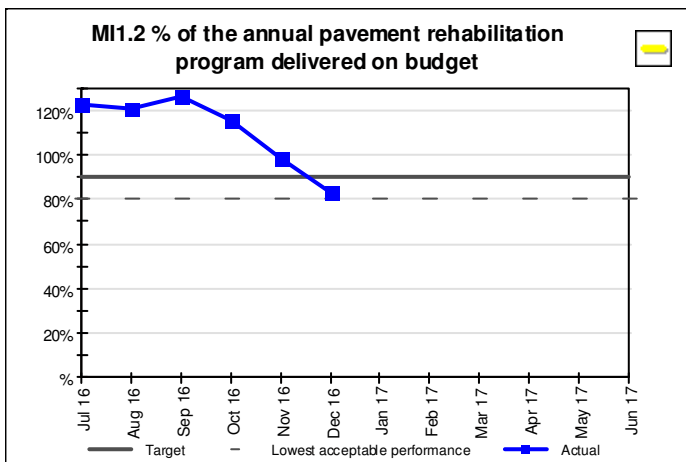
**OPERATIONAL PLAN 2016/2017  
October to December 2016**

**Building our Major Infrastructure**

**MI1 - Increase emphasis and funding for maintenance and upgrade of local road networks**



**Interpretation & Response:**  
At the end of December 2016, delivery of the road maintenance program is slightly behind target. Expenditure is anticipated to be back on track in the third quarter, and will meet the forecasted target by June 2017.

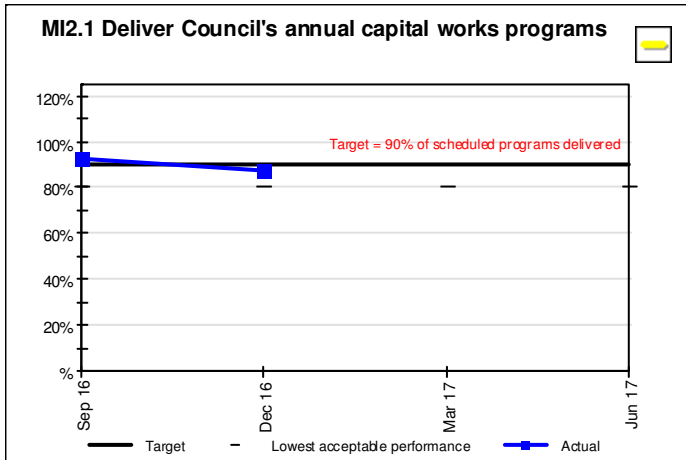


**Interpretation & Response:**  
Delivery of the pavement rehabilitation program is slightly behind planned program expenditure at 83.1% at the end of December 2016. Savings in projects currently being progressed have effected delivery of an additional \$6 million of projects not originally anticipated for delivery this financial year. Expenditure is anticipated to increase in the third quarter as additional asphalt and spray seal works packages are delivered. Pavement reconstruction, asphalt and spray seal works have been completed in alignment with Council's Statement of Intent for Road Pavement Rehabilitation.



## MI2 - Achieve high level delivery of annual capital works program

MI2.1 Deliver Council's annual capital works programs



**Interpretation & Response:**

Target: 90%  
Lowest Acceptable Performance: 80%  
Actual: 87%

Results for the individual branches as at 31 December 2016, are as follows:

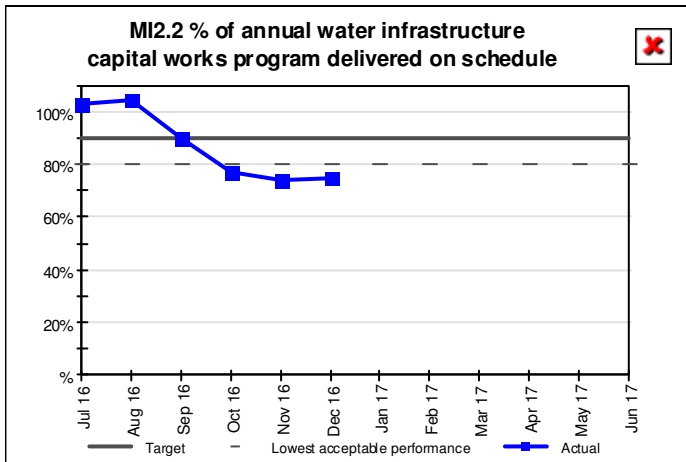
- Road Infrastructure Delivery: 88.7%
- Sport, Leisure & Facilities: 114%
- Parks: 100%
- Water Infrastructure: 75%
- Health, Environment & Waste (HEW): 90%

Major projects for Roads Infrastructure Delivery are continuing construction and include Chambers Flat Road (\$18 million), the second stage of delivery of Teviot Road (\$8.3 million), Kolonga Street Catchment Master Drainage project (\$2.3 million), Miller Bridge replacement and pavement rehabilitation project (\$4.1 million) and the Asphalt and Spray Seal works packages (\$12 million).

While Sport, Leisure and Facilities have experienced delays with the Logan Metro Sports Park Redevelopment, program delivery above the forecast has occurred due to the delivery of non budgeted projects that have received funding through other revenue sources including the State funded 'Get in the Game' program and through the Divisional Infrastructure and Capital Improvements Program (DICIP).

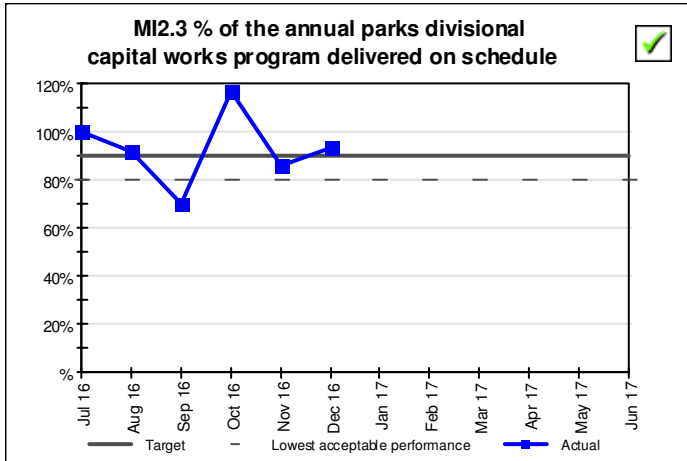
The expenditure on the Water and Wastewater capital works program is tracking at 75% of the budget. Several significant projects are entering the construction phase which will see expenditure increase over the coming months.

MI2.2 % of annual water infrastructure capital works program delivered on schedule



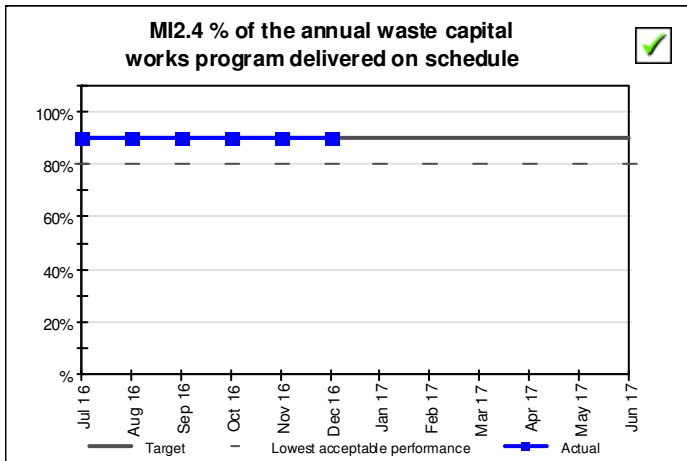
**Interpretation & Response:**

As at the end of December 2016, the expenditure on the Water and Wastewater Capital Works Program is tracking at 75% of the phased year to date budget. Several significant projects are entering the construction phase and expenditure will increase in the coming months.



**Interpretation & Response:**

As at 31 December 2016, 73 of 155 projects had reached practical completion, which is 47.1% of the original program for 2016/17. The target was 78 projects reaching practical completion. Since the program was signed off on 31 August 2016, an additional 62 projects have been added to the program.

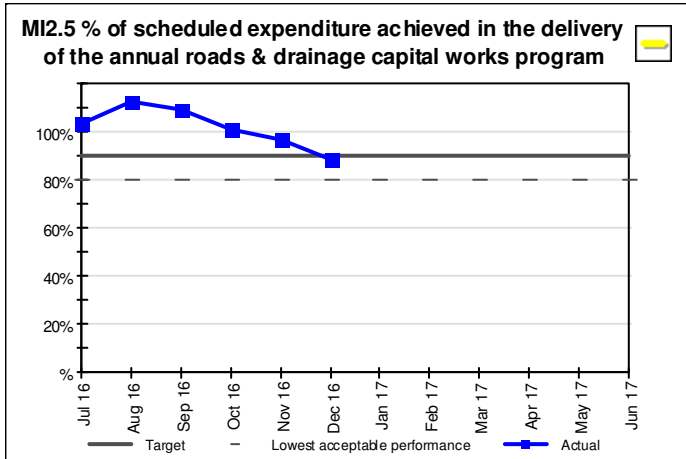


**Interpretation & Response:**

The majority (90%) of Waste capital works are on track. The following capital budget items may be underspent:

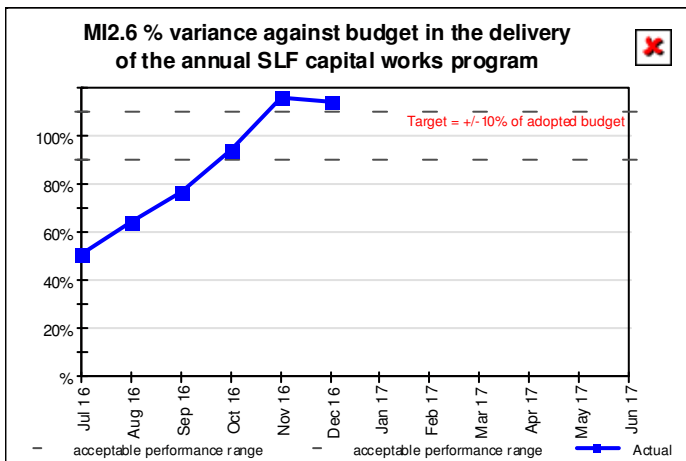
- Landfill Lid replacement - current lids remain functional;
- Browns Plains Stormwater Treatment System - early tender responses indicate that submissions are well above budget, therefore this project may be postponed;
- New Landfill Establishment - negotiations with potential partners are yet to be resolved; and
- Cell 2F batter - expenditure may not be required in 16/17 subject to settlement of the cell. This will be reviewed in early 2017.

Projects will continue to be monitored and budget amendments submitted if required.



**Interpretation & Response:**

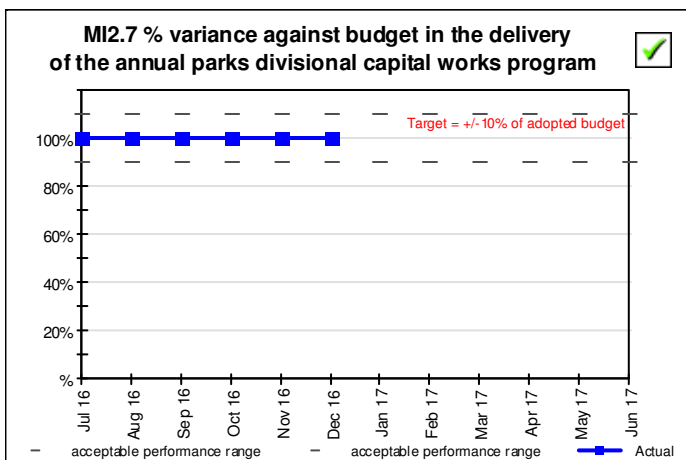
Delivery of the capital roads and drainage program is slightly behind planned program expenditure at 88.7% at the end of December 2016. Major projects such as Chambers Flat Road (\$18 million), second stage of delivery of Teviot Road (total \$8.3 million), Kolonga Street Catchment Master Drainage Project (\$2.3 million), Miller Bridge Replacement and pavement rehabilitation project (\$4.1 million) and Asphalt and Spray Seal works packages (total \$12 million) are continuing construction. Construction of the Daisy Hill Pavement Rehabilitation Project (\$2 million) shall commence in January 2017. Stage 1 and 2 of New Beith Road Upgrade project is anticipated to be awarded early 2017. A total of \$14 million worth of projects are to be awarded in December and January. It is anticipated that expenditure will return above the 90% target line at the end of April 2017.



**Interpretation & Response:**

While Sport, Leisure and Facilities have experienced delays with the Logan Metro Sports Park Redevelopment, program delivery above the forecast has occurred due to the delivery of non-budgeted projects that have received funding through other revenue sources including the State funded 'Get in the Game' program and through the Divisional Infrastructure and Capital Improvements Program (DICIP). Some of the key highlights for the construction and maintenance program include:

- The new entrance off Bayliss Rd to the Waste Services Facility is almost complete and awaiting the arrival of the gantry signs.
- The Jimboomba Sports Park Redevelopment project is almost complete and awaiting Energex and sewer connection.
- The Logan Metro Sports Park project has had delays while confirming the requirements for the Northern Precinct facilities. The field works contract had already been awarded with early works completed and major earthworks commencing in January. The public tender for the 4 buildings at Logan Metro will go out in late February with construction expected to commence in May/June.
- Of the 10 'Get in the Game' projects, 7 have been completed, 2 are in construction and one has received building approval ready for construction in the new year. The program will have a hectic start to 2017 with three major projects commencing. These are the Beenleigh Aquatic Centre, the Yarrabilba Sport and Community Hub and the Waller Park BMX facilities.
- The replacement of the Logan Central Library Roof is also scheduled for this year and will take considerable resources due to the projects complexity.



**Interpretation & Response:**

At 31 December 2016, 73 projects in the Parks Divisional Capital Works Program achieved practical completion. All projects were delivered within the allocated program budget.



**MI3 - Consider and adopt plan for the harmonisation of water rates, including the assessment of trickle feed consumers**

**Project work on this priority is complete**

**Building our City's Image**

**CI1 - Adopt and implement a three year City image campaign**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CI 1.1	City Image Campaign	Finalise and implement a City Image campaign to foster positive perceptions of the City of Logan	June 2017	2	2	On Track

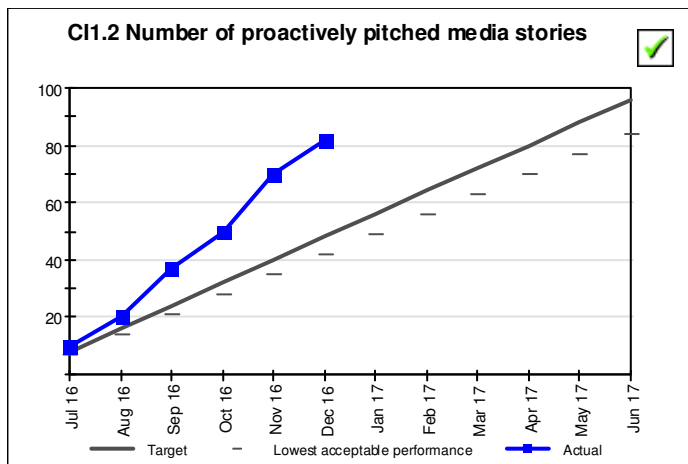
**Interpretation & Response:**

City Image Strategy - Preparations and planning for second round of community attitude research

Brand Strategy - Internal consultation now closed with a review to follow

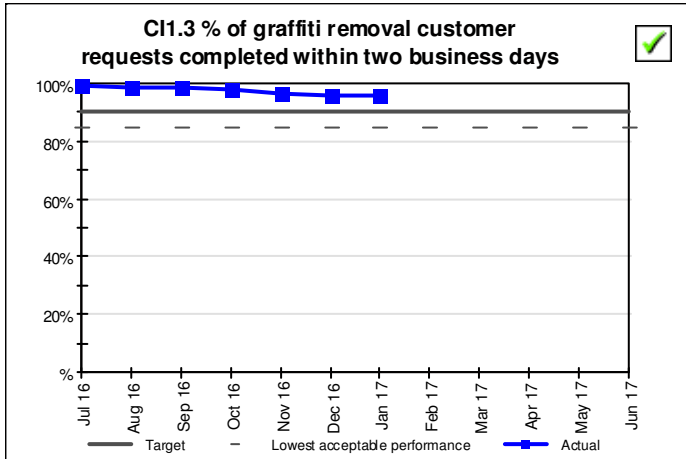
City App - On boarding process layout and continued creation of App design elements are being finalised. User interface functionality and integration with Logan Early Warning App to provide weather alert updates and notifications to users is commencing.

Eats and Beats Christmas Festival - Successful Marketing Plans were implemented to support the Underwood Park, Berrinba Wetlands and Logan Hyperdome Christmas Eats and Beats events. Promotions resulted in approximately 15,000 people attending. Positive feedback was received by key stakeholders and the community.



**Interpretation & Response:**

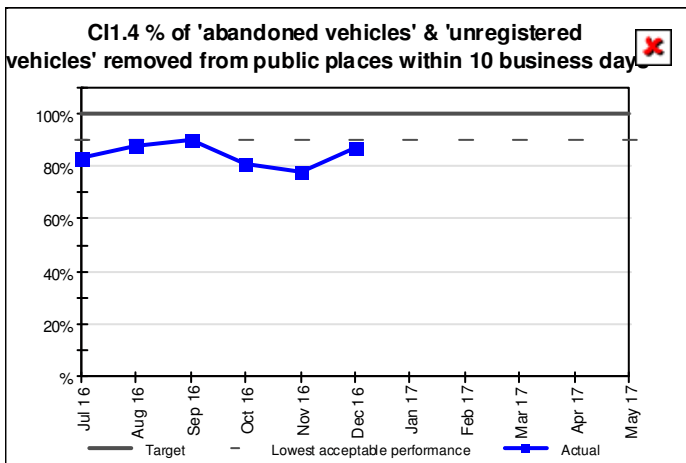
Stories pitched throughout December decreased from previous months due to a number of media outlets closing or slowing with the break. There was still a number of great stories pitched including Logan's innovative way, upcoming Art Gallery exhibitions and award winners for both the Safe City and Logan Art Gallery awards.



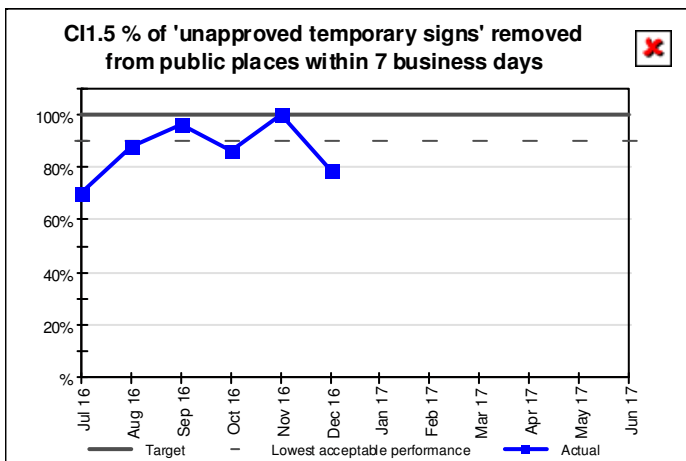
**Interpretation & Response:**  
During the second quarter, there were 546 graffiti requests received of which 529 (96.89%) were actioned within two business days. These jobs represent the following square metres of graffiti removed:

October 2016: 2,665M2  
November 2016: 3,856M2  
December 2016: 1,966M2  
TOTAL M2: 8,487M2

2016/17 totals (to date):  
Number of requests = 1,259  
Number completed within two business days = 1,233  
Percentage of requests completed within two business days = 97.93%



**Interpretation & Response:**  
Overall 23 vehicles were impounded at an average of 82% of vehicles being removed voluntarily, or impounded or by Queensland Police within 10 business days. Please note that police interest in a vehicle may protract the removal process.



**Interpretation & Response:**  
Overall, 79% of unlawful temporary signs were voluntarily removed within 10 business days. Response times were lower due to the higher volume of signs this quarter. It should be noted that the response time standard for 2016/17 is being measured within 10 business days, therefore it is recommended that this Key Performance Indicator (KPI) response time be amended from 7 business days to 10 business days. This request will be discussed between the Director and Manager first then seek direction from the Chair before submission to Committee for final adoption

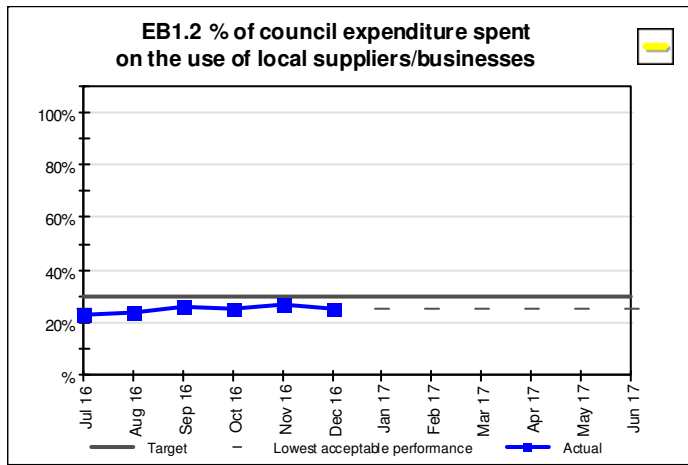
**Building our Economic Base**

**EB1 - Support existing businesses**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
EB 1.1	Business Support	Develop and commence implementation of a Local Business Connections Strategy	September 2016	2	2	Completed

**Interpretation & Response:**

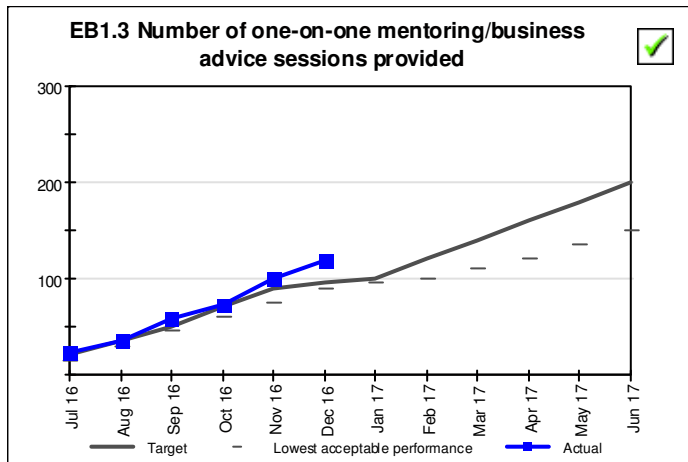
The Local Connections Strategy 2016 - 2021 was adopted by Council at its meeting on 7 June 2016 and implementation has commenced.



**Interpretation & Response:**

For the financial year Council has spent 25.5% of its total supplier expenditure with local suppliers, which is just below the year to date target of 30%.

Note: Local suppliers are businesses that have a City of Logan postcode.



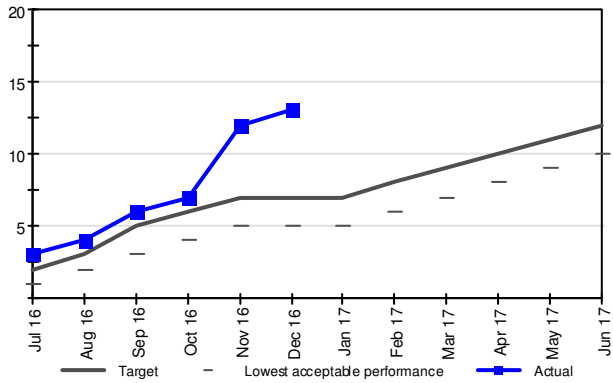
**Interpretation & Response:**

Eighteen (18) one-on-one mentoring/business advice sessions were held in December bringing the quarter total to 60. Topics included initial meetings, finance, positioning and business advice. The year-to-date target of 95 has been exceeded.





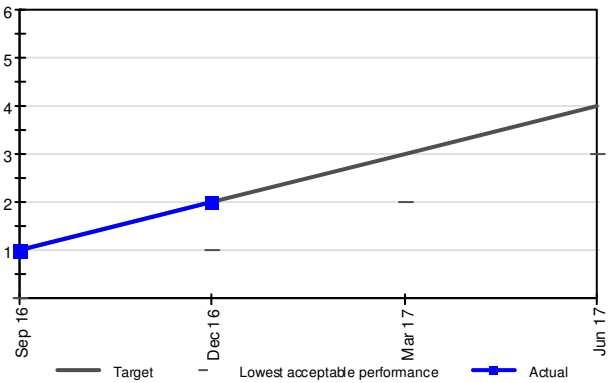
**EB1.4 Number of content relevant workshops facilitated (for Logan City businesses)**



**Interpretation & Response:**

Seven (7) content relevant workshops were held during the December quarter taking the year to date total to thirteen (13) which is in excess of the KPI.

**EB1.5 Quarterly reports on satisfaction & activity levels of businesses/individuals accessing small business services**

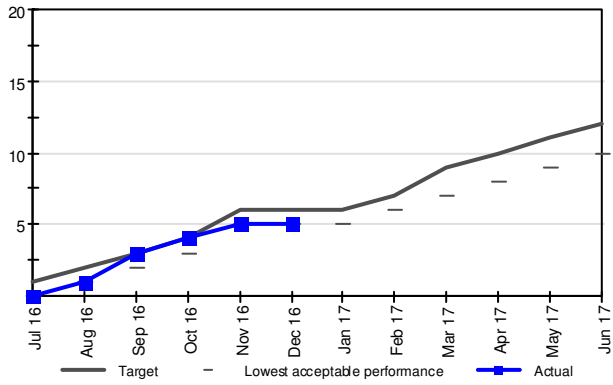


**Interpretation & Response:**

During the second quarter, a report was prepared on the satisfaction and activity levels of Logan City Council's small business services for the July to September quarter. For this period satisfaction levels for all services rated well above satisfactory on a five point scale.

**EB2 - Attract new businesses**

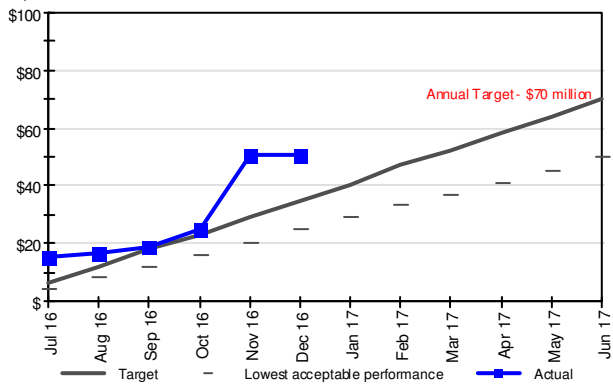
**EB2.1 Number of industry trade shows & events attended**



**Interpretation & Response:**

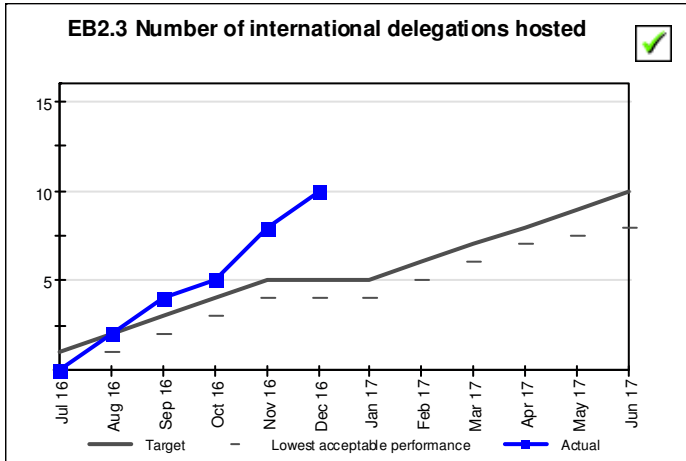
No industry trade shows or events were held in December. During the second quarter, three (3) events were attended that focussed on the AgTech and Tourism sectors, which brings the total to five (5) for the year, which is in line with the lowest acceptable performance. These event are typically seasonal and will recommence toward the end of the third quarter.

**EB2.2 Dollars of investment generated (through promotion of the City of Logan as a business location of choice)**

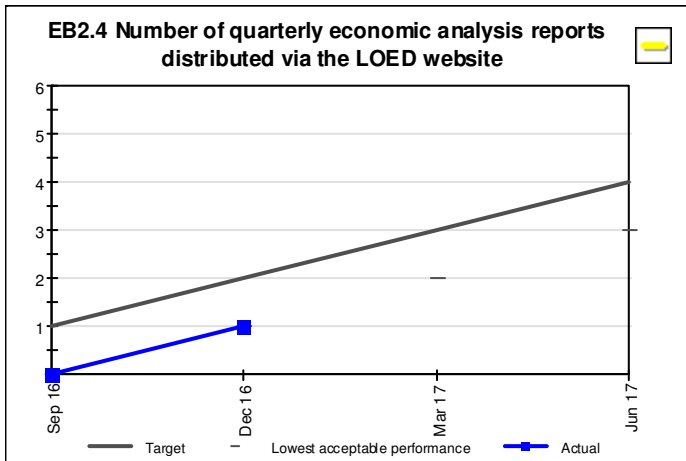


**Interpretation & Response:**

No new investments were recorded in the month of December. The quarterly result was strong, with total investments reported at \$31.7m for two main ventures in the warehousing/distribution and resources sectors. The year to date figure of \$50.7m is well on track to exceed the yearly target.



**Interpretation & Response:**  
Logan City Council hosted two delegations in December bringing the quarter total to six. Delegations have come from China, Indonesia Cambodia and Taiwan and have been a combination of business and government seeking business and investment opportunities as well as training and development. A total of ten delegations have been hosted in this financial year which meets the annual target.



**Interpretation & Response:**  
A quarterly Economic Analysis Report was completed and distributed in the second quarter via the Logan Office of Economic Development website.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
EB 2.5	Business Support	Develop and commence implementation of an overarching Economic Development Strategy for 2016-2020	September 2016	3	3	Completed

**Interpretation & Response:**  
The overarching Economic Development Strategy for 2016 - 2021 was adopted by Council at its meeting on 20 September 2016 and implementation has commenced.

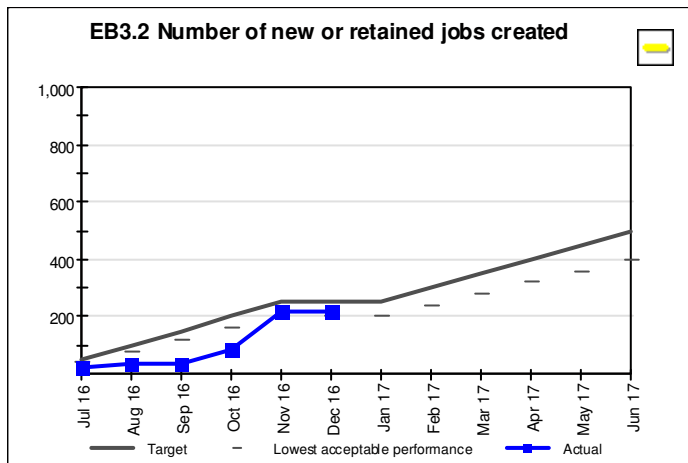
**EB3 - Enhance local employment opportunities and local jobs containment**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
EB 3.1	Traineeships	Host the 2016 City of Logan Youth Careers Expo to connect local youth with local businesses and foster job opportunities in the City of Logan	July 2016	1	1	Completed

**Interpretation & Response:**

The City of Logan Youth Careers Expo was held on Tuesday 26 July 2016 with its usual level of success. More than 2000 students from 20 schools across Logan City attended to consider their career choices with more than 70 exhibitors on site. Feedback from the students, schools, parents and exhibitors shows that the expo is meeting the needs of its target audience.

Locally based sponsors of this event like Griffith University help to open the door to new opportunities for our young people and it is fantastic to see the schools, sponsors and exhibitors continuing to show their support.



**Interpretation & Response:**

No new or retained jobs were reported in the month of December. During the quarter a total of one hundred and eighty-seven (187) new and retained jobs were recorded, bringing the year-to-date total to two hundred and nineteen (219) which is just above the lowest acceptable level. Recent and planned future investments will continue to add to the current results.

#### EB4 - Enhance focus on tourism, including eco-tourism opportunities

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
EB 4.1	Tourism plan	Develop an annual Tourism Action Plan and implement 2016/2017 actions	June 2017	3	2	Monitor

**Interpretation & Response:**

The following activities have occurred in the second quarter.

The Logan Tourism Framework has been completed and will be submitted for consideration in the third quarter.

A review of the current visitor economy measurement methodology was undertaken in the second quarter to assess integrity of the data therefore delaying the formal evaluation which is now planned for the third quarter.

A response has been provided to the Queensland Government regarding the Daisy Hill Discussion Paper.

A Draft Recreational Vehicle Strategy was initiated in the second quarter and is currently under internal review.

#### EB5 - Proactively market South West 1 and South West 2 developments

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
EB 5.1	Land development	Finalise the sale of all remaining SouthWest 1 industrial lots to increase local job opportunities	June 2017	1	1	Completed

**Interpretation & Response:**

All final three lots at South West 1 are scheduled to settle in July, under a transaction to Frasers. As the actual settlement will occur just outside of this financial year, it is recommended that the project description be amended to 'Achieve unconditional contracts on all remaining South West 1 industrial lots to increase local job opportunities' to ensure that the project target for the 2016-17 financial year is achieved and to reflect the significant work done to date in negotiating settlement of the final three lots.

## Building our Environment

### E1 - Enhance our rivers and wetlands with our community

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 1.1	Waterways and catchment management	Implement 2016/2017 actions from the Logan Rivers and Wetlands Recovery Plan 2014-2024: - Develop a draft Logan River Corridor Vision for community engagement to inform the future final Logan river Corridor Vision and Implementation Plan.	May 2016	1	1	On Track

**Interpretation & Response:**

The Development of the Logan River Vision and Implementation Plan is on track. The River Vision Community Engagement Wrap-Up Report was released on the River Vision website ([www.rivervision.com.au](http://www.rivervision.com.au)) on 28 October 2016. Council is currently in the process of developing the Draft Logan River Vision from the outcomes of the community engagement held between June and August 2016. An economic valuation of social, economic and environmental services provided by the Logan River has been finalised in December 2016.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 1.2	Waterways and catchment management	Implement 2016/2017 actions from the Logan Rivers and Wetlands Recovery Plan 2014-2024: - Develop a localised 'State of the Catchment' report	March 2017	1	1	On Track

**Interpretation & Response:**

The development of a localised 'state of the catchment report' is on track. The Local Waterways Perceptions and Expectations community survey was open to the community from Monday, 7 November 2016 to Friday, 2 December 2016 through Council's "Have your say" webpage. A phone survey has also been undertaken to complement the online survey to ensure a representative sample of Logan's community is surveyed. The analysis report of the survey results will be finalised in January 2017.

**E2 - Build our future wildlife corridors through vegetation, koala and water quality offsets and focussed community partnerships**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 2.1	Biodiversity and vegetation management	Develop a Connected Landscapes Strategy to create a city-wide corridor vision	December 2016	4	3	Monitor

**Interpretation & Response:**

In the second quarter, a discussion paper on the development of the connected landscapes strategy was finalised. The Health, Environment and Waste Branch is investigating an opportunity to partner with Griffith University's Biodiversity Climate Change Virtual Laboratory on this project. Given the complexities involved in the project and requirements for stakeholder consultation, deferral of the current completion target from December 2016 to April 2017 is requested.

Original Target date: December 2016

Revised Target date: April 2017

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 2.2	Energy Management	Review Environmental Offset costs through an independent economic analysis to ensure the 'no net loss of ecological value' objective is met	December 2016	3	1	Monitor

**Interpretation & Response:**

In the second quarter, Council endorsed engaging the Commonwealth Scientific and Industrial and Research Organisation to review offset costs. To allow for an internal review, consultation and preparing a Council Report a revised target date of June 2017 is requested.

Original Target date: December 2016

Revised Target date: June 2017

### E3 - Reduce Council's energy costs and carbon footprint through innovation and new technology

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 3.1	Energy management	E3.1 Produce an Energy Usage report for 2015/2016 to establish a benchmark for Council's energy consumption and associated costs	September 2016	5	5	Completed

**Interpretation & Response:**

During the second quarter the report on Council's energy usage was tabled in an energy reduction targets report which was endorsed by the Executive Leadership Team in October 2016. The usage report was subsequently also included as background to the report on the Energy Management Framework which was endorsed by Council on 24 November 2016. The energy usage report will provide a baseline for Council's energy consumption into the future and will help guide decisions on energy consumption and cost reduction opportunities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 3.2	Energy management	Develop an Energy Management Framework and tools to assist Council to implement changes to current business practices that will reduce energy costs	October 2016	2	1	Monitor

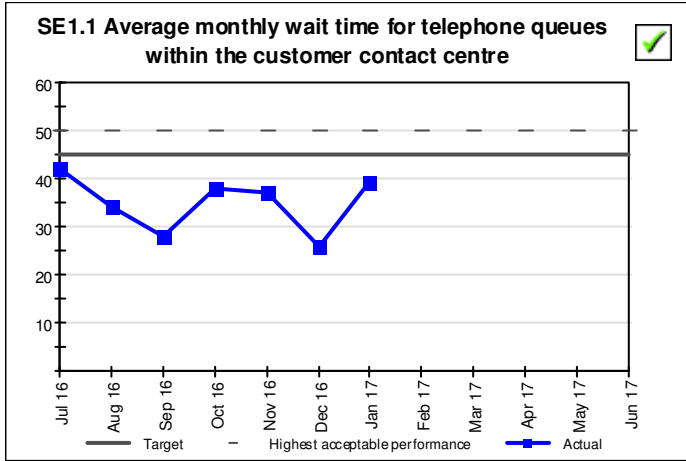
**Interpretation & Response:**

In the second quarter, energy targets were endorsed by the Executive Leadership Team and subsequently by Council. The energy management dashboard is active, with all scheduled training sessions for internal users completed. Enhancements of the dashboard are planned for completion in January 2017.



**Building our Service Excellence**

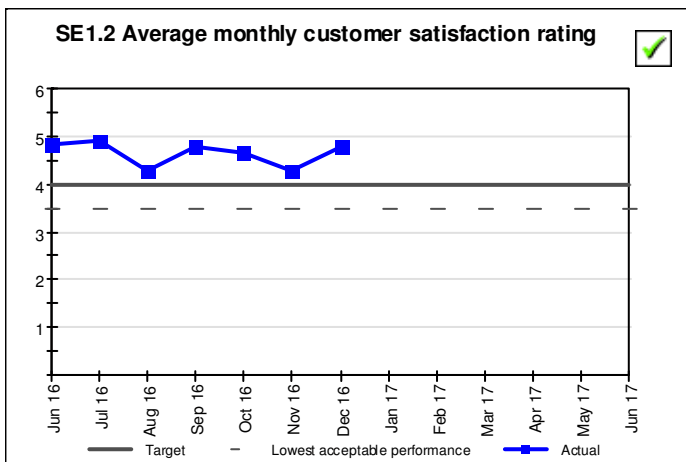
**SE1 - Enhance our quality customer service practices**



**Interpretation & Response:**

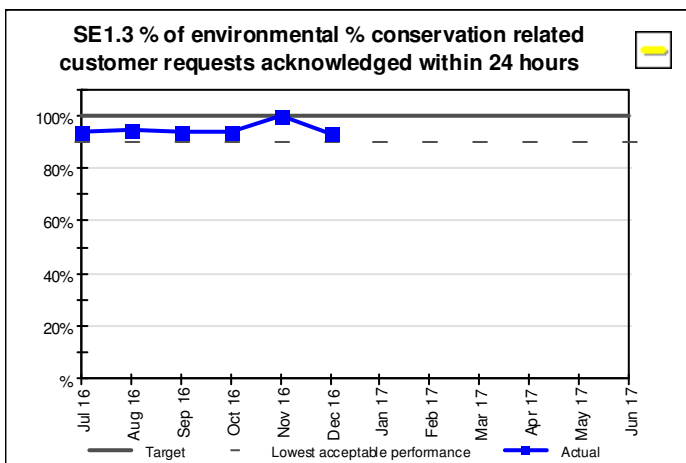
Council's average wait times were 38, 37 and 26 seconds respectively for October, November and December 2016. Results for the quarter were within the acceptable performance range with all results below the target of 45 seconds.

Note: Performance below the target line is 'good'. This is a reverse graph.



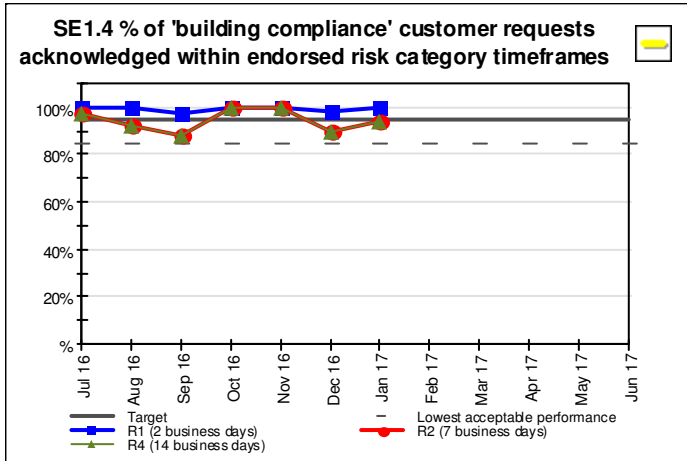
**Interpretation & Response:**

The generation of customer satisfaction data will always be one month in arrears as the process includes distribution, return receipt and analysis of customer satisfaction surveys from the past month. For the months of September, October and November, customer satisfaction was at 4.79, 4.66 and 4.27 respectively. This exceeded the target of 4.0. Customer satisfaction results for December will be available in quarter 3.



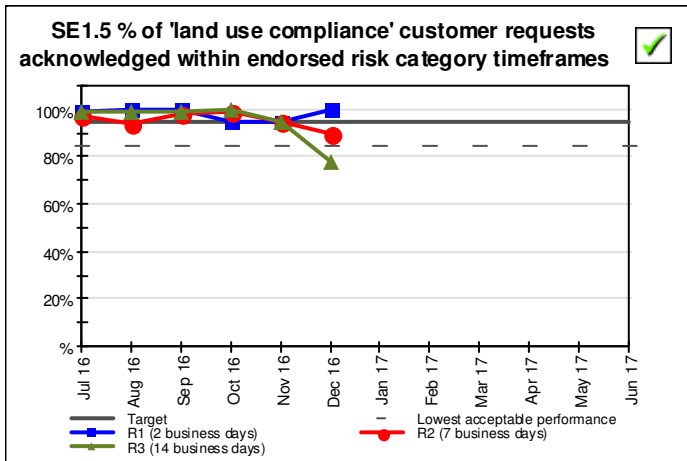
**Interpretation & Response:**

In the second quarter, 127 customer requests were received.



Interpretation & Response:  
 Lowest Acceptable Performance: 80%  
 Target: 95%  
 Results as at 31 December 2016:  
 Risk Category 1: 98%  
 Risk Category 2: 90%  
 Risk Category 4: 100%

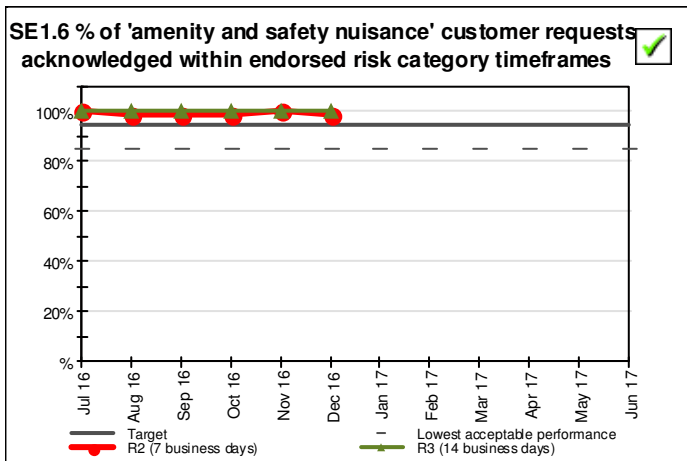
Note: There is no Category 3.  
 The decrease in Category 2 CR response time can be attributed to staff absences. Whilst maintained at an acceptable level, a focus will be provided to ensure leave is controlled to address timeframes and provide optimum customer service levels.



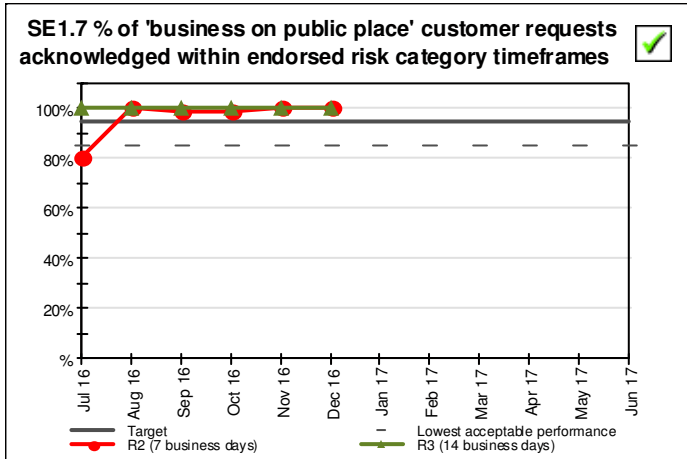
Interpretation & Response:  
 The results in the 2nd quarter for initial response times as at 31 December 2016 are as follows:

- Risk Category 1: 100%
- Risk Category 2: 85%
- Risk Category 3: 98%

The reduction in Risk Category 2 responses are attributed to Officer vacancies.



Interpretation & Response:  
 Customer request responses times for Amenity & Safety Nuisance Customer requests in the 2nd quarter have been to a very high standard.



Interpretation & Response:  
Customer request response timeframes for Public Place Customer requests in the 2nd quarter have been to a very high standard.

**SE2 - Enhance community communication and engagement**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
SE 2.1	Engagement advice	Prepare a community engagement guideline for engaging children, youth and young adults in the City of Logan	June 2017	0	0	Monitor

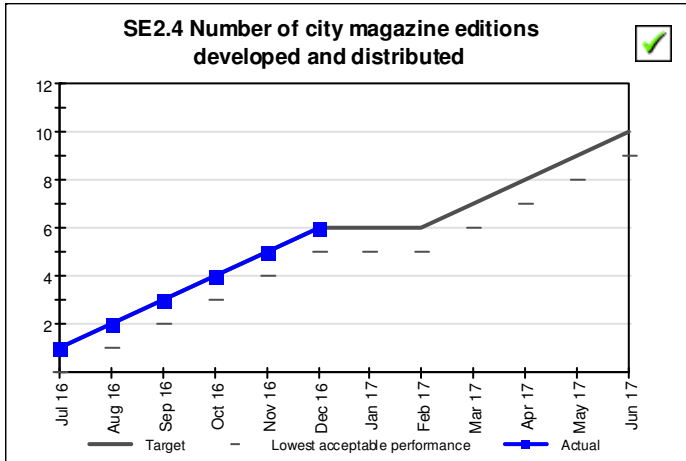
Interpretation & Response:  
No further progress due to organisational realignment of priorities and vacancy management in program.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
SE 2.2	Engagement support	Develop a new Engagement Strategy and update supporting documents to provide a consistent approach to community engagement	December 2016	1	0	Undeliverable

Interpretation & Response:  
No further progress due to ongoing vacancies and organisational priorities. Request amendment of target date to June 2017.

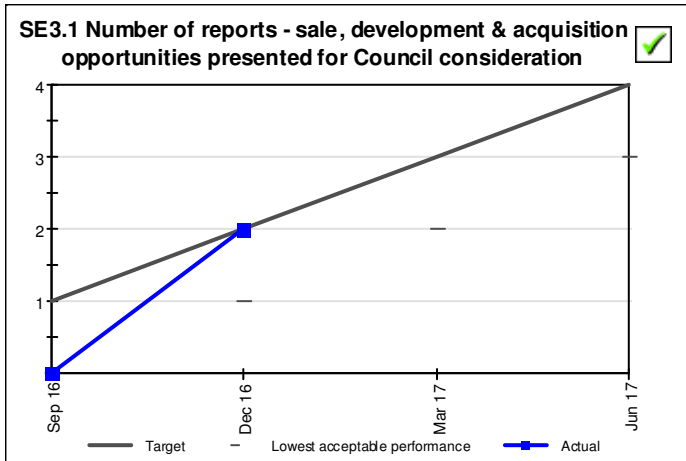
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
SE 2.3	Market and customer research	Increase online community membership and improve digital engagement with "Have your Say" online to achieve a valid market sample of the Logan community	March 2017	1	1	Monitor

Interpretation & Response:  
No progress in December due to ongoing vacancies and organisational priorities. Request amendment of target date to June 2017.



**Interpretation & Response:**  
The December magazine featured Santa turns spotlight on safety, urban design award for historic distillery, festive services and event guide, krank school holiday program and Designs showcase Logans bold visions.

**SE3 - Pursue alternative sources of revenue to diversify Council's income streams**



**Interpretation & Response:**  
Three reports were prepared in Quarter 2 and two of these were presented to Council during the quarter. The two reports included one disposal (sale) report and one acquisition report. The third report drafted in the quarter is a disposal report and this will be presented to Council at the start of Quarter 3.

## Building the Wellbeing of our Communities

**WC1 - Consider the draft Action Plan compiled from the Logan: City of Choice Summit. Agree on an appropriate role and determine appropriate responsibilities for Council in response to that plan**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 1.1	Community learning and support	Deliver the 'First Five Forever' initiative to improve early literacy in Logan	June 2017	2	2	On Track

### Interpretation & Response:

During December, the First 5 Forever team delivered early literacy programs across all 12 Council divisions. They also actively supported various community events such as Christmas celebrations and Eats and Beats. The team delivered a presentation at the Crestmead Pre-prep event attended by 150 new parents.

The First 5 Forever annual report was submitted to the State Library of Queensland with accompanying documentation to support the success of the program over the past twelve months.

## WC2 - Ongoing priority for healthy and active lifestyle initiatives

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.1	Construction of community facilities	Redevelop sports fields and complete new clubhouse facilities at Logan Metro Sports Park to increase participation in physical activity and holding of events	June 2017	0	0	On Track

### Interpretation & Response:

The civil contract has been awarded and will commence construction in January. The requirements for the northern precinct have now been sufficiently resolved to allow for their inclusion in the public tender that was due to go out for the southern precinct in January for their construction. This has required significant extra work to prepare the tender documentation and will result in that tender going out in February. Field works will continue in January and the irrigation infrastructure is nearing completion. Based on the current schedule the project is expected to be completed by the end of 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.2	Construction of community facilities	Complete stage 1 of the redevelopment of facilities at Jimboomba Park (incorporating the \$1.5M State Government grant) to provide increased venues for participation in physical activity	February 2017	0	0	On Track

### Interpretation & Response:

The project is all but complete. The construction works are essentially completed and are awaiting connections to energex and the sewer to allow for final testing and enable handover. It is expected this will occur in January.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.3	Active community planning	Prepare the Active Logan Strategy, including the Sports Infrastructure Plan to inform the future provision of sport and recreation services and facilities	June 2017	5	5	Completed

**Interpretation & Response:**

At its meeting of 15 November 2016, Minute No 282/2016 Council adopted the Active Logan Strategy 2016-2028, Implementation Plan 2016-2020 and Active Logan Participation Study. Consequently, Council is finalising the Active Logan Strategy 2016 - 2028 publication for public distribution and has commenced actioning some of the identified actions within the Implementation Plan 2016 - 2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.4	Connected and healthy communities	Deliver the KRANK school holiday program to provide opportunities for young people to participate in affordable, healthy and fun activities that connect them with each other and their community	June 2017	1	1	On Track

**Interpretation & Response:**

- Booklets for the new KRANK School Holiday program for 5 to 11 year olds for the January and April 2017 school holiday periods were designed, printed and distributed to Councillors, internal staff, community centres, customer service centres, community organisations, schools and previous participants.
- A progress report on the KRANK School Holiday program was endorsed at the Sport & Community Services Committee in November.
- More than 2000 brochures were posted to previous KRANK participants, community centres, libraries, customer service centres and community organisations.
- A KRANK advertisement was published in the December edition of the Our Logan magazine, promoting school holiday activities for January.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.5	Connected and healthy communities	Deliver the Live Well Logan program to provide opportunities for residents to participate in affordable and accessible physical activities and health and wellbeing programs	June 2017	1	1	On Track

**Interpretation & Response:**

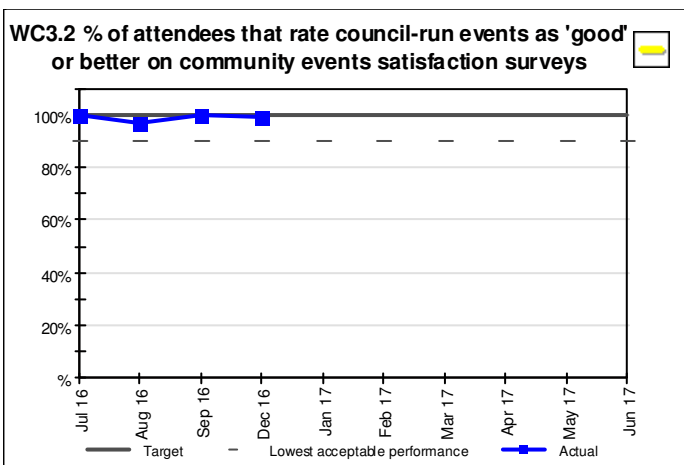
- The Live Well Logan program supported the establishment of a new parkrun event at Underwood Park. The event was launched in December 2016.
- A progress report on the Live Well Logan program was endorsed at the Sport & Community Services Committee in November.
- Local Heart Foundation Walking winner Sandra Franklin was formally congratulated for her efforts in winning the State and National Heart Foundation 2016 Golden Shoe Award at a full Council meeting held on 6 December 2016.

**WC3 - Enhanced focus on City events**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 3.1	Community events support	Deliver an annual program of events across the City of Logan to provide local, fun, safe, leisurely and educational activities for the community and visitors	June 2017	19	19	On Track

**Interpretation & Response:**

This quarter saw eleven (11) events safely delivered with a touch point on close to 30,000 residents and visitors. The events range from Sporting Galas, a Christmas Festival, Award Ceremonies and Eats & Beats. Multiple stakeholders were involved in the event delivery and the project management has been delivered on time across the quarter.



**Interpretation & Response:**

Surveyed attendees during the Christmas Festival which indicated a high satisfaction rating of 99.6% with the Christmas Festival format and activities.

## Managing Growth in our City

### MG1 - Adoption and implementation of a new City-wide Planning Scheme

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.1	Urban renewal activities	Prepare three Centres Implementation Plans for remaining activity Centres to ensure good urban design principles are embedded in our statutory and strategic planning processes	June 2017	0	0	On Track

**Interpretation & Response:**

The Centres Planning and Urban Renewal Program have finalised a report for consideration of the Executive Leadership Team that will inform the content and structure of future implementation plans.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.2	Urban renewal activities	Complete key actions identified in the endorsed Centres Implementation Plans to unlock the economic opportunities within our activity centres and facilitate positive urban design outcomes for these locations	June 2017	0	0	On Track

**Interpretation & Response:**

The Centres Planning and Urban Renewal Program have commenced key actions identified in the endorsed Logan Central Implementation Plan. The shared pathway and pedestrian crossing at Wembley Road is the first infrastructure project to be delivered in accordance with the Logan Central Master Plan. A tender evaluation process is currently been finalised and a head contractor will be appointed in January 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.3	Urban renewal activities	Prepare a preferred concept design for the Logan Central Civic and Community Precinct that encapsulates good urban design principles, and unlocks the economic and place making opportunities of this area	October 2016	3	3	On Track

**Interpretation & Response:**

Three national architectural practices have completed three Civic and Community Precinct Masterplans for the Civic and Community Precinct. A report to the Executive Leadership Team will be finalised in the New Year.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.4	Infrastructure planning and policy	Prepare a combined Infrastructure Strategy for open space in the City of Logan that incorporates parks, sporting and community facilities and regional stormwater infrastructure	October 2016	5	4	Monitor

**Interpretation & Response:**

The consultant team have finished all internal workshops with stakeholders and have received 2 lots of formal feedback from each relevant branch. A number of ideas and concerns were raised by the networks however the majority of these have been addressed in the draft desired standard of services (DSS) and combined DSS which was issued in November.

The next stage is to undertake case studies to apply the new DSS's in two scenarios, these case studies have been agreed to and are as follows.

- The first is a site specific case study outlining the capital costs and life cycle cost of combining infrastructure, Parks have provided a few possible locations.
- The second will compare the current Local Government Infrastructure Plan (LGIP) schedule of works to a new LGIP based on the new combined DSS's to see what increase in land we will get for the same LGIP budget.

This project has been delayed due to changing scope and the amount of time it has taken to consult with key stakeholders. A report needs to be circulated to the Executive Leadership Team before councillor consultation and then a committee report for the planning and development committee. As such it is recommended that the deadline for completion be amended to June 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.5	Infrastructure planning and policy	Finalise the draft Local Government Infrastructure Plan to outline the future infrastructure needs for the City of Logan and help ensure that infrastructure is delivered in a sequenced, timely and affordable manner	June 2017	1	1	On Track

**Interpretation & Response:**

The scope of the Long-Term Infrastructure Plan has now changed. Logan City Council has never produced a Long-Term Infrastructure Plan and as such it is proposed that the first step in producing this document is for the Executive Leadership Team to endorse the framework and structure of a Long Term Infrastructure Plan.

As such it is recommended that the project description should be amended to 'The Executive Leadership Team endorse the framework and structure for a future Logan City Council Long-Term Infrastructure Plan', and with the deadline of June 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.6	Urban renewal activities	Complete the Beenleigh Town Centre Implementation Plan	October 2016	5	4	Monitor

**Interpretation & Response:**

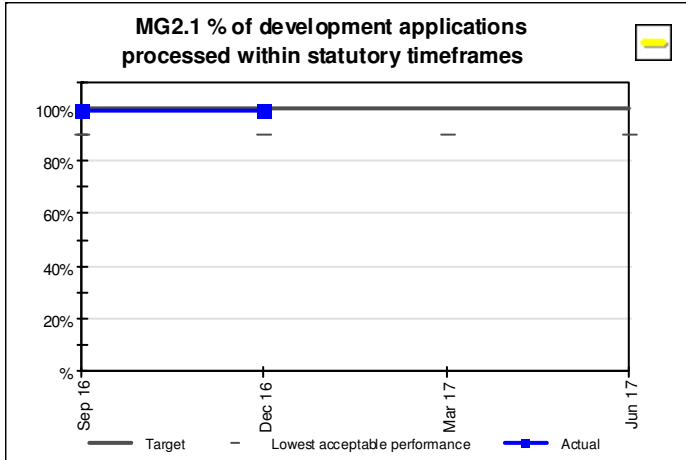
The Centres Planning and Urban Renewal Program have finalised a report for consideration of the Executive Leadership Team that will inform the content and structure of future implementation plans.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.7	Urban renewal activities	Complete the Springwood Implementation Plan	October 2016	5	4	Monitor

**Interpretation & Response:**

The Centres Planning and Urban Renewal Program organised a summit with national and international perspectives on unlocking the economic and city making potential for Springwood and the City of Logan. The summit was held in October 2016 and will inform the implementation structure and process for Springwood. A Springwood Summit report has been finalised for Executive Leadership Team consideration.

**MG2 - Development assessment to be best practice**



**Interpretation & Response:**

As at the December 2016 quarter, a total of 412 applications were decided by Development Assessment with 99.27% achieving their decision timeframes. Of the 412 applications that were decided, 3 applications were decided after the due date.

Officers have been addressed re-enforcing the need for data accuracy, closer monitoring of timeframes and improved performance in the management of teams during staff absences.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 2.2	Development application assessment	Update the processes, systems and documentation which supports the delivery of Council's planning and development services	June 2017	3	3	On Track

**Interpretation & Response:**

Information Services Branch have provided Development Assessment access to the Enterprise Reporting Cube and use of new Business Intelligence Software for reporting.



**MG3 - Proactive involvement in the review of infrastructure charging philosophies for Queensland**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 3.1	Infrastructure planning and policy	Prepare a Planning Scheme amendment that facilitates the implementation of the Local Government Infrastructure Plan legislation to ensure legislative compliance	June 2017	4	3	Monitor

**Interpretation & Response:**

The Local Government Infrastructure Plan (LGIP) has been endorsed by Council and the third party reviewer has provided their 1st approval.

The draft Local Government Infrastructure Plan was approved by the State Government in August, subject to conditions. Council officers have satisfied the State Government to satisfy the conditions and public consultation has finished with a total of 14 properly made submission, 4 which are to the LGIP and 10 related to general planning scheme matters.

The third party reviewer has provided their 2nd approval and the Local Government Infrastructure Plan will be submitted to the state government in January 2017.

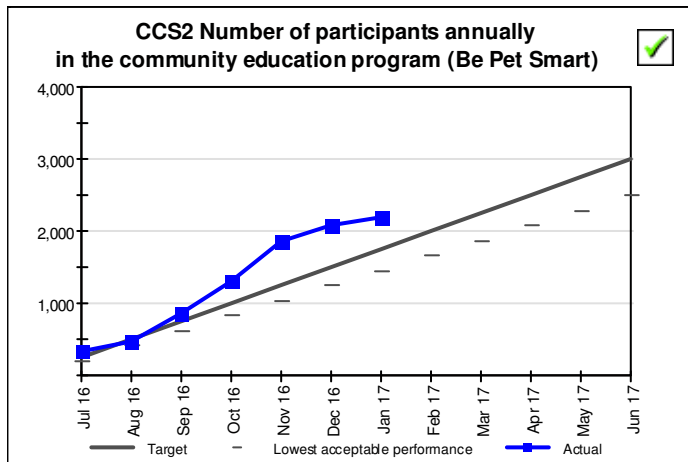
Community and Customer Services

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CCS 1	Cultural development and support	Deliver the annual action plan from Council's Arts, Culture and Heritage Strategy 2014-2017 to engage Logan residents in arts, culture and heritage	June 2017	1	1	On Track

Interpretation & Response:

During the second quarter of the 2016/2017 financial year, the five strategic outcomes of the Arts, Culture and Heritage Strategy were met, which include the following highlights:

- Development: Regional Arts Development Fund committee recommended three applications for funding which were endorsed by Council; Logan Artworkers Networking Event was held in November; public programs were held in Local Studies for family history research.
- Engagement: Music in the Gallery events were held in October and November; Creative Markets and Logan treasures pop-up store were held which brought new audiences to the gallery; Art and Dementia tours were held each fortnight.
- Places and spaces: Mayes Cottage fence was replaced due to deterioration; new promotional banners were installed at Logan Art Gallery; the second public art and heritage trail has been designed and sent to Divisional Councillors.
- Partnerships: Local Studies and Logan Art Gallery were successful in receiving a Spirit of Service Queensland Anzac Centenary grant to research Logan Anzacs.
- Communication: Animating Spaces Logan: Arts in the Park and Art and Dementia volunteer each received awards at the annual Gallery and Museum Achievement Awards - the only gallery to receive two awards; Logan Art Gallery 2017 exhibition program was printed.



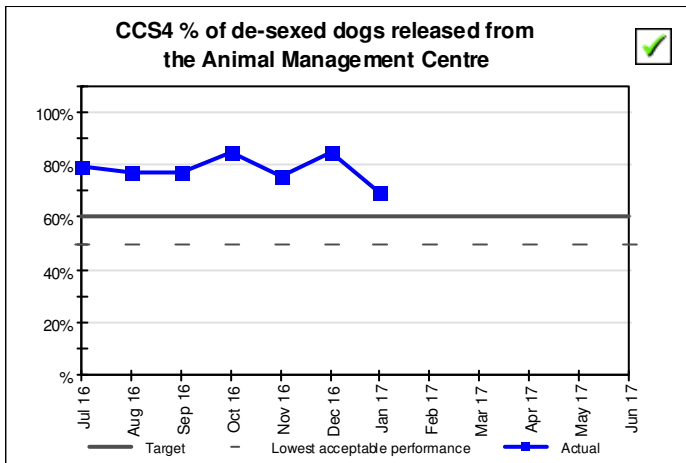
Interpretation & Response:

During the second quarter, the Be Pet Smart education program was delivered to 1,196 students at varying schools and education facilities across the City of Logan. Participants ranged in age between 3 - 12 years. In total 2,089 students have participated in the program (year to date). These statistics exclude special events and the ImagiNation Children's Festival where the Be Pet Smart program is promoted or delivered in part.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CCS 3	Animal services	Update the Animal Management Strategy 2016-2020	December 2016	0	0	Monitor

**Interpretation & Response:**

The Animal Management Strategy 2016-2020 remains on hold to enable finalisation of the recent branch restructure and for planning the future strategy of the branch. Consultation with the new Branch Manager and Acting Director Community Services has been undertaken in this regard. Due to this delay, it is recommended that the target completion date for the Animal Management Strategy 2016 -2020 be moved from December 2016 to June 2017.

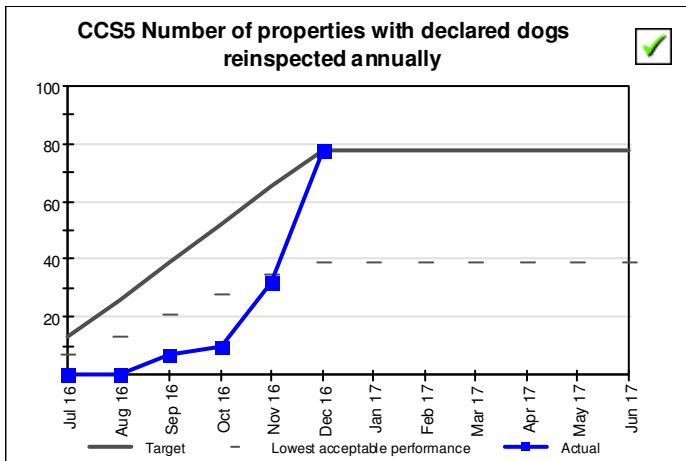


**Interpretation & Response:**

During the second quarter, 84.76% of dogs released from the Animal Management Centre were de-sexed.

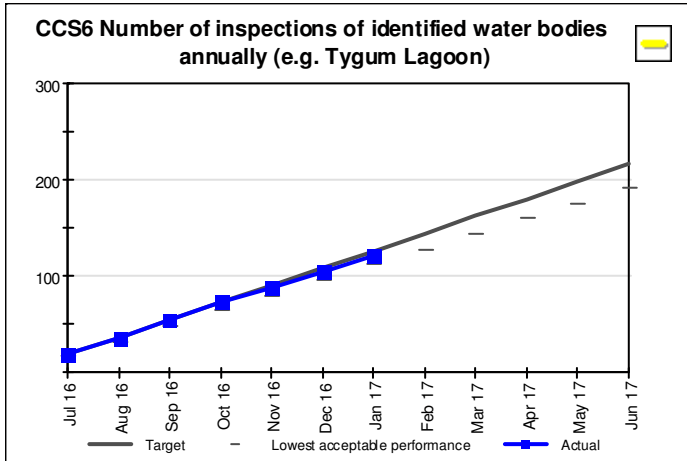
**Statistics:**

- 164 dogs were released to owners.
- 100 of these dogs were already de-sexed.
- 39 dogs were de-sexed by the Combined Vets of Logan City as a condition of release.
- In total, 139 dogs were released de-sexed.



**Interpretation & Response:**

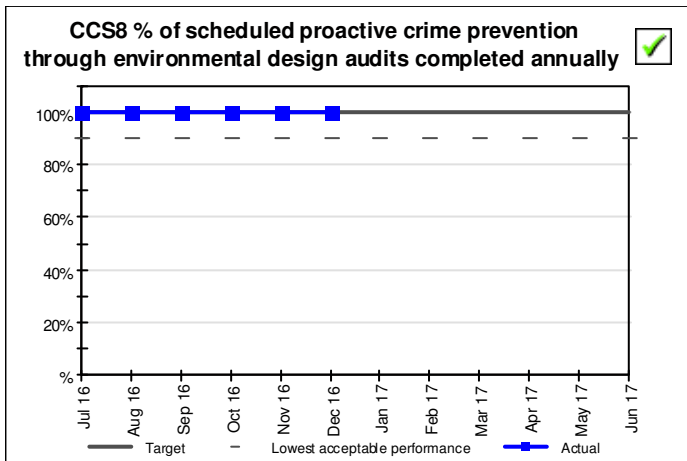
Inspections of properties housing Regulated Dogs is now complete. Annual inspections will commence 1 July 2017 - 31 December 2017 and be incorporated as an action in the 2017/2018 Branch Business Plan.



**Interpretation & Response:**  
18 inspections of identified water bodies were completed in October and November and a further 16 in December. In total 52 inspections of water bodies were completed in the second quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CCS 7	Safety planning	Implement 2016/2017 actions from the City of Logan Safe City Strategy and Action Plan 2016-2020, focused on the development and delivery of coordinated crime prevention and community safety initiatives across the City of Logan	June 2017	1	1	On Track

**Interpretation & Response:**  
A key findings report of the 2016 Logan Safe City community survey results was prepared and will be presented to City Image committee and shared with the community.



**Interpretation & Response:**  
100% of scheduled proactive CPTED audits were completed on time during the second quarter.

## Road and Water Infrastructure

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 1	Road asset data, specification and management systems	Develop a Smart City Framework and Strategy for Logan City Council to align our road business with latest technological developments and to explore innovative concepts	February 2017	1	1	Not Proceeding

### Interpretation & Response:

Work on this project has been suspended due to the new organisational restructure adopted at the Council meeting on 15 November 2017. A Smart Cities branch has been established under the new Innovation and Strategic Projects stream and therefore will be responsible for setting the scope for Smart Cities policy, framework and practice at Logan City Council. All the work done so far has been reported to the newly formed Innovation sub-committee. It is now appropriate that any further work to be delivered aligns to the broader Smart Cities agenda that will be developed by the Innovation sub-committee and Smart Cities branch. Therefore, it is recommended that this project no longer proceed and be removed from the Operational Plan, to enable the newly established Innovation and Strategic Projects stream the opportunity to set the Smart Cities agenda for the City.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 2	Road safety coordination	Finalise the implementation and evaluation of the SafeRoads4Logan: Road Safety Action Plan 2014-2016 to identify focus areas to be considered in the development of the 2017-2021 Road Safety Strategy	January 2017	4	4	Completed

### Interpretation & Response:

The outcomes of the road safety strategy 2014-16 was reported to the Road and Water Infrastructure committee on 7th Nov 2016. Council adopted the report and requested to write letters to thank the partners of the Road Safety Strategy highlighting achievements to date.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 3	Road safety coordination	Develop the Road Safety Strategy 2017-2021 and implement 2016/2017 actions from the SafeRoads4Logan: Road Safety Action Plan aimed at educating Logan's road users and reducing serious crashes	June 2017	8	8	Completed

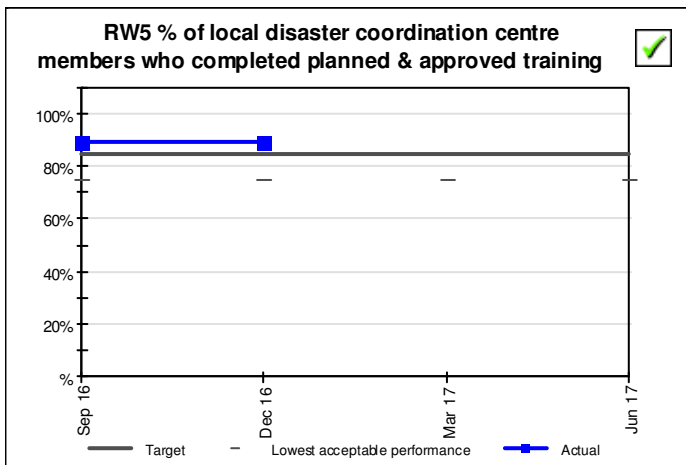
### Interpretation & Response:

The new Road Safety Strategy for 2017-2021 years was reported to Road & Water Infrastructure Committee on 28 Nov 2018 and endorsed by Council.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 4	Transport planning	Develop the Integrated Transport Strategy as Logan's vision for all modes of transport	June 2017	3	3	Completion Risk

**Interpretation & Response:**

An update of status was reported to council in November 2016, specifically outlining the concerns of meeting the project timeline. The Integrated Local Transport Plan (ILTP) must align to the State Government's regional and growth area transport planning. The State Government projects such as ShapingSEQ, South Coast Regional Transport Plan and Logan West Transport study are not likely to be completed until the end of 2017. As a result it is unlikely that the ILTP will be completed by the end of the 2016/17 financial year and will continue into the 2017/18 financial year.



**Interpretation & Response:**

Formal training for Logan Disaster Coordination Centre (LDCC) staff in 2016 has been completed. Ongoing training for LDCC staff will recommence in March 2017. Training does not occur during the months of November to February to allow for operational requirements and planning.

**Training statistics as at 31 December 2016 include:**

- Queensland Disaster Management Arrangements - 89%
- Logan Disaster Coordination Centre (LDCC) Training - 84%
- Guardian - 47%
- LDCC Customised Training - 73.5%
- LDCC Exercises - conducted on 25/26 October and 02/03 November - 100%





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 6	Planning, preparation, response and recovery for disaster events	Implement a Disaster Management Capability and Capacity Framework to ensure that we have an appropriately staffed and trained workforce in Logan Disaster Coordination Centre operations	June 2017	2	2	Completed

**Interpretation & Response:**

Framework has been implemented and all training has been completed. Exercises in October 2016 to consolidate learned training was conducted. This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 7	Planning, preparation, response and recovery for disaster events	Implement a Disaster Management Community Engagement Framework to improve community education and resilience	June 2017	2	2	On Track

**Interpretation & Response:**

A Disaster Management Community Engagement Framework 2016/17 to 2018/19 has been developed and endorsed for Council. The purpose of the Framework is to facilitate a collaborative approach for Logan City Council to improve disaster management education with the communities of the City of Logan and promote a shared responsibility for disaster resilience.

The Framework provides the overarching strategy and approaches for the Disaster Management Program, in partnership with other Branches across Council, to increase community awareness and understanding of all phases of disaster management, including prevention/mitigation, preparedness, response and recovery.

The objectives of the Framework are to:

- Raise awareness of the risks associated with living in a subtropical climate;
- Encourage the community to take action through promoting a shared responsibility for disaster preparedness, response and recovery;
- and
- Improve community networks and empower the community to achieve an increased level of disaster resilience.

The Disaster Management Program has been meeting with various stakeholders across Council to promote the Framework and implement the identified strategies and engagement opportunities.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 8	Planning, preparation, response and recovery for disaster events	Review Local Disaster Management Plans and develop required sub-plans to ensure alignment between policies, practices and operational procedures, and agency roles and responsibilities	March 2017	14	14	On Track

**Interpretation & Response:**

Review of Local Disaster Management Plans (LDMP) and Subplans have been finalised. Subplans were endorsed by the LDMG (Local Disaster Management Group) at its meeting in August 2016.