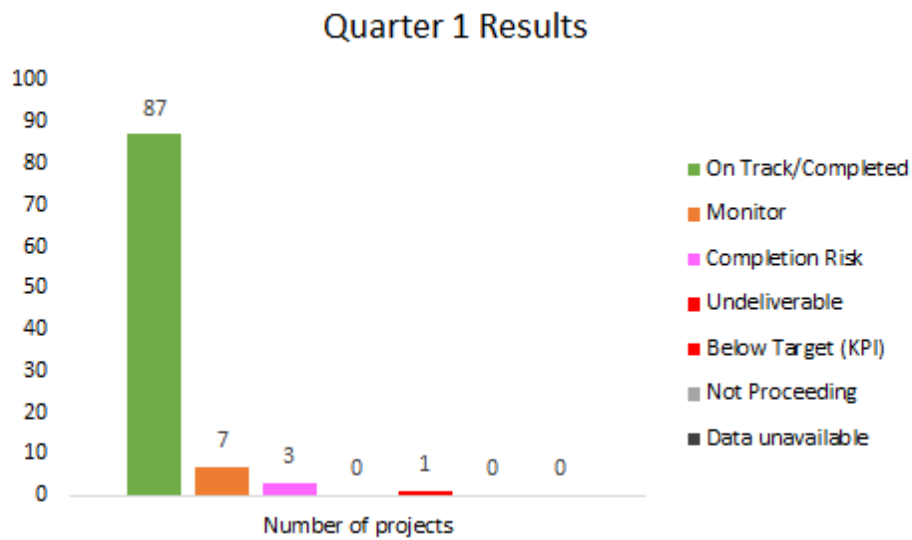


## Operational Plan 2017/18 July to September 2017 Quarter One (Q1)



# 2017/18 Operational Plan Report

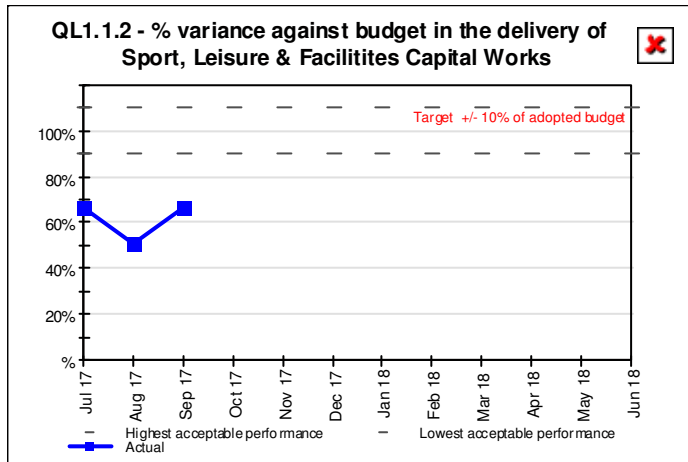
## Quality Lifestyles (QL)

### QL1 - Residents are active and healthy and have access to the services they need

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	Community Needs Planning	Deliver Phase 1 of the development of a new Community Infrastructure Strategy (CIS) to help plan and coordinate the delivery of future community infrastructure and service delivery across the city	June 2018	1	1	On Track

**Interpretation & Response:**

A project plan has been prepared to guide the development of a new Community Infrastructure Strategy.



**Interpretation & Response:**

The expenditure is slightly below the forecast. This has been the case in the first 3 months primarily due to the lower than expected early expenditure for the Logan Metro Sports Park buildings due to delays at the commencement of those works. The effect of this delay remains within the forecast until the forecast is amended next month. All projects within the program are generally on schedule and progressing well.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.3	Capital Delivery	Develop the sports fields and complete the new clubhouse facilities at Logan Metro Sports Park to increase participation in physical activity and events	December 2017	0	0	Monitor

**Interpretation & Response:**

This large projects is being delivered in stages as the requirements for various elements are finalised. To date the civil works have been completed, the fields are under construction and the field lights are awaiting testing. The construction of the four buildings has commenced. The landscaping contract is out to quotation and will be awarded in October. It is likely that the entire project will be completed in early 2018 and therefore it is requested that the proposed target date be extended to March 2018.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Commence construction for the redevelopment of facilities at Beenleigh Aquatic Centre to increase participation in physical activity	June 2018	0	0	On Track

#### Interpretation & Response:

The design for this project is in the final stages of tender documentation. An expression of interest (EOI) for the construction of this facility has been issued. From this a short list will be developed to tender on the construction. That tender is scheduled to occur prior to Christmas with construction expected to commence early in 2018. The project is on track to be delivered within the time frame contained in the funding agreement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.5	Capital Delivery	Commence construction for the redevelopment of facilities at Waller Park BMX to increase participation in physical activity	June 2018	0	0	On Track

#### Interpretation & Response:

This project is made up of three distinct components, a pump track, a new access road and a small clubhouse facility, each with their own design and construction phase. The pump track has been constructed and has been handed over to the club. The access road is currently out for construction quotation, with construction expected to commence prior to Christmas. The building design is progressing with request for quotation due to be issued in November with construction due to commence in early 2018. The project is on track to be delivered within the time frame contained in the funding agreement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.6	Capital Delivery	Commence construction for the redevelopment of facilities at Yarrabilba Sport & Community Hub to increase participation in physical activity	June 2018	0	0	On Track

#### Interpretation & Response:

The design consultants are progressing with the tender documentation. It is expected that request for quotation documents will be issued by early November for the construction of the building. Construction works are due to commence early in 2018. The project is on track to be completed within the time frame contained in the funding agreement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.2.1	Smart Cities Research and Development	Determine priority areas for connectivity and develop an Action Plan to deliver on the priority areas	June 2018	0	0	On Track

#### Interpretation & Response:

This project is not yet underway, with planning for its delivery to initiate in the near future. The planning phase will include the definition of the project approach, project scope and the identification of key industry partners to assist Council with gaining an understanding of internet delivery gaps (access & speed) for fixed and mobile internet across Logan City.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	Community Learning and Support	Deliver the 'First Five Forever' initiative to improve early literacy in children aged under 5	June 2018	1	1	On Track

#### Interpretation & Response:

During Q1, First 5 Forever participated in 664 community events and engaged with 17,317 people across Logan City. The primary outcome for all community engagement by First 5 Forever is to encourage active participation in the early development of children's literacy skills by parents and caregivers. In addition to ongoing First 5 Forever community events to enhance early literacy, during this quarter First 5 Forever hosted the launch of a city-wide early years' literacy campaign with Logan Together for their Early Years Book Buddies program. First 5 Forever actively participated in Logan City Council's Children's ImagiNation Festival in September also targeting child development and literacy. The First 5 Forever team partnered with Council's Health, Environment and Waste Branch to deliver the Logan Dirty Dinosaur mud play event at Logan Gardens on 30 September, attended by over 600 children/families focussing on the importance of parent and child interaction. The themed event had a literacy focus as at each 'mud mission' oversized pages from "I'm a dirty dinosaur" book were displayed and families were encouraged to play out the actions from the story.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.1	Community Development	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 2018	1	1	On Track

#### Interpretation & Response:

The KRANK School Holiday program, for 5 to 17 year olds, ran 134 activities from 24 June to 9 July 2017 and 16 September to 1 October 2017. More than 1500 young people attended a KRANK activity during the holiday periods. Staff attended the following events to promote the KRANK School Holiday program:

- Ignite Youth Careers Expo on 25 July 2017
- PARK(ing) Day and Beenleigh Show on 15 and 16 September 2017
- ImagiNation Children's Festival on 18 September 2017
- Football Queensland's Under 19 Secondary School Football Championships at Meakin park on 20 September 2017
- Belladiva Show at the LEC on 25 September 2017
- Kids Alive Week at the Logan North Aquatic Centre on various dates

Council engaged with the young people to identify what activities they would like to attend during the school holidays and in what locations across the city. 224 responses were received from young people.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	Community Development	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 2018	1	1	On Track

#### Interpretation & Response:

The Live Well Logan program ran 76 health and wellbeing activities during the July to September period. Staff attended the following events to promote the Live Well Logan program.

- Logan Loves Seniors Expo on Tuesday 15 August
- Loganlea Community Centre's Seniors Expo on 25 August.
- PARK(ing) Day and Beenleigh Show on 15 and 16 September 2017
- ImagiNation Children's Festival on 18 September 2017
- Football Queensland's Under 19 Secondary School Football Championships at Meakin Park on 20 September 2017
- Belladiva Show at the LEC on 25 September 2017
- Kids Alive Week at the Logan North Aquatic Centre on various dates

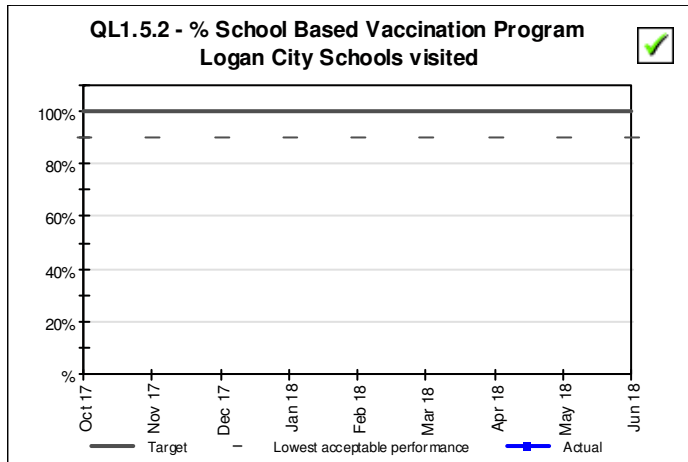
Council engaged with the community to gain feedback on activities being delivered and asked for information on what could be delivered in the future. 113 responses were received from the community.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.1	Animal Care	Develop and implement the Animal Management Strategy 2018-2022 to promote public health outcomes and responsible animal ownership	June 2018	2	2	On Track

**Interpretation & Response:**

The draft City of Logan Animal Care Strategy was presented to Committee and endorsed by Council on 29 August 2017 for community engagement. The draft strategy is currently released for community engagement.



**Interpretation & Response:**

For the first quarter, there were no school based vaccination programs held. The school program is due to commence 23 October 2017.

## QL2 - Neighbourhoods are welcoming, inclusive and safe

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.1.1	Cultural Development and Support	Develop the scope of the new Arts, Culture and Heritage Strategy 2018 - 2022 to improve community cohesion and the image of the city	June 2018	1	1	On Track

### Interpretation & Response:

Actions were achieved for the Arts, Culture and Heritage 2014-2017 under key strategic outcomes of development, engagement, places and spaces, partnerships and communication for the first quarter of 2017/2018 financial year. These include three Logan Artworkers Networking Events, eight art exhibitions, 145 public programs and outreach events, three Music in the Gallery, Camp Cable 75th anniversary event and two public art and heritage trails being developed. Opening hours for Mayes Cottage were increased to include Saturdays. As a result, and with the ImagiNation Childrens Festival launch being held at Mayes Cottage, 2,253 people visited in the first quarter of the 2017/2018 financial year. Mid-term report for Spirit of Service Grant for Logan Anzacs was completed, and the project will be launched on 11 November, following consultation with Logan Central RSL.

Community consultation has been completed for the 2018-2022 Arts, Culture and Heritage Strategy, with 118 surveys returned and six focus groups held. Councillor consultation will follow. Initial feedback obtained is that the current strategy meets many of the needs of the community, with some emerging issues around innovation, technology and connection.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.1	Community Development	Implement the Access and Inclusion Plan 2017-2018: An Action Plan for People with Disability, to improve accessibility for people living with disability	June 2018	0	0	On Track

### Interpretation & Response:

A Council webpage was developed for the community to find information on the various Council services, programs and resources available to people living in Logan with disability. The webpage details Council's Access and Inclusion Plan, accessibility and resources at our libraries, how people can prepare for an emergency, what will be happening in Logan with NDIS, customer services centres and accessibility, programs and services.

The Community Development program has assisted with establishing a Logan Dementia Friendly Community Network to support people living with dementia, carers, support services and local businesses across the city.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Community Development	Implement the Reconciliation Action Plan (RAP) 2015-2017 and investigate continuing actions for moving to the next phase of the RAP to achieve Council's vision for Reconciliation and to increase respect and understanding	December 2017	0	0	On Track

### Interpretation & Response:

A lunchtime Reconciliation Learning Circle was held on 27 July. The session was delivered by Yugambeh Museum and focussed on the revival of Aboriginal and Torres Strait Islander languages. Approximately 20 staff were in attendance. Participation in the community NAIDOC flag presentation ceremony held at Woodridge State High School on 4 August. A lunchtime Reconciliation Learning Circle was held on 24 August. The session addressed the theme of Indigenous Planning; exploring the challenges and opportunities available when two cultures and planning systems come together. 10 staff were in attendance. Approximately 80 Council staff participated in the Banaam Aboriginal and Torres Strait Islander cultural intelligence training on 16 August.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	Road Safety Coordination	Implement the SafeRoads4Logan Road Safety Action Plan 2017-2021 to encourage safer transits for residents, businesses and visitors	June 2018	1	1	On Track

#### Interpretation & Response:

During the first quarter, weekly traffic meetings occurred with Queensland Police and Department of Transport and Main Roads road safety officers. The school zone pace car was deployed during school term. SafeRoads4Logan Road Safety Strategy 2017-2021 was also formally published and launched during Road Safety Week on Friday 27 August at Council's Eats and Beats event held at Grand Plaza, Browns Plains.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Community Safety Programming	Continue to implement initiatives to deliver on the City of Logan Safe City Strategy and Action Plan 2016-2020 and to provide a safe and liveable community	June 2018	1	1	On Track

#### Interpretation & Response:

The Community Safety Program continue to successfully deliver the initiatives of the City of Logan Safe City Strategy and Action Plan 2016-2020. For the quarter of July - September 2017, significant achievements have been made against key area of interest, community confidence. Two Community Weeks of Action have been delivered, with over 60 crime prevention and community safety activities being coordinated throughout the city during these weeks and the launch of the 2017 Safe City Logan community survey also occurring during this quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	Community safety research and planning	Prepare an Action Plan on the results of the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan	June 2018	0	0	On Track

#### Interpretation & Response:

The 2017 Safe City Logan community survey was launched on 25 September 2017 and will be open for community responses for a period of one-month. Following the survey period closing, work will commence on analysing the results and preparing an action plan.

## Conveniently Connected (CC)

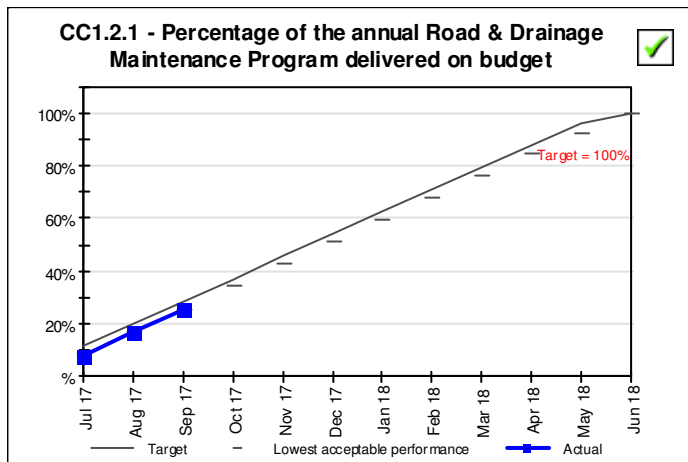
### CC1 - Integrated transport networks allow people to move around the city easily and conveniently

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1	Transport Planning	Develop an Integrated Local Transport Plan to establish Logan's vision for all modes of transport	June 2018	3	3	On Track

#### Interpretation & Response:

During the first quarter Council engaged PSA Consulting (Australia) Pty Ltd to lead development of the Integrated Local Transport Plan (ILTP). An agreed project plan has been implemented and the final ILTP report is scheduled for July 2018. The ILTP is planned for public release in the following month.

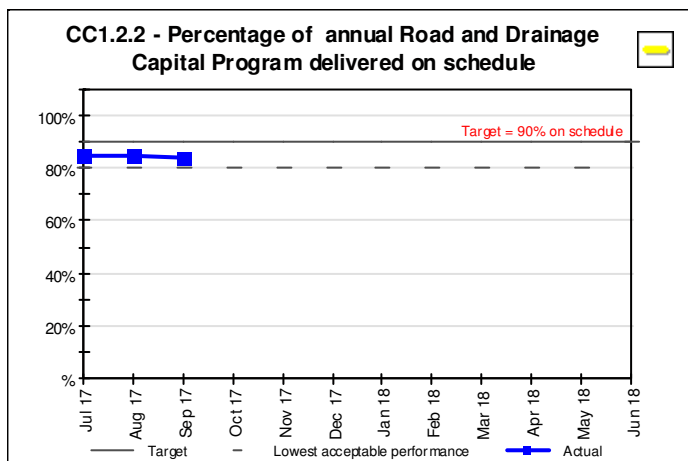
The project team has adopted a governance structure including a steering panel and technical working group. The steering panel consists of elected members and senior management. The technical working group consists of council officers and state government officers. State government agencies that are represented include Department of Transport and Main Roads and Department of Infrastructure, Local Government and Planning. Meetings were convened in the first quarter. An agreed stakeholder engagement plan was adopted and workshops planned for October. Invitations were sent to representatives from business, industry, local community, education, and social services as well as individuals nominated by elected members. A project web page was added to Council's website to inform the community on the ILTP. The web page is still in its infancy and will be populated with more information as relevant milestones are met.



#### Interpretation & Response:

First Quarter Reporting Target: 28.5%  
Lowest Acceptable Level: 25.5%  
Actual: 26%

Road maintenance activities are progressing well, and continue to meet predicted targets.



#### Interpretation & Response:

Delivery of the Capital Roads and Drainage Program is meeting expected expenditure at 84.2% at the end of September 2017. All available projects have been procured in favourable timeframes however planning and design timing is not supporting overall target expenditure.

The Chardon Bridge replacement project (\$3.2 million) has recently been completed. Notable projects that are continuing construction include: New Beith Road upgrade project (\$16.7 million); Pindari Street Catchment Master Drainage Project Stage 1 and 2 (\$4.55 million); Abell Road upgrade project (\$1.6 million); Woodlands Drive Catchment Master Drainage Project Stage 12 (\$1 million); and city-wide asphalt and spray seal resurfacing program (total \$18 million).

Forecast program expenditure is currently below budget allocations for the year. The timing of planning and design of some funding programs continues to hinder progress in delivery of the Annual Capital Roads and Drainage Program.



# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3.1	Transport Planning	Complete investigations and scoping briefs suitable for detail design and delivery for a 3 year rolling program of the Cycle Network Infrastructure	June 2018	1	0	Monitor

#### Interpretation & Response:

In the first quarter investigations continued on four cycle projects. The projects are for links in Springwood, Slacks Creek, Daisy Hill, and Beenleigh. Investigations into the Springwood project have been finalised. A scoping brief was issued to progress the project to the detail design and delivery stages. The Beenleigh project has been put on hold until the Beenleigh Summit scheduled for October 2017 is completed. Outcomes of this council initiative need to be considered in the cycle investigations. Investigations into the remaining two projects are on track. Scoping briefs will be issued in the second quarter to progress the Slacks Creek and Daisy Hill projects to design and delivery stages.

## CC2 - A city of smart design, with mixed density and mixed use development, co-located with hard and soft infrastructure

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.1	Delivery of Wastewater Infrastructure	Deliver an upgrade to the Flagstone Wastewater Treatment Plant, Jimboomba to improve services to the Logan South region of the city	June 2018	2	2	On Track

#### Interpretation & Response:

The construction of the Flagstone Wastewater Treatment Plant Upgrade Project commenced in July 2017. This project will augment the existing Treatment Plant by adding a retrofit membrane tank to provide additional capacity to service an increase in population due to new developments within the Greater Flagstone area. The project is on track for completion in May 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.1	Implementation	Implement specific projects and/or programs identified in the implementation plans for the Beenleigh, Springwood, Meadowbrook and Logan Central activity centres to improve the liveability of the centres and meet the needs of residents and businesses	June 2018	1	1	On Track

#### Interpretation & Response:

Implementation Plans which identify specific projects and programs for Beenleigh, Springwood, Meadowbrook and Logan Central was endorsed by the City Centres Special Committee and City Growth Committee. The prioritised list of key projects identified from the Springwood Summit that will be implemented 2017/2018 and 2018 /2019 financial years under the Springwood Implementation Fund to unlock the city-making and CBD potential of the Springwood activity centre was also endorsed by the City Centres Special Committee and City Growth Committee.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.2	Planning Policy	Develop a strategy for planning and managing the emerging community zone areas in the planning scheme, including guidance for applicants and priorities for further local area planning	June 2018	1	1	On Track

**Interpretation & Response:**

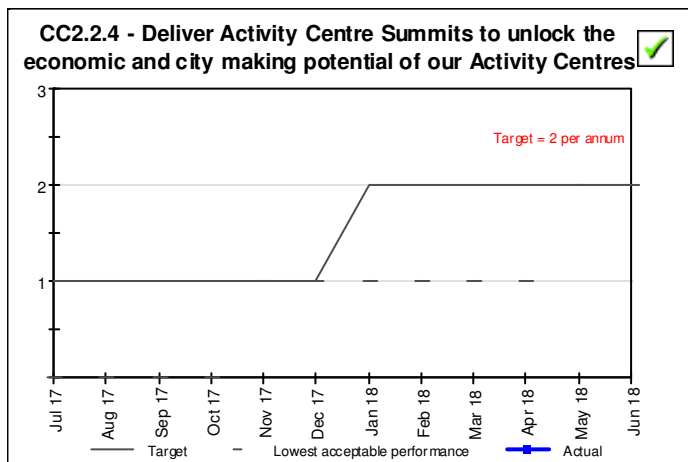
This project has changed from its original intent and should be replaced with the below title as the Parkridge South General Planning Layout will provide a plan for applicants who are looking to develop in this area which is currently zoned emerging communities.

It is recommended that this project is renamed to "Prepare for council consideration, the Parkridge South General Planning Layout to better manage development in emerging communities".

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.3	Evolution Framework	Prepare a report that reviews the implementation for the Planning Scheme Evolution Framework and provides recommendations to improve the implementation process	December 2017	1	1	On Track

**Interpretation & Response:**

A draft report on the Evolution Framework has been completed this quarter.



**Interpretation & Response:**

The Beenleigh Summit is scheduled to be held on 25 October 2017 and Logan Village Summit on 7 March 2018. It is requested that this KPI be measured as a project to be able to provide better reporting information to the City of Logan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Long term infrastructure plan (LGIP)	Prepare a whole of Council long term infrastructure plan for Council consideration	June 2018	2	2	On Track

**Interpretation & Response:**

The structure of the document has been finalised and the draft versions of sections A to C have been prepared. The remainder of the sections still to be prepared include the network strategies with associated schedules of work, and the financial analysis

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.2	Land valuation policy	Develop a robust and defensible methodology to establish the market value of trunk land to be acquired by Council for all Networks	June 2018	1	1	On Track

**Interpretation & Response:**

A land valuation methodology has been developed and workshopped with the internal stakeholders. The next step involves preparing an ELT report to get approval for the proposed land valuation methodology.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.3	Growth Infrastructure Fund (GIF)	Ensure that trunk infrastructure is delivered in a timely manner in the right place at the right time to support and unlock development	September 2017	1	1	Monitor

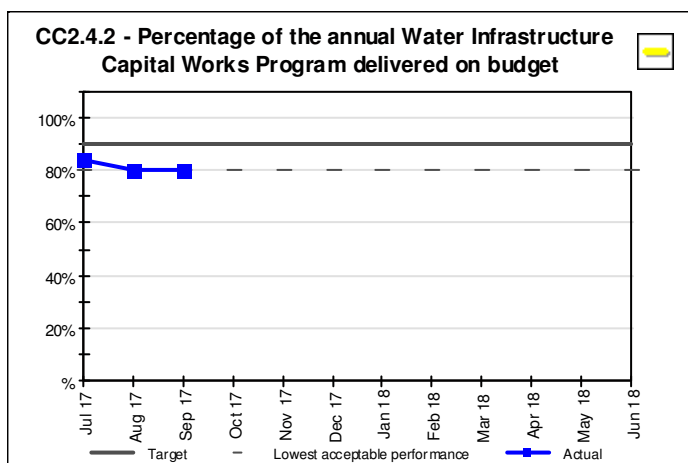
**Interpretation & Response:**

The executive leadership team endorsed the Growth Infrastructure Fund as a policy to ensure trunk infrastructure is delivered in a timely manner to support growth. The Mayor is supportive of the policy and a report will be presented to Council for adoption in November 2017. It is recommended that the target date for this project be extended to December 2017 to allow for Council adoption.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.4.1	Adopt a planning scheme resolution	Amend the planning scheme Local Government Infrastructure Plan (LGIP) with revised Desired Standards of Service (DSS) to facilitate the combination of trunk infrastructure planning standards and the new population model.	December 2017	1	1	On Track

**Interpretation & Response:**

Council has approved the revised Desired Standards of Service to facilitate the colocation of trunk infrastructure. The Planning Scheme amendment has been finalised and public consultation will commence in November for 20 days.



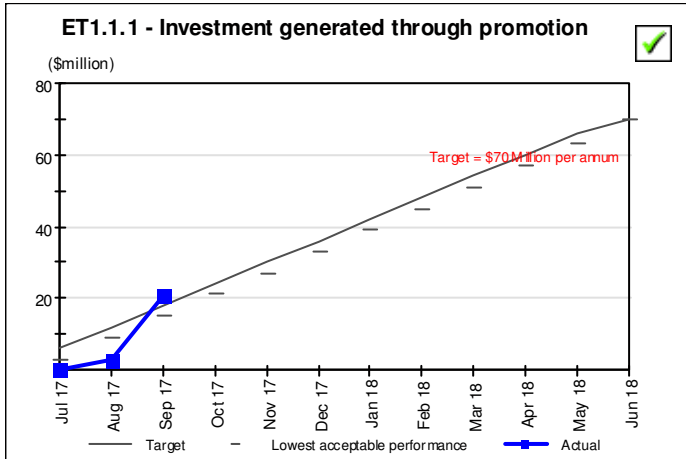
**Interpretation & Response:**

The year-to-date expenditure on the Water and Wastewater Capital Works Program for the 2017/18 financial year is tracking at 80% of the phased budget as at the end of August 2017. Expenditure will be ramping up as projects enter the construction phase in the coming months.

# 2017/18 Operational Plan Report

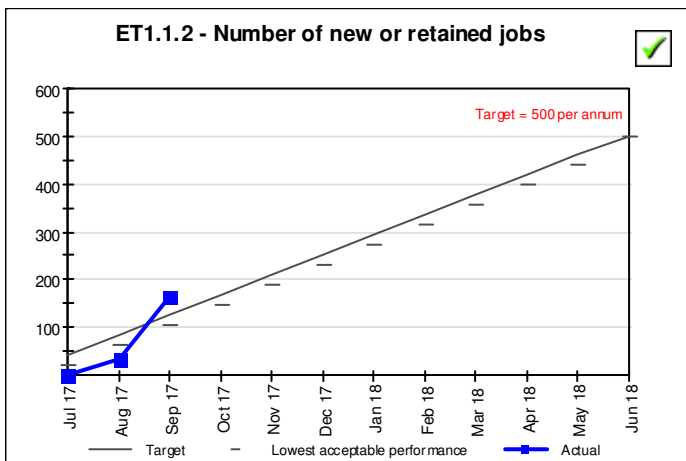
## Economic Transformation (ET)

### ET1 - We enjoy jobs growth and economic prosperity with local and global reach



**Interpretation & Response:**

During the first quarter there were three announced projects with total investments of \$20.5 million. These investments were within the advanced manufacturing ((\$17.5M) and tourism (\$3M) industries. The year-to-date target has been exceeded.



**Interpretation & Response:**

During the first quarter, new investments and re-investments were responsible for the creation of 95 new jobs and 70 retained jobs. Thirty-five (35) new jobs are in the tourism industry with the remainder in advanced manufacturing.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.3	Business Support	Develop a Food Capability Guide to raise the profile of the area for major contracts.	June 2018	1	1	On Track

**Interpretation & Response:**

The Logan Local Food Capability Guide was completed and launched in July 2017. The Guide will be used to promote the capabilities of the food industry in Logan for future major contracts and has been distributed and promoted through key industry contacts.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1 .4	Investment Attraction/Business Support	Develop initiatives to increase international student participation in conjunction with local schools and tertiary institutions	June 2018	3	3	On Track

#### Interpretation & Response:

During the first quarter engagement with the local school network has continued. The introduction of the Friendship Certificate and Logi Bear to strengthen the City of Logan's image as an ideal destination for international students has occurred. Engagement with Griffith University's International Students area has continued to strengthen the profile of the Logan Campus with the aim to boost international student numbers. In conjunction with Education Queensland International, planning has commenced to host a briefing session for local schools regarding the opportunities of becoming international study tour hosts from 2018 onwards. There are currently 20 State Government schools within Logan actively hosting international study tours.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1 .5	Business Support	Develop and implement a marketing campaign for the online jobs portal to raise awareness of locally available jobs.	June 2018	2	2	On Track

#### Interpretation & Response:

During the first quarter various marketing activities were undertaken including exhibiting at the Ignite Youth Expo. The results of the first three months of marketing campaign have been reviewed. The initial 90 day target was exceeded for new and return visitors.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1 .6	Corporate Property	Achieve unconditional contracts on all remaining South West 1 and South West 2 industrial lots to increase local job opportunities	September 2017	1	1	Completed

#### Interpretation & Response:

The final three (3) lots at SouthWest 1 settled in July 2017, under a transaction to Frasers.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.2 .1	Business Support	Deliver a range of business relevant workshops for businesses in the City of Logan to build capacity of the local economy	June 2018	1	1	On Track

#### Interpretation & Response:

During the first quarter 14 small business workshops were delivered across a range of topics including tax related workshops, Entrepreneur seminars in conjunction with Griffith University, Travel Advice for Businesses sessions leading up to the Commonwealth Games, Digital Marketing, attracting investment and business finance. Two Joint Chambers of Commerce events were also delivered with Beenleigh Yatala and Logan Chambers of Commerce.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.2 .2	Investment Attraction	Implement actions identified in the Industry Development and Investment Attraction Strategy 2016-2021	June 2018	1	1	On Track

#### Interpretation & Response:

Actions implemented and activities carried out during the September quarter included participation in three (3) industry relevant forums and events, seven (7) engagements with industrial and commercial development enablers, participation and presentation to support Global Connections potential investor meetings and engagement in one (1) investor meeting with State development

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.3 .1	Adopted Charges Resolution	Prepare amendments to Logan's Adopted Charges Resolution to establish the City of Logan as a competitive location for business investment and to establish economic development zones	June 2018	1	1	Completed

#### Interpretation & Response:

The Adopted Infrastructure Charges Resolution was amended to create the Springwood Economic Zone to encourage investment for business. While the target for this project was June 2018 it was completed in June 2017 by way of council resolution in March 2017 Minute No 53/2017. This project is now completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4 .1	Implementation	Deliver projects identified in the implementation plans for the Beenleigh, Springwood, Meadowbrook and Logan Central activity centres to stimulate economic growth	June 2018	0	0	On Track

#### Interpretation & Response:

On 10 October 2017 the City Growth Committee endorsed the priority projects to be implemented under the Springwood Implementation Fund and also endorsed progressing detailed design of the projects with the Divisional Councillor. Detailed project management plans are being prepared for all the priority projects. The Shared Pathway and pedestrian crossing is close to final completion. The Energex pole was relocated, new drop down electrical service and metered service was installed and CCTV and pathway lighting was commissioned. Designs for the public art that will be integrated with arbour and shade structures have been completed and is due to be installed early in October. Pedestrian, cycle signage and funding acknowledgement sign was installed. The East bound and west bound bus shelters were installed and practical completion of the project inclusive of the bus infrastructure is scheduled for the second half of October 2017. The official opening event is planned for 7 November 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4 .2	Implementation	Deliver initiatives and projects through the Springwood Implementation Fund to unlock the city-making CBD potential of the Springwood Activity Centre	June 2018	0	0	On Track

#### Interpretation & Response:

On 10 October 2017 the City Growth Committee endorsed the priority projects to be implemented under the Springwood Implementation Fund and also endorsed progressing detailed design of the projects with the Divisional Councillor. Detailed project management plans are being prepared for all the priority projects.

## ET2 - Investments, partnerships and innovation support economic growth in the city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.1 .1	Planning Policy	Develop a long term Employment Lands Strategy for the City of Logan to attract investment and provide a framework for community, businesses and investors in the city	June 2018	0	0	On Track

### Interpretation & Response:

Since August 2017 the project team is in the process of preparing a number of draft inputs to the strategy. This includes demographic and employment data and forecasts for Logan City, investigating trends shaping the employment market, assessment of what land in Logan City is currently allocated for employment purposes (i.e. retail, mixed use, industrial) and how much employment growth it can accommodate as well as preparing applicable employment data maps. The intention is to have this finalised by December 2017 and it will include a preliminary draft employment lands study that will be analysed and refined in the new year.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.2 .1	Invest Logan	Establish Invest Logan and once operational, provide quarterly reports to the shareholders	October 2017	1	1	Completed

### Interpretation & Response:

Invest Logan has been established. Quarterly reports will be provided to shareholders with the first to be provided in January 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.2 .2	Investment Attraction	Prepare for Council endorsement and commence implementation of a Council endorsed Economic Vision for the City of Logan	December 2017	2	2	On Track

### Interpretation & Response:

During the first quarter the concept for the Economic Vision was defined. Internal and external consultations and information gathering commenced. Draft elements will be prepared for review and comment early in the second quarter.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3 .1	Innovation Hubs	Prepare a feasibility study report for the implementation of innovation hubs across the city	June 2018	0	0	On Track

#### Interpretation & Response:

A confidential report seeking Council endorsement to the proposed approach for the delivery of a feasibility study for the implementation of innovation hubs across the City of Logan will be presented at the Council meeting of 17 October. In addition, a Councillor Inspection of innovation hubs in the Greater Brisbane region is scheduled to take place on 18 October.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4 .1	Traineeship	Prepare a tender for the Supply of Trainees for Council Traineeship Program, which will include specific requirements within the tender to provide significant social outcomes	June 2018	0	0	Completion Risk

#### Interpretation & Response:

The tender process for the supply of trainees for the Council Traineeship Program will not be proceeding. A decision has been made to leverage the LocalBuy Managed Service Provider (Comensura) arrangements to source Council trainees. Moving to an arrangement where the Managed Service Provider (MSP) manages the supplier/s of trainees represents a significant reduction in Council effort. Representatives from P&C have discussed Council's specific requirements in relation to the provision of social outcomes with the MSP (Comensura). Under the new arrangements, Council's existing provider is still able to supply trainees. Therefore, it is recommended that this project be removed from the 2017/18 Operational Plan.



# 2017/18 Operational Plan Report

## Image and Identity (II)

### II1 - We are an innovative, dynamic city of the future

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.1	City Brand Strategy	Develop a Brand Strategy to drive a new city image campaign and other promotional elements to attract families, visitors and investment to the city	June 2018	4	4	On Track

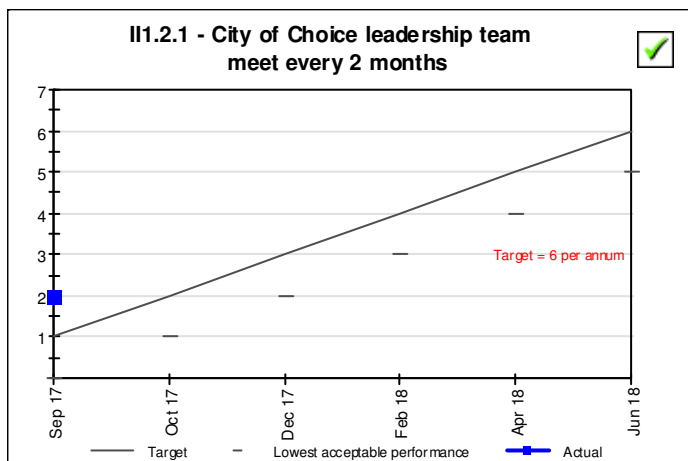
#### Interpretation & Response:

A review of the new corporate plan was completed. Current research, competitor analysis and preparation is underway. Brand workshops were conducted with the Mayor, Councillors, Executive Leadership Team and key branch managers to determine core components of the City of Logan brand. Development and refinement of the brand foundations occurred and the core components of brand and positioning direction to inform narrative, visual identity and imagery was agreed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.2	Investment Attraction	Review and revise the "Visit Logan" website to support positioning the city as an innovative, dynamic, city of the future	June 2018	2	2	On Track

#### Interpretation & Response:

During the first quarter, project priorities have been established and agreed. Internal architecture items have been clarified and forwarded to Council's web designer for implementation. Content narrative and tone are currently being reviewed and updated. Council's free of charge listings have been reviewed and refreshed with the Australian Tourism Data Warehouse. A new stylised map has been developed and is being formatted for the site.



#### Interpretation & Response:

The previous leadership team met on 31 August 2017 and 20 September 2017 to discuss drug testing of welfare recipients. Concept paper for the City of Choice Phase 2 will be endorsed by Council and ELT in October 2017. Council is aiming to have the first refreshed leadership team meeting in late 2017 or early 2018.

It is noted that the purpose of monitoring a KPI is to measure performance against a statistical target. To monitor the number of meetings held by the leadership team does not provide meaningful performance data. It would be more valuable to track performance against this leadership team by way of a project, to enable project commentary that will report progress and outcomes achieved at the leadership team meetings. Therefore, it is recommended that this KPI be reassigned as a key project in the Operational Plan.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Smart Cities Policy	Prepare for Council endorsement and commence implementation of a Council endorsed Smart City Strategy to support the achievement of identified city transformation outcomes for the City of Logan	June 2018	0	0	On Track

#### Interpretation & Response:

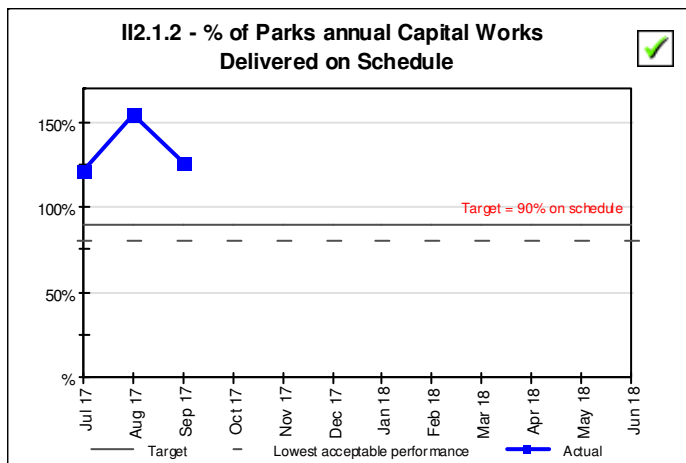
Creation of the City Futures Strategy is underway with a number of engagement roundtables and workshops having taken place with internal stakeholders, business, the wider community and elected members, culminating in attendance from 169 interested parties. Surveys have also been carried out, with each survey having their own specific questions in relation to the target audiences, community, business & organisation and staff. A total of 443 responses have been received. Currently the information is being analysed and the strategy is being compiled for feedback and guidance.

## II2 - Acknowledged as the emerging destination in the South East Region

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.1.1	Park Design & Capital Delivery	Develop a Parks Heritage Plan to identify and promote cultural and heritage values of the parks throughout the City of Logan	June 2018	0	0	On Track

#### Interpretation & Response:

No milestones due yet for this quarter.



#### Interpretation & Response:

As at 30 September, 34 of 108 projects had reached practical completion, which is 31% of the original program for 2017/18. The target was 27 projects reaching practical completion. Since the program was signed off on 31 August 2017, an additional 16 projects have been added to the program.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	Community Events Support	Deliver an annual calendar of events to promote key assets or attributes across the city	June 2018	15	15	On Track

#### Interpretation & Response:

Flag Day (01 September) was held successfully at Greenbank State School with Cr Laurie Smith providing the MC services. The City of Logan ImagiNation Children's Festival Launch (18 September) with extensive internal and external collaboration brought together over 150 free or low cost activities across 140 providers to deliver the 2018 program. The Official Lighting of the Hillcrest Water Tower light display (20 September) - with approximately 50 people in attendance.

Two Eats & Beats events were held over the quarter including the Browns Plains event which hosted 30 food vendors on the night and a number sold out of product. The night was incident free for the 5,500 attendees. The IKEA Logan and Logan Supercentre (29 September) event attracted over 5,000 people and the redesigned site allowed for more space for patrons to enjoy the experience. The Logan Loves Seniors Expo (15 August) delivered a number of new activities which proved to be popular with attendees and which freshened up the event program. 1700 Seniors attended the event.

The Freedom of Entry to the City (19 August) event organised by key staff from across Council collaborated with Commanding Officer of 202SQN (City of Logan) to deliver this ceremonial event out the front of the Logan City Council Administration Centre. Up to 200 families/friends watched the cadets participate in the formal proceedings. The Beenleigh Customer Service Centre Opening (24 August) ceremony to formally open the Beenleigh Customer Service Centre on the corner of George Street and City Road along with a ribbon cutting for the first regional Councillor Office for Cr Jennie Breene was also held.

#### The outgoing sponsorship events included:

- Queensland Cake Expo (1-3 September)
- Wide World of Sports Charity Classics (8 September)
- Cool Classics & Hot Wheels Car Display (10 September)
- Logan Village Heritage Music Festival (10 September)
- Beenleigh Show (16 September)
- Papua New Guinea Cultural Day (16 September)
- Logan Running Festival (17 September)
- QLD Rugby Girls 7's State Championship (20 - 21 September)
- Women in Business Awards (22 September)
- Brisbane Bullets v Illawarra Hawks (22 September)
- Australian Supercross, Round 1, Jimboomba (23 September)
- Chin Community (29-30 September)
- Bangladesh Puja Cultural Society (29 September)
- Tuvalu Community Day (29 September)
- Legends of League (4-6 August)
- Queensland Masters Softball (4-6 August)
- QUOTA Eisteddfod (7-13 August)

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.3.1	City Image Marketing	Develop a marketing and promotional campaign to highlight the City of Logan as a hub for sporting talent and activity	June 2018	0	0	On Track

#### Interpretation & Response:

The Step It Up Umbrella Campaign was developed to support the Active Logan Strategy with Corey Parker as the face of the campaign and which will be delivered through out-of-home, digital, competitions and activations. Regular weekly social posts promoting ways to get active has been implemented. Sponsorship and Partnerships including the negotiating and leveraging of sponsorship opportunities for Brisbane Bullets, Brisbane Roar, Australian Supercross Championships, the inaugural Rugby 7's girls state championships, Challenge of the Nations Netball, International Legends of League and a number of touch football tournaments.

Ongoing promotions of local talent and opportunities to get active through Council channels including Our Logan and social media content has occurred. Developments to the City App include the integration of Get Active and Park Finder feature along with Aquatic and Indoor Sport Centre information into the City of Logan mobile application.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.1	City Image Marketing	Develop a marketing and promotional campaign to promote our natural environment, green spaces and parks	June 2018	0	0	On Track

#### Interpretation & Response:

Council has developed a marketing strategy to encourage participation in the inaugural Eco Forum with outcomes of the forum to assist in planning environmental programs for the City of Logan. The integrated Park Finder functionality to assist residents and non-residents with a wide range of the City of Logan's 924 parks that meet their needs has been included. A promotional campaign for the winter calendar of environmental events to encourage residents to get out and about in our natural spaces. Council has also development Parks interpretive signage to implement across Council Parks to educate the community about the flora and fauna contained within each park. Council are engaging the community about how they would like to use the City of Logan portion of the Albert and Logan River through event activations and a strong digital campaign.

Council has also implemented a number of free tree campaigns to encourage residents to grow our green space, improve livability and air quality through planting native trees including. This includes a specific campaign to improve the Albert River banks through the offer of up to 1,000 for planting on properties on the river bank. We have commenced editing content and design of the annual Environmental Levy Report for Health, Environment and Waste. Ongoing green promotions includes the development and delivery of ongoing promotions of the City of Logan's natural offerings and parks through Council channels including social media and Our Logan magazine.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.2	Park Design & Capital Delivery and Park Maintenance	Deliver a review on Council managed mountain bike trails, walking track infrastructure and signage to improve the quality of the infrastructure and increase usage of the assets	June 2018	0	0	On Track

#### Interpretation & Response:

The project is in the initial scoping phase and gathering of existing information for assessment. The project scope will include the development of an operational plan for Shared Trails within Council Bushland Reserves to determine levels of service for track maintenance, track auditing and mapping. The plan will also define the proposed level of participation of trailcare volunteers in track maintenance and auditing. A program of signage improvements is also being developed to improve track user safety and visitor experience. A draft operational plan will be provided in May 2018 for review by the Parks Manager.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.5.1	Brand and Design	Develop a project plan for the role out of new major city entry signage, to clearly demonstrate the city boundaries and indicate to residents and visitors that they have entered the City of Logan	June 2018	0	0	On Track

#### Interpretation & Response:

Preliminary locations for welcome entry signage have been identified. Internal consultation has commenced with a number of key branches to develop the brief on signage requirements for the procurement process. The types of suppliers who may be able to deliver on service requirements have been identified.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.6.1	Innovation Hubs	Investigate the collocation of facilities and major centres to facilitate hubs of excellence across the city	June 2018	0	0	Completion Risk

#### Interpretation & Response:

This investigation presents significant synergies with "ET2.3.1 - Prepare a feasibility study report for the implementation of innovation hubs across the city". As a result, this investigation will be included in the brief to market on the feasibility study of innovation hubs in the City of Logan, to be delivered as a single project. Therefore it is recommended that this project be removed from the Operational Plan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.7.1	Investment Attraction/Business Support	Prepare a Tourism Destination Management Plan for the City of Logan for Council consideration	June 2018	2	2	On Track

#### Interpretation & Response:

During the first quarter, specialist tourism consultants The Stafford Group were appointed to develop the Destination Management Plan. The stage one situational analysis has been completed. Stage two workshops with the Internal Tourism Working Group and external Tourism sector stakeholders have been completed. The development of the draft Destination Management Plan is underway and on-track for completion by the end of November 2017.

# 2017/18 Operational Plan Report

## Green and Renewable (GR)

### GR1 - A carbon neutral and green city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.1	Carbon and Energy Management	Deliver an emission profile report to measure and track Council emissions	August 2017	1	1	Completed

#### Interpretation & Response:

In the first quarter, the Logan City Council Emission Profile Report was delivered and summary of the results was provided to Council via the Health, Environment and Waste Committee Monthly Report for July 2017 (Minute Number 249/2017).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	Carbon and Energy Management	Prepare a carbon reduction strategy and action plan to reduce and offset carbon emissions for Council consideration	January 2018	1	1	On Track

#### Interpretation & Response:

In quarter one, Council's emissions profile was completed and first draft of the Carbon Reduction Strategy and Action was prepared.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.1	Waterways and Catchment Management	Implement a community and schools waterways monitoring program to educate stakeholders on the protection of Council waterways	June 2018	0	0	On Track

#### Interpretation & Response:

The planning for the community and schools waterways monitoring program is on track. In quarter one, Council's staff were trained in how to use a water quality web data portal that has been established by Healthy Land and Water. Council's two handheld water quality probes have been sent for maintenance and repair in preparation for the upcoming year of monitoring with the community.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.2	Conservation Partnerships & Special Projects	Host a City of Logan EnviroForum to support community environmental awareness and participation	November 2017	3	3	On Track

#### Interpretation & Response:

In quarter one, the Logan Eco Forum has been planned with the theme of 'Connect to Nature'. The program includes Professor Ian Lowe from Griffith University, professional wildlife photographer Steve Parish and Hyahno Moser from Nature Play QLD. A Facebook event has been created plus additional marketing with media releases. Further information is available at [www.logan.qld.gov.au/ecoforum](http://www.logan.qld.gov.au/ecoforum)

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.1	Park Planning & Design   Park Construction Management	Investigate improvements to parks linkages (e.g. Footpaths, bikeways) to create better connectivity between parks and pedestrian network infrastructure	June 2018	0	0	On Track

#### Interpretation & Response:

No milestones due yet for this quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.2	Biodiversity and vegetation management	Develop a priority biodiversity corridors mapping and decision framework to inform a city-wide vision.	September 2017	0	0	On Track

#### Interpretation & Response:

The biodiversity corridor prioritisation maps and associated updates to Council land acquisition for environmental purposes assessment criteria were submitted to the City Health, Environment and Waste Committee. Currently awaiting final Council resolution

## GR2 - Our waterways and waterbodies are healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.1	Waterways and Catchment Management	Prepare for Council endorsement and commence implementation of a Council endorsed Albert River Vision to identify opportunities to improve the accessibility, ecological health, recreational value and economic benefit of the asset	February 2018	1	1	On Track

### Interpretation & Response:

In quarter one, an Albert River Vision community engagement plan, marketing action plan and media plan were developed. Community engagement for the development of the Albert River Vision commenced in September and will close in early November. The [www.rivervision.com.au](http://www.rivervision.com.au) website has been updated to provide a platform for the community to have their say.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.1	Waterways and Catchment Management	Complete the recreational water quality sampling program 2017-2018 across the City's rivers and creeks to monitor recreational values of key waterbodies	June 2018	1	1	On Track

### Interpretation & Response:

Winter monitoring was undertaken in quarter one with monthly monitoring of six river sites and six water body and creek sites. Summer monitoring has commenced with fortnightly monitoring of these same six river sites and six waterbody and creek sites. Monitoring has been on hold for Chardon Bridge, Cedar Creek, Albert River Park, Eagleby and Alberta Park Wolfdene due to the construction and repair of bridges and the replacement of pontoons. Monitoring will resume once these sites are reopened, which is expected by December 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.2	Waterways and Catchment Management	Develop a localised state of the catchment report to benchmark the condition of Logan Rivers and Wetlands assets	December 2017	0	0	On Track

### Interpretation & Response:

The State of the Catchments Report was submitted to the City Health, Environment and Waste Committee as part of the confidential 2017 Healthy Land and Water Report Card briefing item. The content will be released publically to coincide with the public release of the SEQ Healthy Land and Water Report Card on 02 November, 2017.



# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.1	Waterways and Catchment Management	Develop the Logan River Vision Implementation Plan 2018-2022 that identifies key on-ground projects to improve the accessibility, ecological health and recreational value of the Logan River for endorsement by the Executive Leadership Team	December 2017	1	1	On Track

#### Interpretation & Response:

The Logan River Vision is now available at [www.rivervision.com.au](http://www.rivervision.com.au). The website will be used to keep the community up-to-date on the 2017/2018 projects as they are implemented. Development of the Logan River Vision Implementation Plan commenced in quarter one, with an implementation working group established in September.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.2	Waterways and Catchment Management	Develop and implement the Logan River Accessibility and Connectivity Concept Plan to improve accessibility and economic benefit of the asset	June 2018	0	0	On Track

#### Interpretation & Response:

The development and implementation of the Logan River Accessibility and Connectivity Concept Plan (the Concept Plan) began in August 2017 with the internal scoping phase underway and on track. Development of the Concept Plan will commence in October 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.3	Waterways and Catchment Management	Install location signage at Logan Riverside parks on Rivers edge (visible from the River) to improve accessibility	June 2018	0	0	On Track

#### Interpretation & Response:

Development of a concept plan for the design and installation of location signage at Logan riverside parks on the Logan River edge commenced in quarter one.

## GR3 - We employ sustainable waste management and recycling practices

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.1	Waste and Recycling Collection	Prepare a project plan to facilitate the renewal of the waste and recycling collection and processing contracts for Council consideration	December 2017	1	1	On Track

#### Interpretation & Response:

A project plan and timetable has been prepared and is intended to be submitted to the City Health, Environment and Waste Committee on 31 October, 2017 for consideration. The report is currently under review by the Director.

# 2017/18 Operational Plan Report

## Next Generation Governance (NG)

### NG1 - Our organisation uses innovation and technology to efficiently manage assets and deliver valuable services to our community and visitors

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.1	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration	June 2018	0	0	On Track

**Interpretation & Response:**

The branch is currently formulating an approach for stakeholder engagement prior to advertising a request for quote (RFQ). Discussions have been held with Manager City Futures, Acting Manager Information Services and Director Innovation and City Transformation, regarding the transfer of this project to information services branch. The digital strategy will in part complement the City Futures strategy, but will also cover the full gamut of Council digital information and technology, replacing the ICT strategy. For this reason it was decided that it would be best led by the Information Services Branch.

It is recommended that this operational plan project be transferred to Information Services branch for delivery.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.2	Digital Innovation	Establish mobile self-service for Council service requests and payments	June 2018	0	0	On Track

**Interpretation & Response:**

Initial phase of mobile customer service requests released with the launch of the mobile Logan application (app). Discussions held with Manager City Futures regarding the transfer of this project to Information Services Branch. This is work that is already underway involving the Pathway corporate system, managed by Information Services.

It is recommended that this operational plan project be transferred to Information Services Branch.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.3	Park Planning and Policy Development	Deliver a review on the Logan City Council App to determine integration opportunities for Parks	June 2018	0	0	On Track

**Interpretation & Response:**

No milestones due yet for this quarter.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.4	Library technology and support	Implement Radio Frequency Identification technology at all nine library sites for improved customer service and automated manual handling	March 2018	1	1	On Track

#### Interpretation & Response:

During Q1 the contract for RFID was awarded to Bibliotheca Australia Ltd. after a competitive process via Vendor Panel. The vendor appointed a project manager and regular project meetings were established with the project team. Internal sub-project working groups were also established to focus on customer experience, communications, training and operational workflow change. Library redesign concept plans were drafted for each site. The vendor conducted site visits to inform project installation timelines. Procurement of hardware and software requirements commenced and library staff commenced retrospective tagging of collections in preparation for equipment installation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.1	Delivering Service Excellence	Deliver mobility to Building and Land Use Investigation Teams to improve development assessment services to residents and businesses	December 2017	2	2	On Track

#### Interpretation & Response:

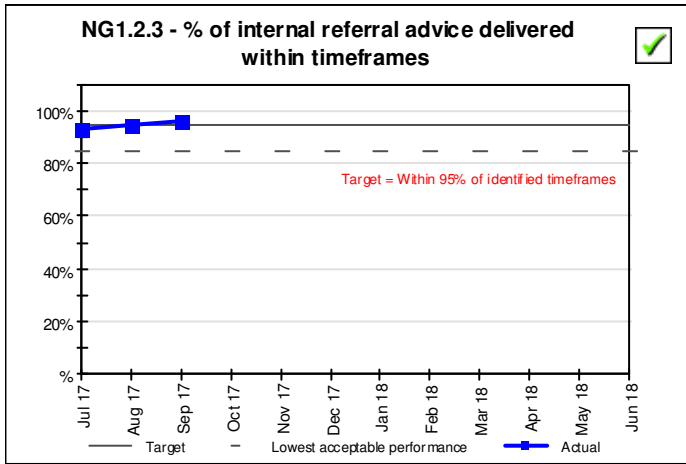
Further Inspection building is now complete and Council are testing additional inspection types.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.2	Delivering Service Excellence	Implement next generation branch reporting for use by Staff, Councillors, and Customers to improve the availability of information to support good decision making	June 2018	2	2	On Track

#### Interpretation & Response:

Changes to the Planning team (officer) reporting is now resolved. Council are currently undertaking Plumbing and Engineering team stakeholder engagement to gather requirements.

# 2017/18 Operational Plan Report



**Interpretation & Response:**

The Technical Services Team had 86 Applications with Approval Conditions and only missed the 7 day timeframe 3 times, meaning that the 7 day KPI was reached 95% of the time. We will continue to use the Power Bi Business tools to reach this 96.5% of the time.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.4	Delivering Service Excellence	Implement the endorsed realignment of services in Council's Development Assessment Branch to support improved services to residents and businesses	December 2017	2	2	On Track

**Interpretation & Response:**

The systems and process project for the Technical Services team is still ongoing and is due for completion early in the second quarter. The Technical Services team are also closing out the recruitment for the vacant positions.

# 2017/18 Operational Plan Report

## NG2 - We engage our residents, businesses and visitors to inform decisions that affect the future of the city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.1	Engagement Advice and Support	Deliver training, advice, support and resources on projects that affect the future of the city and resident, to gain community input on council decisions	June 2018	1	1	On Track

**Interpretation & Response:**

Advice and support has been provided for 26 council projects this quarter; 16 of these projects have also been provided support for online engagement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.2	Customer Service Improvement	Implement a solution for Council to increase online community membership and online engagement	June 2018	1	1	On Track

**Interpretation & Response:**

A preferred supplier has been identified and engaged to provide a new solution for Council's online engagement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Engagement Support	Develop and implement the Community Engagement Strategy 2017-2021 for Council consideration	December 2017	2	2	On Track

**Interpretation & Response:**

Community engagement has been completed on the draft Community Engagement Strategy 2017-2021. The strategy has been updated to reflect community feedback and will be submitted to Council for consideration next quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.4	Engagement advice	Prepare for public consultation, Community Engagement Guidelines for Children, Youth and Young Adults.	September 2017	1	1	On Track

**Interpretation & Response:**

The guidelines for engaging children, youth and young adults in the City of Logan have been drafted in partnership with community stakeholders. Titled "Listen 2 Connect" the draft guideline will be made available for community feedback in October 2017.

# 2017/18 Operational Plan Report

## NG3 - We use responsible governance and establish strategic relationships in the management of assets and the delivery of services to the city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.1	Meetings Support	Implement a new Business Papers solution for Committee and Council meetings to provide an innovative online meetings management solution	June 2018	0	0	Completion Risk

### Interpretation & Response:

This project was initially placed in the operational plan with the intention to progress in this financial year. However, further work on this has been placed on hold and therefore removal from the operational plan is requested.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	SAMMS	Implement Phase One of the Strategic Asset Management and Maintenance Software (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body	June 2018	2	2	On Track

### Interpretation & Response:

The solution design for Plant Fleet Services and Sports, Leisure and Facilities has been completed. The work order mobility trial is also underway in these branches. the solution design for the Water Business has commenced.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.1	Advocacy Policy	Develop a three year Advocacy Strategy and implement a 12 month action plan focussed on building relationships with the State and Federal Government to influence policy and investment	September 2017	4	3	Monitor

### Interpretation & Response:

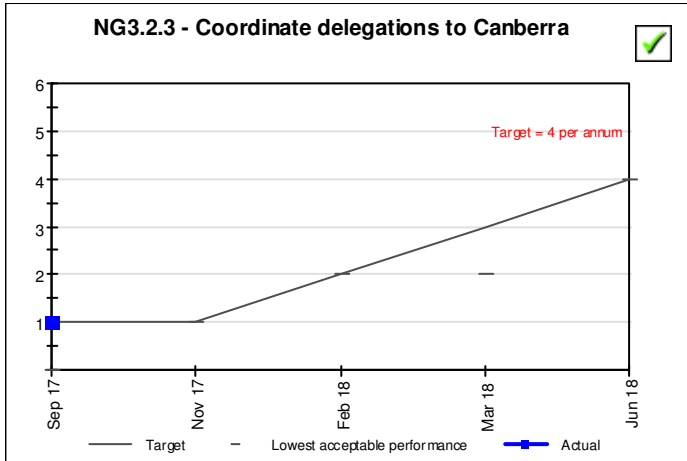
The Advocacy Strategy 2017 - 2019 is scheduled to be endorsed by Council in October 2017. This is the overarching direction for advocacy over the next three years. A subsequent action plan will be drafted which will capture all ongoing activities to be planned and delivered throughout the year including activities planned around budget and election cycles. A specific State Election Campaign Action Plan is also scheduled to be endorsed by Council in October 2017. It is recommended that the target date for this project be extended to February 2018 to reflect the focus on the State Election Campaign Action Plan for the remainder of 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.2	Advocacy Policy	Design and deliver a community campaign in the lead up to the State and Federal Election to advocate for the identified priorities	June 2018	0	0	On Track

### Interpretation & Response:

Scoping of advocacy priorities is currently being conducted in preparation for endorsement by ELT and Council.

# 2017/18 Operational Plan Report



**Interpretation & Response:**  
A delegation occurred on 4 September. Pre-planning has been initiated in preparation for first sitting week of 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.3.1	City Biosecurity Services	Develop and finalise the City Biosecurity Plan 2017-2021 for Council consideration and implement actions to manage invasive pests, plants and animals across the city	October 2017	3	3	On Track

**Interpretation & Response:**

The Draft City of Logan Biosecurity Plan was endorsed by Council on 29 August 2017 for community engagement. Community engagement will commence on 1 September 2017 and will conclude on 4 October 2017.

## NG4 - Our people deliver excellent service to customers and the community

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.1	People Plan	Prepare the final draft of the People Plan 2017-2020 for Executive Leadership Team (ELT) consideration	September 2017	1	1	On Track

### Interpretation & Response:

Manager and Director feedback conversations and workshops were conducted and input has been collated and is being incorporated into the Draft People Plan for presentation to ELT.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	Certified Agreement	Implement new Certified Agreement to formalise employment conditions for the next three years	December 2017	1	1	On Track

### Interpretation & Response:

The Certified Agreement negotiations have progressed through a number of meetings with unions and delegates in the July to September quarter. As the finalisation of the new certified agreement will involve bargaining between council and the associated unions, it may prove a challenge to have the certified agreement finalised by December 2017. Therefore it is recommended, that the target date for completion be moved to March 2017 to allow planning for any unforeseen delays in the bargaining process and ultimately the finalisation of the agreement.



# 2017/18 Operational Plan Report

## NG5 - We are building our resilience and recovery in the event of disasters

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.1	Develop and maintain local disaster management plans	Implement recommendations and lessons identified from ex Tropical Cyclone Debbie debriefs to enhance operational capability	June 2018	2	2	On Track

### Interpretation & Response:

A total of 26 recommendations were identified from the Local Disaster Management Group Debrief and the Local Disaster Coordination Centre Debrief held in May 2017. In this quarter the Recovery Debrief was held on 03 August 2017 with 10 key recommendations identified. A spontaneous Volunteer Debrief was held on 06 September 2017 and a recommendation report is currently being drafted to identify further recommendations. A recommendation register has been developed and a implementation plan is in place.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.2	Council's Corporate Plan	Introduce smart technologies to enhance disaster operations and recovery	June 2018	1	1	On Track

### Interpretation & Response:

Disaster Dashboard has been amended to enable easier access and to enhance end user experience to relevant river height data. Text to speech technology has been added to Council's Disaster Dashboard to assist members of the community with sensory disabilities. The Disaster Dashboard 'Map' page is currently being modified to include Council's flashing flood warning signs.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.3	Council's Corporate Plan	Further develop and implement community engagement strategies to improve community resilience	December 2017	0	0	Monitor

### Interpretation & Response:

Social media posts and articles in the monthly Our Logan magazine have been conducted as well as distribution of resources to the community via events and Councillors. Scoping has been undertaken to finalise the deliverables as part of the Get Ready QLD grant program. Further meetings to be held in the coming months. A draft Request for Quotation to undertake a Bushfire Risk Management Study has been developed, due to be sent out in October. Engagement with over 50's residential living facilities to promote business continuity planning for facility staff and community emergency planning for the residents was conducted.

Disaster Management have recently received a grant for community engagement activities from Department of Infrastructure. Local Government and Planning for the 2017-2018 financial year. The Disaster Management Program have developed additional activities in the community engagement space to utilise the funding appropriately. It is requested that the original target date of December 2017 be moved to June 2018 to allow for additional scope to be included in this project as a result of receiving additional grant money.

There were no milestones due this quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2.1	Flood Disaster Management	Finalise the Logan and Albert River Floodplain Management study and plan for Council consideration	December 2017	0	0	On Track

### Interpretation & Response:

The Logan and Albert River Floodplain Management study and plan has commenced and will help Council and the community to better plan for and respond to potential future river flooding. The project is aligned with best practice guidelines for floodplain management and will ensure that sustainable, integrated and effective flood risk management approaches are delivered.