

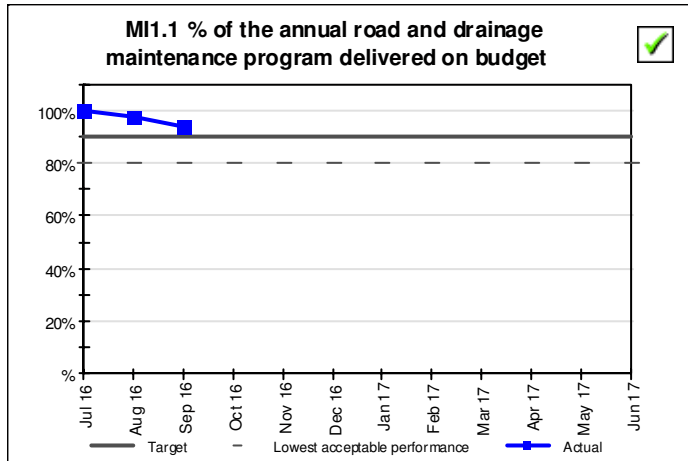


**OPERATIONAL PLAN 2016/2017
July to September 2016**



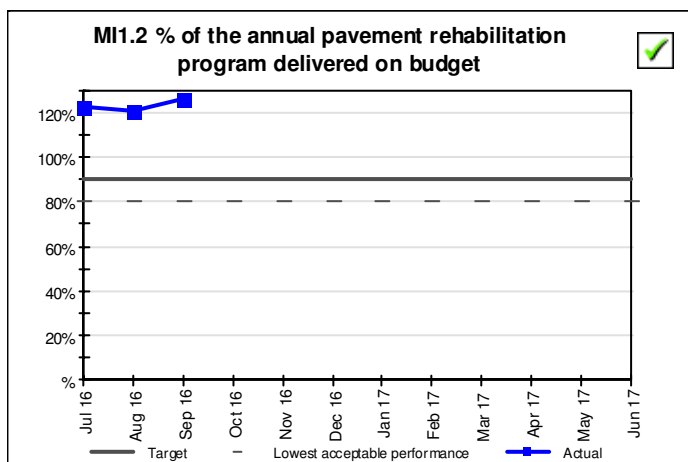
Building our Major Infrastructure

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



Interpretation & Response:

Expenditure against the maintenance budget is on target for the first quarter.



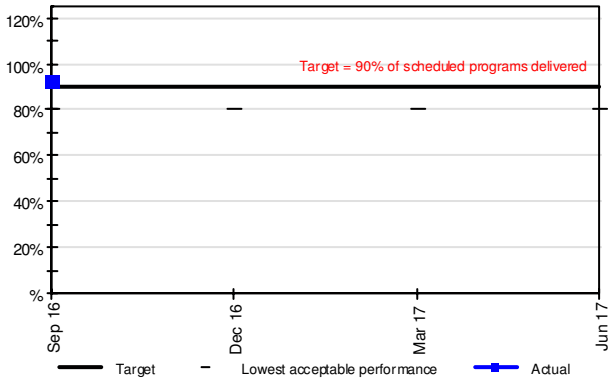
Interpretation & Response:

Delivery of the pavement rehabilitation program is slightly ahead of planned program expenditure at the end of September 2016 at 126%. 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: 93%

Results for the individual branches as at 30 September 2016, are as follows:

Water Infrastructure: 90%

Parks: 70%

Sport, Leisure and Facilities: 77%

Road Infrastructure Delivery: 109%

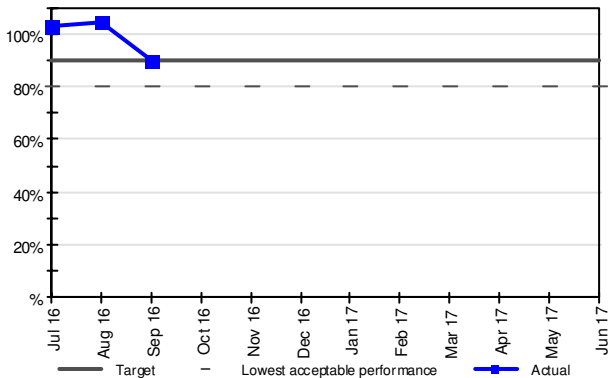
Waste Services: 90%

Some of the Sport, Leisure and Facilities branch capital projects were impacted by wet weather early in the first quarter, which resulted in the target not being met.

Parks branch had planned to finalise 39 projects during the first quarter but fell short of this target with only 30 projects reaching practical completion as at 30 September. This resulted in the target of 90% not being achieved.

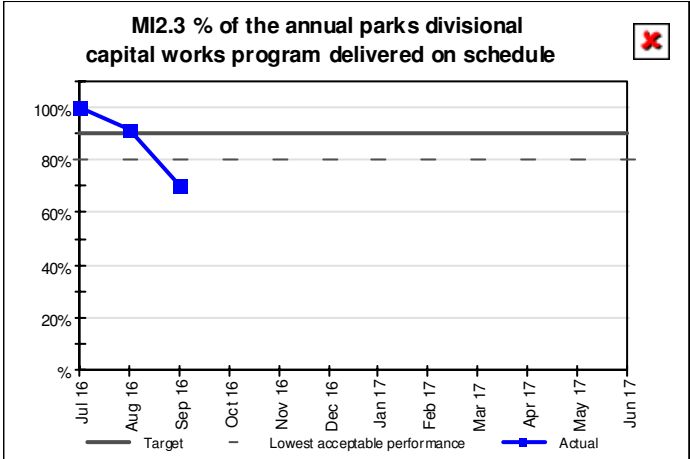
Capital projects in the Water Infrastructure branch, and Waste Services branch were delivered in accordance with the planned schedule during the first quarter. Capital roads and drainage projects delivered by Road Infrastructure Delivery branch are ahead of the delivery schedule as at 30 September 2016.

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

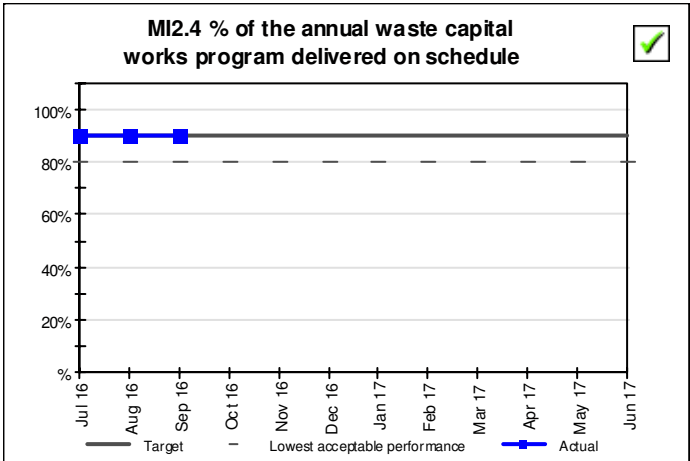


Interpretation & Response:

As at the end of September 2016, the expenditure on the Water and Wastewater Capital Works Program is tracking at 90% of the phased year to date budget with the lowest acceptable performance at 80%. In the first quarter, the Alfred Street Wastewater Pump Station (SPS02) Pump Replacement Project was completed and commissioned. Several other projects have also had construction completed and are now being commissioned. A number of new projects on the Water and Wastewater Capital Works Program are currently in the design and project development phase and will proceed to construction in the coming months.



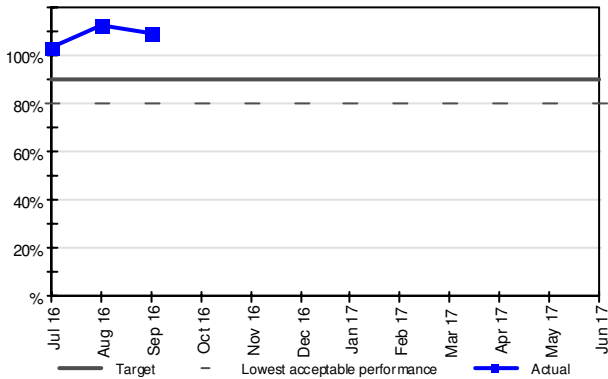
Interpretation & Response:
As of 30 September 2016, 30 of 155 projects had reached practical completion, which is 19.4% of the original program for 2016/17. The target was 39 projects reaching practical completion. Completion of the program is slightly behind schedule. However the majority of project funds were approved by Council at its meeting on 20 September 2016. With these approvals now obtained, delivery rates will increase and targets are forecasted to be met by November 2016.



Interpretation & Response:
Capital Works projects are on track, 45% of the capital works projects have either been completed or commenced and the remainder of the projects are scheduled for completion by 30 June 2017.



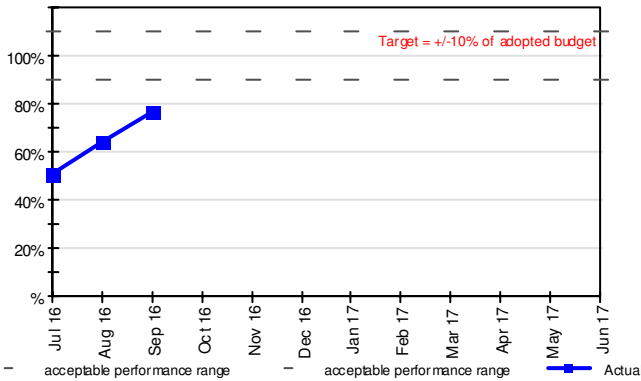
MI2.5 % of scheduled expenditure achieved in the delivery of the annual roads & drainage capital works program



Interpretation & Response:

Delivery of the capital roads and drainage program is slightly ahead of planned programmed expenditure at the end of September 2016 at 109%. Major projects such as Chambers Flat Road (\$18 million), the second stage of delivery of Teviot Road (total \$10 million) and Miller Bridge Replacement Project (\$3 million) are continuing construction.

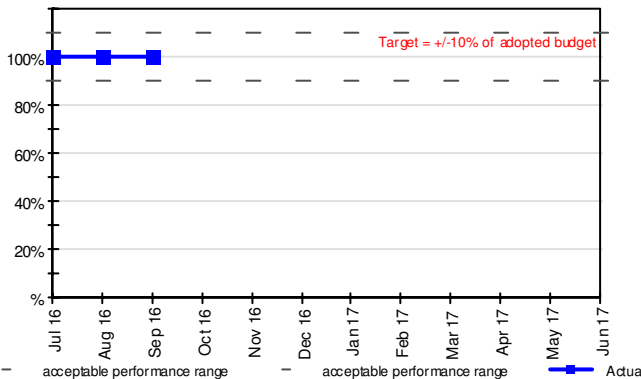
MI2.6 % variance against budget in the delivery of the annual SLF capital works program



Interpretation & Response:

The effects of the wet weather are reducing and the expenditure is trending back towards the budgeted amount. The delays to Logan Metro Sports Park, while awaiting confirmation of the outcome of tenancy discussions, will have an impact on the timing of expenditure compared to budget. All other projects are on track.

MI2.7 % variance against budget in the delivery of the annual parks divisional capital works program



Interpretation & Response:

At the 30 September 2016, 27 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	0	0	On Track

Interpretation & Response:

City Image Campaign - The service enhancement for City Image was adopted for recurrent funding.

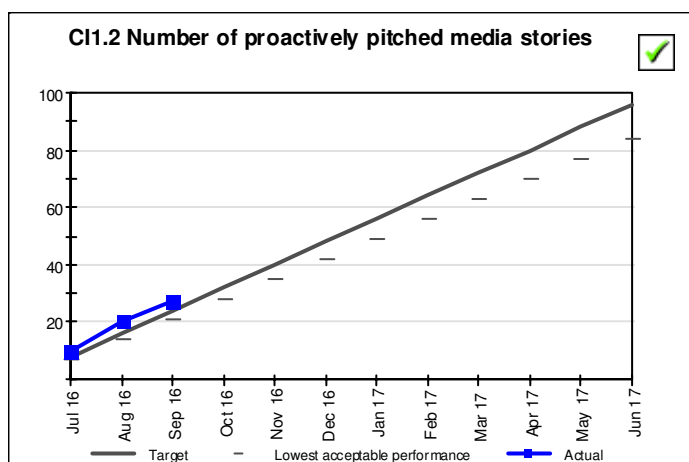
City Image Strategy - The City Image workshop was held with Councillors and the Executive Leadership Team on the 24 August 2016 to inform the proposed 2016-2020 City Image Strategy. The 2016-2017 Action Plan report was submitted to the City Image Committee. The full draft strategy for 2016-2020 is in final stages of internal consultation with Managers with a future report to be submitted to Committee for consideration.

Eats and Beats, Berrinba Wetlands (29 July) - Berrinba Wetlands proved a popular location for the Eats and Beats program with up to 8,000 attendees participating in the event which featured 28 savoury and sweet food vendors. The entertainment line-up was vibrant and suitable for all ages. Feedback from the Queensland Police Service was that the event was well run with no incidents reported on the night. The event included a Pokémon Go walk from 4-5pm to showcase the area to new visitors.

Eats and Beats, Underwood (30 September) - Another popular location attracting approximately 8,000 patrons to the event and the highest reported Facebook interaction to date. Eats and Beats Facebook followers increased by 471 as a result of promotions for this event.

ImagiNation Children's Festival - The children's festival was held during the September school holiday period, drawing together existing Council and community activities under one brand, as well as offering a new Nature Play Passport from Environment and Sustainability Branch. The Marketing Branch produced a variety of promotional collateral and rolled out a strong promotional campaign to encourage attendance. The festival was a huge success with most of the activities booking out within the first week and receiving lots of positive feedback from the community and event partners.

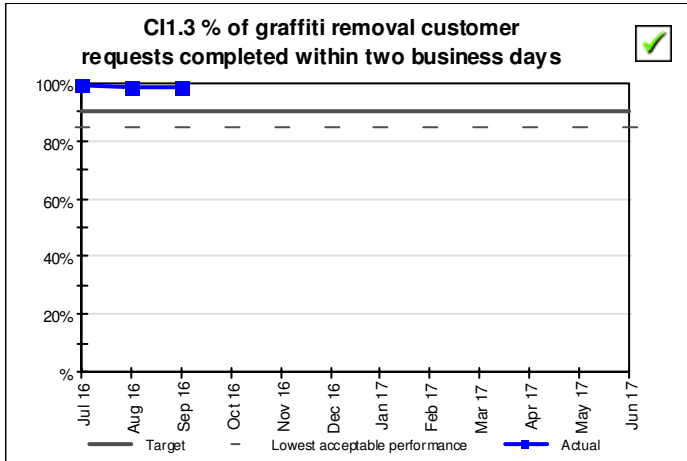
City App - Presented scope of works at the ICT SDCT and requested feedback from Managers. Currently reviewing feedback to incorporate into scope of works before engaging the vendor to develop the City App.



Interpretation & Response:

The Media and Communication branch pitched a number of significant media stories this quarter. For the quarter, across all forms of media (print, television, radio) Logan City Council reached \$3.4 million in advertising space rate. In September alone, more than 87 per cent of those stories were positive or neutral.

Proactively pitched stories for the quarter included Eats and Beats at Underwood Park, Quad Bikes footpath survey, Brisbane writers festival comes to Logan for the first time, Logan Growers at the Ekka, Logan Road Safety Expo, Logan's River Vision and the Logan City Council Budget.



Interpretation & Response:

During the first quarter, there were 713 graffiti removal requests received of which 704 (98.73%) were actioned within two business days. These jobs represent the following square metres of graffiti removed:

July 2016: 4,043M²
August 2016: 2,975M²
September 2016: 2,592M²
TOTAL M²: 9,610M²

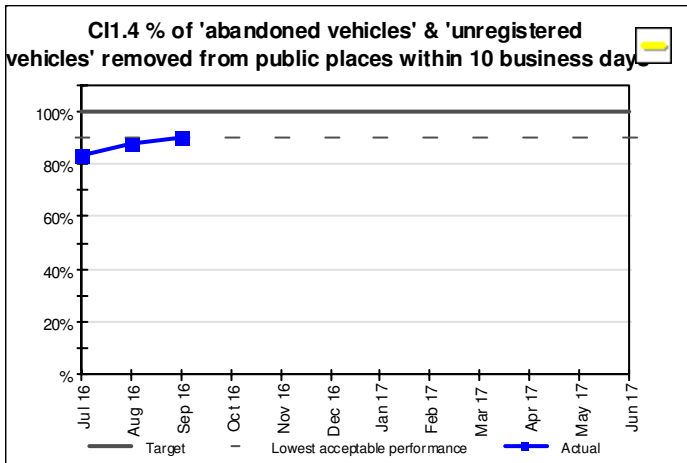
2016/17 totals (to date):

Number of requests = 713

Number of requests completed within two business days = 704

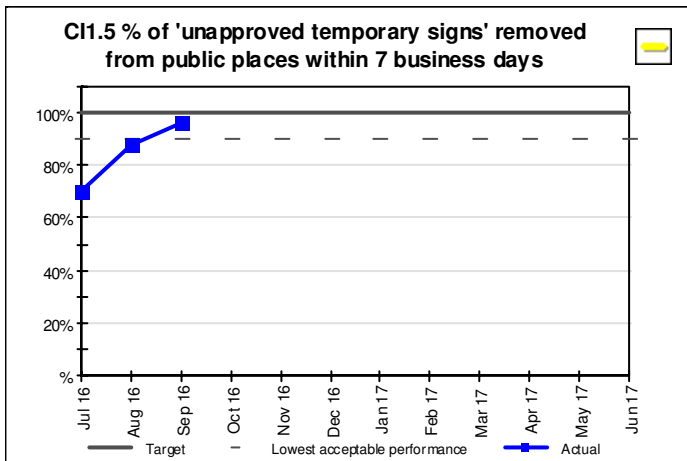
Percentage of requests completed within two business days = 98.73%

Square metres of graffiti removed = 9,610M²



Interpretation & Response:

Overall 34 vehicles were impounded in the first quarter with an average of 85% of total vehicles being either removed voluntarily or by Police or impounded within 10 business days. Please note Police interest in a vehicle may protract the removal process.



Interpretation & Response:

Overall 86 unapproved temporary signs were impounded from public places with an average of 85% of total unapproved signs being either impounded or voluntarily removed within 10 business days.



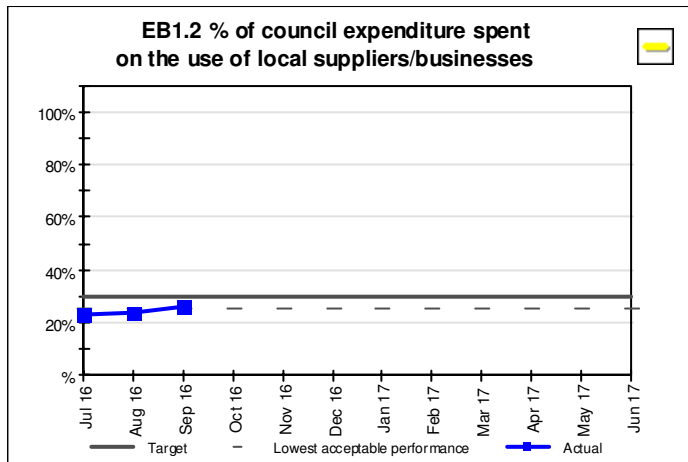
Building our Economic Base

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:

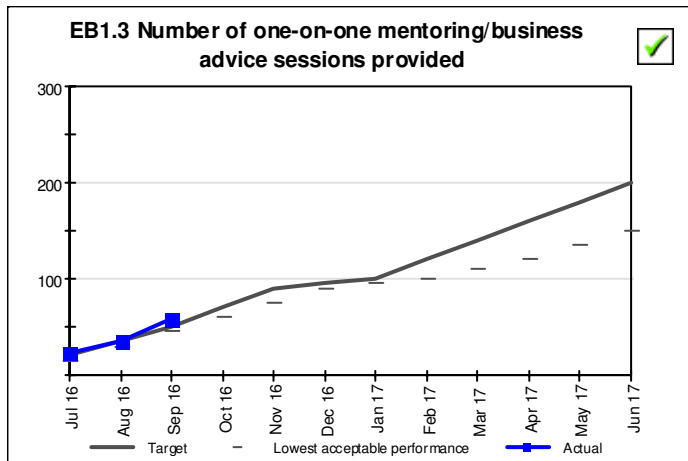
The Local Connections Strategy 2016 - 2021 was adopted by Council at its meeting on 7 June 2016 and implementation has commenced.



Interpretation & Response:

For the financial year Council has spent 26% 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.

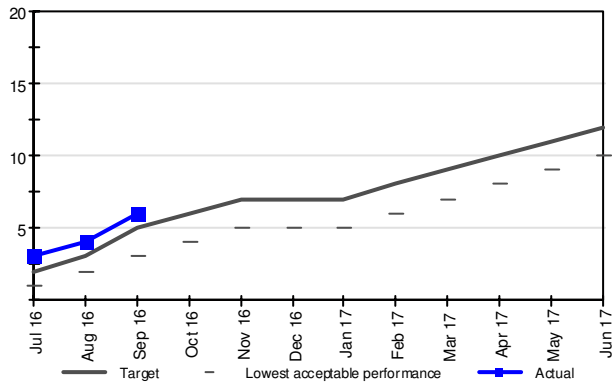


Interpretation & Response:

Twenty-two (22) one-on-one mentoring/business advice sessions were held in September bringing the quarter total to 58. Topics included initial meetings, finance, positioning and business advice. This is in excess of the year-to-date target of 50.



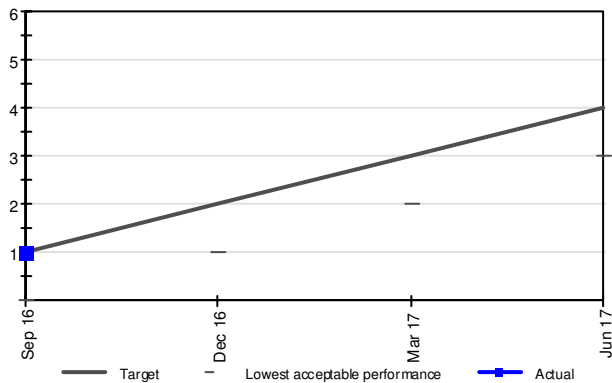
**EB1.4 Number of content relevant workshops facilitated
(for Logan City businesses)**



Interpretation & Response:

Two content relevant workshops were held in September bringing the first quarter total to six. These comprised two Australian Tax Office workshops, three workshops in the Griffith University Entrepreneurship Series and one Chamber of Commerce and Industry Queensland workshop. This exceeds the year to date target of five.

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



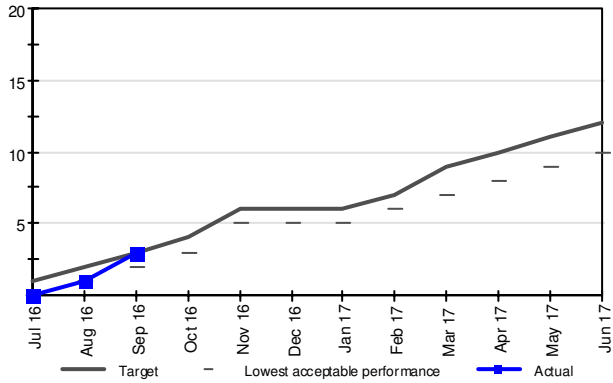
Interpretation & Response:

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



EB2 - Attract new businesses

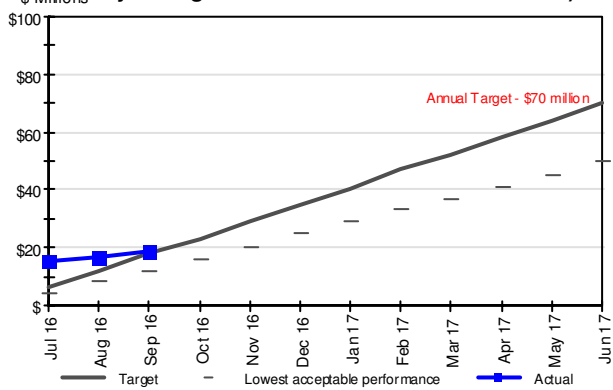
EB2.1 Number of industry trade shows & events attended



Interpretation & Response:

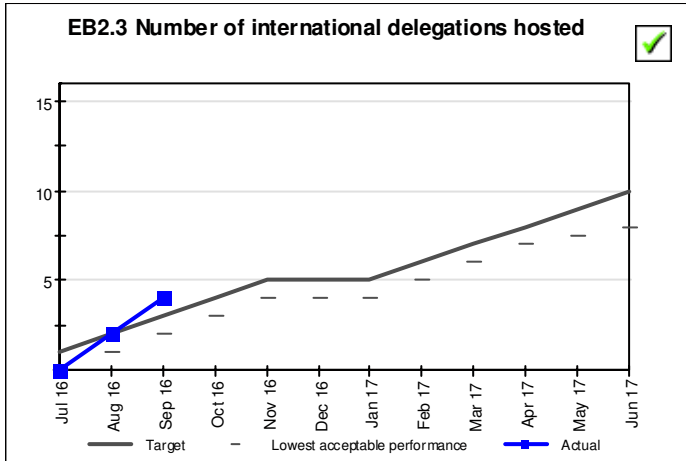
Representatives from the Economic Development and Strategy Branch attended two industry events in September bringing the quarter total to three. These were the AusBiotech Ag and FoodTech Symposium in August, the Committee for Economic Development of Australia Future Skills - The Education and Training Pipeline and the Hong Kong Australia Business Association Qld Chapter Business Awards in September. The annual target is on track.

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



Interpretation & Response:

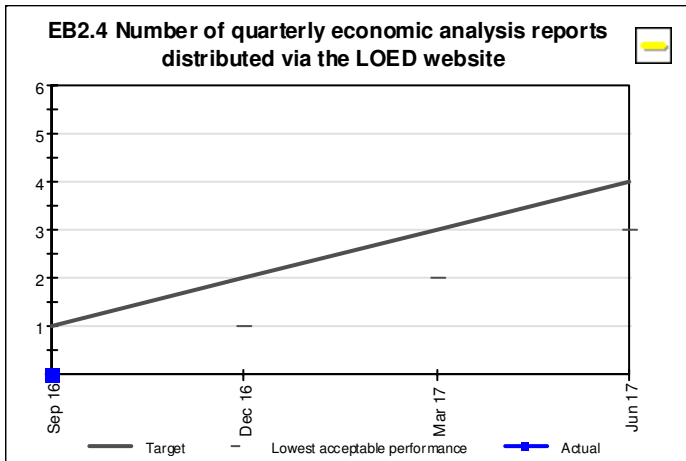
In the month of September, an investment of \$2.5m was attributed to a development site for a resource sector company to consolidate three site operations facilities for 60+ staff and will contribute another \$4.5m investment prior to completion in April 2017. Total investment for the first quarter is above target at \$19m



Interpretation & Response:

There were two inbound delegations hosted in September. These were a business delegate from China looking at import and export trade investment opportunities within Logan, and a Chinese business investor that was looking at commercial investment opportunities in Logan.

There were a total of four international delegations in the the first quarter, bringing the current year to date to four. An additional two delegations were postponed due to visa requirements and these will be re-scheduled to the second and third quarter.



Interpretation & Response:

During the first quarter, the format and content of a quarterly economic analysis report was developed. The first report will be distributed in the second quarter.

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.



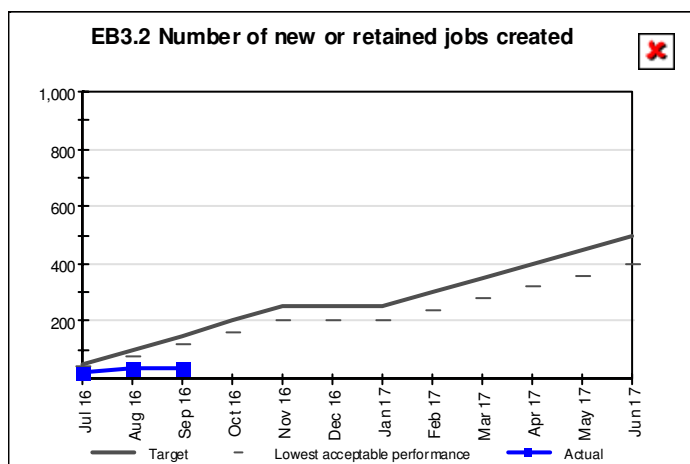
EB3 - Enhance local employment opportunities and local jobs containment

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. One comment in particular from a teacher said "the Careers Expo awakens them to Traineeships, courses and opportunities they did not know was available to them".

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 recorded in the month of September, which means the first quarter total remains at 32. Whilst this is well below the lowest acceptable figure of 120, there are a number of current projects set to deliver significant reportable numbers in the second quarter and beyond.



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	1	1	On Track

Interpretation & Response:

The annual Tourism Action Plan has been developed in line with the new financial year.

Great South East August 2016 campaign supported sponsorship of the Australian Super-cross Championships held in Jimboomba, which attracted an audience of 7.5k attendees.

Great South East September 2016 campaign supported the Rum Rump and Rhythm festival during the lead up to the event being held in Beenleigh for October 2016.

Developed a booklet to support sponsored events and visitation in the local market, with distribution commencing in August 2016.

Work has been scheduled for the redevelopment of Visit Logan, scope of works to commence in February 2017.

Consultation and appointment of an external consultant for the development of the Tourism Framework Project Stage one & a Recreational Vehicle Strategy.

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	0	Monitor

Interpretation & Response:

Council has entered a due diligence process for the sale of the final lots at SouthWest 1. This will be concluded in the next quarter.



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.	September 2016	1	0	Monitor

Interpretation & Response:

The development of the Logan River Vision is continuing from 2015/2016. Community consultation was open from 3 June to 19 August 2016. During the 10-week consultation period there was ten pop-up stalls, two workshops as well as online engagement. Over 600 ideas were received from the community, with an estimated 10,000 people engaging in the process in some form. A River Vision Community Engagement Wrap-Up Report is being developed and is expected to be finalised in October 2017. Council is currently in the process of developing a draft Logan River Vision from the outcomes of the community engagement. It has been identified that a longer drafting period for the Logan River Vision will be needed to ensure that the vision meets community expectations identified during the engagement. This will result in the second phase of community engagement being delayed until the second half of the financial year. Accordingly, it is recommended that the target date be amended to May 2017 for the finalisation of the Logan River Vision and Implementation Plan.

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 framework for developing the report has been finalised. A suitably qualified consultant has been engaged to undertake the community engagement and public survey element of the 'State of the Catchment' report over the coming months.



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	1	1	On Track

Interpretation & Response:

In the first quarter, the Connected Landscapes Strategy project plan was drafted. The aim of the Strategy is to ensure the biodiversity corridor network in the Logan Planning Scheme 2015 is implemented by prioritising and highlighting actions and efforts to build community, business and government ownership, capacity, knowledge and participation in building Logan's connected landscapes.

Given the complexities involved in the project and requirements for stakeholder consultation, deferral of the current completion target from December 2016 to June 2017 is recommended.

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	1	1	On Track

Interpretation & Response:

In the first quarter, the Review Environmental Offset Costs project plan was drafted and milestones for the project were identified. The Environment and Sustainability Branch is investigating an opportunity to partner with the Commonwealth Scientific and Industrial Research Organisation (CSIRO) on this project.

Given the complexities involved in the project and the value adding opportunities identified by the project partner (CSIRO), it is recommended that the target date for delivery of the project be deferred from December 2016 to 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:

Over July, August, and September, annual energy consumption and spending data for Council's operations was collated into a report using Council's new Energy Management Dashboard software. The report provides a baseline for Council's energy consumption into the future and will help guide decisions on energy consumption and cost reduction opportunities. The Energy Usage report is being tabled in a report to the Executive Leadership Team meeting of 20 October 2016 that recommends the adoption of energy reduction targets for Council.

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	0	0	On Track

Interpretation & Response:

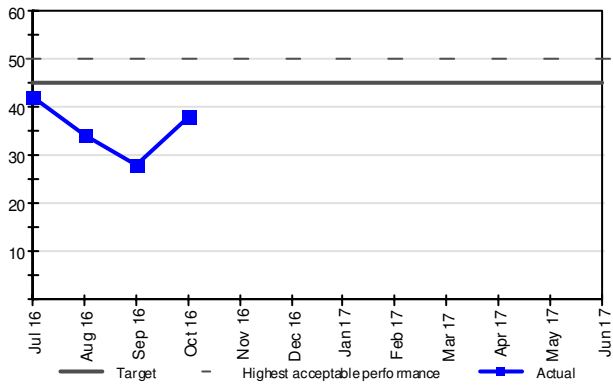
In the first quarter, Council's Energy Management Dashboard was launched with key users given detailed training. Links to the energy retailer's 30 minute data from Council's large sites and to the sub-metered data was made active in August. The Dashboard collates all of Council's electricity and fuel consumption data and displays it in an easy to read and interpret dashboard, available for all staff to view.



Building our Service Excellence

SE1 - Enhance our quality customer service practices

SE1.1 Average monthly wait time for telephone queues within the customer contact centre

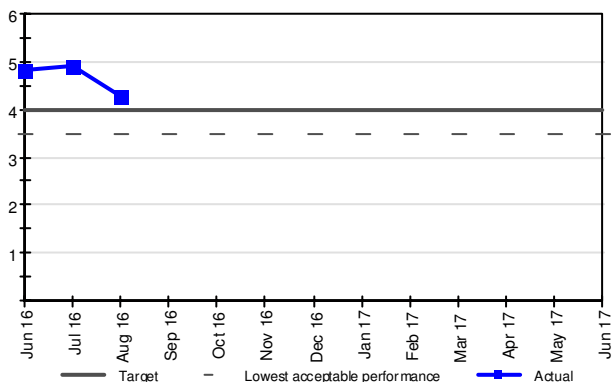


Interpretation & Response:

Council's average wait times were 42, 34 and 28 seconds respectively for July, August and September. 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.

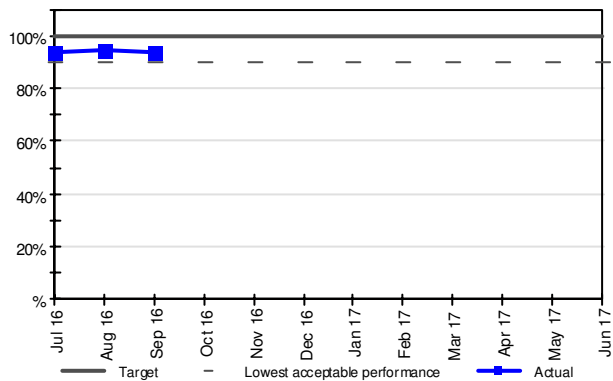
SE1.2 Average monthly customer satisfaction rating



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 June, July and August, customer satisfaction was at 4.82, 4.91 and 4.30 out of 5 respectively. This exceeded the target of 4. Customer satisfaction results for September will be available in quarter 2.

SE1.3 % of environmental % conservation related customer requests acknowledged within 24 hours

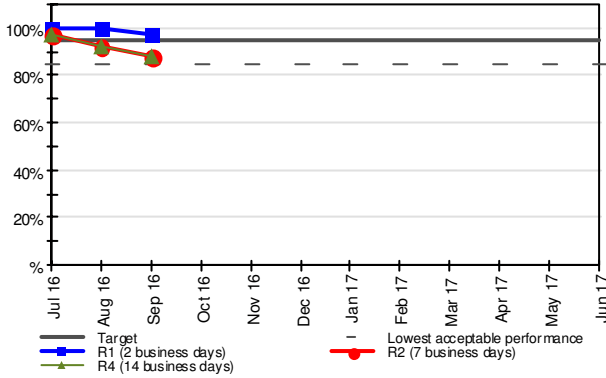


Interpretation & Response:

51 customer service requests were received for the month of September 2016. 94.1% were completed within 24 hours of receipt. The number of requests was less than the month of August, however was the same as July. There were a total of 178 customer requests for the Sustainable City program for the 2016/2017 first quarter.



SE1.4 % of 'building compliance' customer requests acknowledged within endorsed risk category timeframes



Interpretation & Response:

Target: 95%

Lowest Acceptable Performance: 85%

Results as at 30 September 2016:

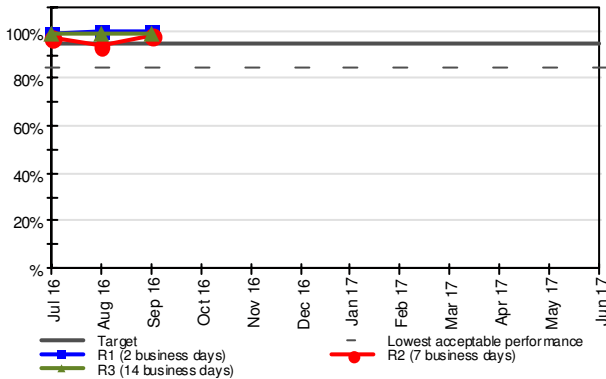
Risk Category 1: 97%

Risk Category 2: 88%

Risk Category 4: 98%

The initial on-site attendance to building services customer requests was to a very high demonstrated standard in the first quarter.

SE1.5 % of 'land use compliance' customer requests acknowledged within endorsed risk category timeframes



Interpretation & Response:

Target: 95%

Lowest Acceptable Performance: 85%

Results as at 30 September 2016:

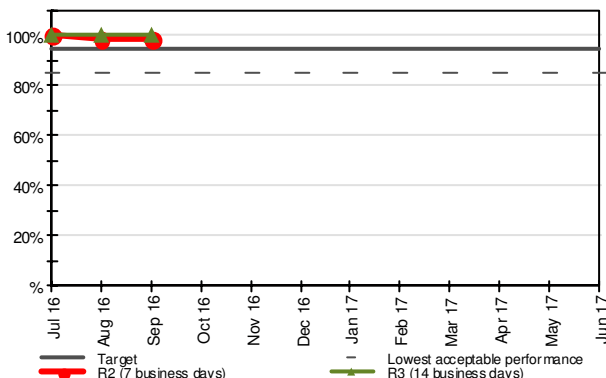
Risk Category 1: 100%

Risk Category 2: 98%

Risk Category 3: 99%

The initial on-site attendance to land use investigation customer requests was to a very high demonstrated standard in the first quarter.

SE1.6 % of 'amenity and safety nuisance' customer requests acknowledged within endorsed risk category timeframes



Interpretation & Response:

Target: 95%

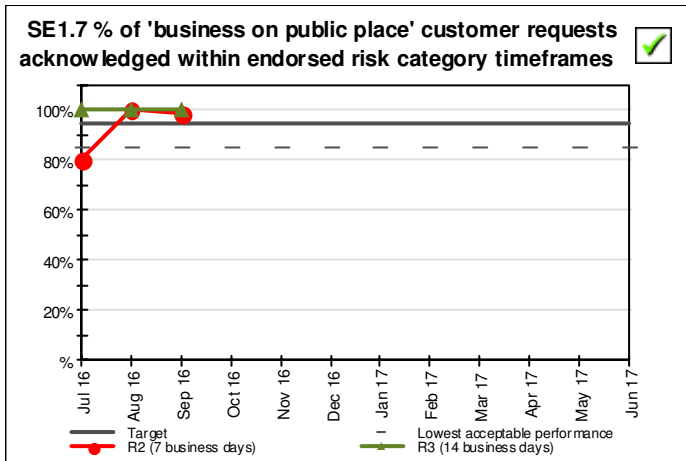
Lowest Acceptable Performance: 85%

Results as at 30 September 2016:

Risk Category 2: 99%

Risk Category 3: 100%

The initial on-site attendance to amenity and safety nuisance customer requests was to a very high demonstrated standard in the first quarter.



Interpretation & Response:
 Target: 95%
 Lowest Acceptable Performance: 85%

Results as at 30 September 2016:
 Risk Category 2: 99%
 Risk Category 3: 100%

The initial on-site attendance to business / public place temporary signs customer requests was to a very high demonstrated standard in the first quarter.

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	On Track

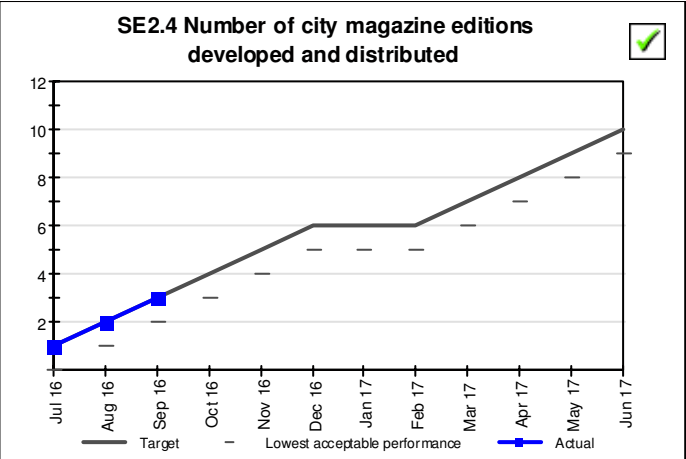
Interpretation & Response:
 No activity scheduled or undertaken this quarter.

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	0	0	On Track

Interpretation & Response:
 A proposed engagement strategy has been drafted for internal review.

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	On Track

Interpretation & Response:
 Milestone 1, review and update corporate use of software, has been completed.

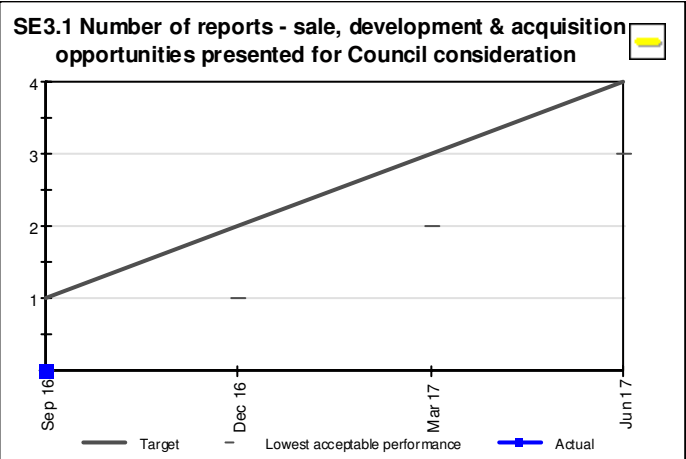


Interpretation & Response:
The Media and Communication branch with the assistance of the Marketing branch produced three quality Our Logan magazines this quarter. The July edition of the Our Logan magazine featured Council's \$4 million public transport plan, Eats and Beats being funded for another year, Logan parks funding of \$56.3 million, and flood and weather systems improvements.

The August edition of the Our Logan magazine featured stories including Meadowbrook resident Natalie Smith - Rio gold in the line of sight, Logan Swimmer Keryn McMaster - Eye on the Olympic Prize and Council's community input into the draft Meadowbrook Master Plan.

The September edition of the Our Logan magazine included Corey Parker - one day in September, School holiday activities with the KRANK up program, Austrian hit for Crestmead author, and the popular ImagiNation Children's Festival.

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



Interpretation & Response:
One report has been prepared to be presented to the Executive Leadership Team on the disposal of a Council property. With the Council decision to consider the establishment of Invest Logan as a for profit entity, the focus has been on the activities associated with the establishment. This includes developing a pipeline of development opportunities that will be considered by Council.



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	1	1	On Track

Interpretation & Response:

During July the first McDonalds reading and playtime outreach roadshow program commenced at Woodridge venue for four weeks, then on to Marsden McDonalds in August, and will go to Beenleigh in October. The roadshow is seen as a good opportunity to interact with parents and children in a safe space during their leisure time. First 5 Forever program presented to parents of newborn babies at the Queensland Health Early Parenting Group - Early Years Centre Browns Plains.

During August, First 5 Forever officers co-facilitated the Foster Care and Kinship Care forum in partnership with Communities for Children and the Centre for Children's Health and Wellbeing, partners of the Communities Connection Action Group. The forum generated shared interest for the health and development outcomes for children living in foster care and carer arrangements in Logan.

During September the Imagination Children's Festival (aimed at 0-12 year olds) was delivered across our nine libraries. A total of 2,646 attended 121 activities advertised for libraries. The launch of the festival at Mayes Cottage attracted 700 visitors, with the First 5 Forever activities attracting large audience numbers.

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 contract to construct the fields will be awarded in early October 2016 and is likely to be completed in February 2017. The revised southern facility will be at tender documentation stage by the end of October 2016. The northern facility is still on hold, awaiting direction related to its tenancy.

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 rugby league/touch change room building works structure is nearly complete. The netball clubhouse will have the roof installed in early October 2016. The renovations to the existing house for the Pony Club are progressing. The upgraded sewer connection and roadworks are progressing well. The new rugby league fields have had irrigation installed and topsoil has been screened. The earthworks for the pony rings are nearly complete and the structure for the covered arena will commence in October 2016. The whole project is on track to meet the funding deadline of 31st December 2016.



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	3	3	On Track

Interpretation & Response:

A Councillor Working Group meeting was held on 2nd August 2016 to present the Draft Active Logan Strategy. Following this presentation, a report to the Strategic, Leadership and Performance Team (SLPT) was prepared and presented at the meeting of 25th August 2016. A report was then presented to Council at its meeting of 20th September endorsing the Draft Strategy and Implementation plan to proceed to public consultation.

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	0	0	On Track

Interpretation & Response:

The KRANK School Holiday program (for 12 to 17 year olds) has been held in the July and September school holiday periods. 68 activities were delivered in July and 59 activities were delivered in September.

During the September school holiday period, Council began delivery of KRANK programs for 5 to 11 year olds. 20 activities were held over this school holiday period.

More than 6000 printed brochures were distributed to schools, community organisations, businesses, community centres, libraries and customer service centres. Online social media also occurred during this period.

The Community Development team visited more than 30 different activities to ascertain the suitability of the service providers and the programs they were running.

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	0	0	On Track

Interpretation & Response:

The Live Well Logan program commenced on 11 July 2016 and has been programmed for the next 12 months.

45 service providers have been engaged to deliver approximately 55 different health and wellbeing activities across the city.

More than 6000 printed brochures were distributed to schools, community organisations, businesses, community centres, libraries and customer service centres. Online social media also occurred during this period.

The Community Development team have visited various activities to ascertain the suitability of the service providers and the programs they were running.

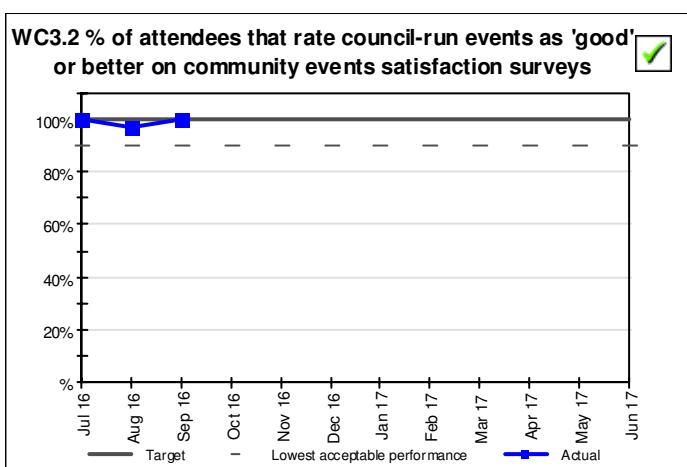


WC3 - Enhanced focus on City events

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	8	8	On Track

Interpretation & Response:

During this quarter the Events Program has delivered eight events which have a wide ranging touch point across a broad spectrum of stakeholders. Events include a range of frameworks and event formats including a NAIDOC Flag Raising ceremony, a Seniors Expo, a Youth Expo, Eats & Beats in three different locations across the city and a Children's Festival. These events collectively engaged multi-level stakeholders and introduced a wider audience to positive aspects of the city. These events have collectively engaged in excess of 20,000 people in a safe, fun and/or educational manner.



Interpretation & Response:

Surveyed respondents rated a range of event factors as good to excellent, which is consistent with feedback achieved throughout the year.

The question format and physical survey process for event attendance surveys is currently being reviewed to ensure best engagement and higher survey return rates to establish best use of staff and technological resourcing.



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 are organising a summit with national and international perspectives on unlocking the economic and placemaking potential for Springwood and the City of Logan. The summit will be held in October 2016 and will inform the implementation structure and process for the other activity centres to be completed by the end of the 2016/17 Financial Year.

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. In June, the Queensland Government Department of Transport and Main Roads approved funding for a third of the project costs. On 23 August 2016, City Treasury approved Council's financial contribution to the project. On 11 October 2016, the funding agreement with the Queensland Government and Logan City Council was executed.

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 been engaged to produce three Civic and Community Precinct Masterplans. The final plans will be completed in October and exhibited in the month of November in the foyer of Council's Administration Building. These plans will replace the work undertaken by The Queensland University of Technology, School of Design.



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	2	2	On Track

Interpretation & Response:

The consultant team have held the first workshop with all stakeholders. A number of ideas and concerns were raised at this workshop. Based on the outcome of the workshop and the feedback the consultant team will now proceed to draft new desired standards of services. The draft report is due the first week of October 2016, this will conclude stage 1 of this 3 staged project.

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 next steps for the Long-term Infrastructure Plan is to start consulting with stakeholders and collect data on the planned infrastructure which sits outside of the Local Government Infrastructure Plan planning period of 2016-2026. This data maybe found in the Parks Strategy or form part of a future roads capital works plan.

Once this data is collected we will then map it with an expected delivery date.

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 are finalising a report for consideration of the Executive Leadership Team post Budget that will inform the content and structure of future implementation plans.

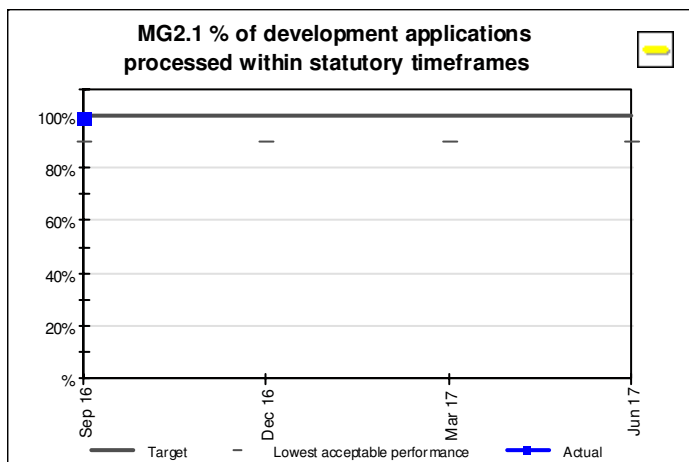
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.7	Urban renewal activities	Complete the Springwood Implementation Plan	October 2016	5	4	Monitor

Interpretation & Response:

The Centres Planning and Urban Renewal Program are organising a summit with national and international perspectives on unlocking the economic and placemaking potential for Springwood and the City of Logan. The summit will be held in October 2016 and will inform the implementation structure and process for Springwood.



MG2 - Development assessment to be best practice



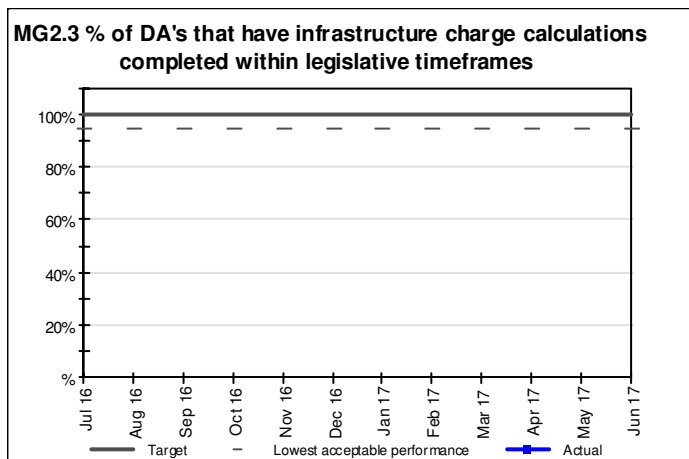
Interpretation & Response:

As at the September 2016 quarter, a total of 411 applications were decided by Development Assessment with 99.51% achieving their decision timeframes. Of the 411 applications that were decided, 2 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	1	1	On Track

Interpretation & Response:

Finalisation of requirements will be determined in early October 2017 in partnership with the Information Services Branch to allow delivery of a Development Assessment Reporting Cube that will fill current gaps in available data and allow for DA Branch staff to have internal ownership of branch reporting and reduce the current data limitations in enterprise reporting.



Interpretation & Response:

It is recommended that this reporting measure be removed from the 2016/2017 Operational Plan as under the Sustainable Planning Act, infrastructure charges have their own timeframes, which include separate appeal provisions under the Act.

Currently all infrastructure charges are issued within legislative timeframes, however this data is not easily accessed as the Infrastructure Charges Unit operates within a different system to Development Assessment branch.



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	October 2016	2	0	Monitor

Interpretation & Response:

The Local Government Infrastructure Plan has been endorsed by Council and the third party reviewer has provided their final approval.

The draft Local Government Infrastructure Plan was approved by the State Government in August, subject to conditions. Council officers are working with the State Government to satisfy the conditions before community consultation starts.

As the project is being delayed due to the length of time it is taking to receive a response from the State Government the project milestones for public consultation will need to be amended to October and the target completion date will need to be amended to June 2017.



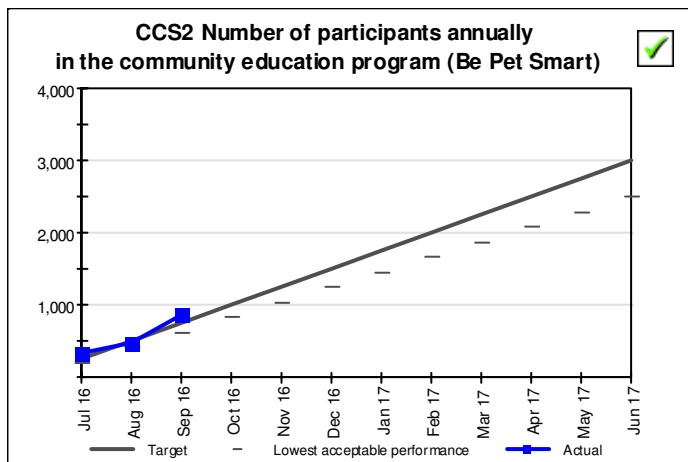
Community and Customer Services

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	0	0	On Track

Interpretation & Response:

During the first 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: Logan Artworkers Networking Events were held in July, August and September; tours were conducted for the Reconciliation Action Plan Trainee day in August.
- Engagement: During July, Logan Art Gallery staff visited over 30 schools to select artworks for the annual Artwaves exhibition of senior secondary school students. Marshall Ross guitar duo presented Music in the Gallery in August.
- Places and spaces: City of Logan ImagiNation Children's Festival Family Fun Day Launch Event in September showcased Mayes Cottage House Museum to over 700 attendees. A Robot Picnic was also held at Logan Art Gallery as part of ImagiNation Children's Festival.
- Partnerships: During September the Regional Arts Development Fund bid to Arts Queensland was approved so grants can be delivered to Logan's creative community. Liaison with Jagera Daran and Yugambeh Museum for information to include in the second public art and heritage trail: Greenbank to Veresdale.
- Communication: Black Diggers of Logan was showcased as part of the Department of Premier and Cabinet display at South Bank, prior to Riverfire on 24 September. During July memorabilia from Logan band Savage Garden was displayed in Local Studies to mark the twentieth anniversary of their hit single 'I want you'; Cultural Services initiatives were presented at the International Council of Museums conference in Milan, Italy, in July.



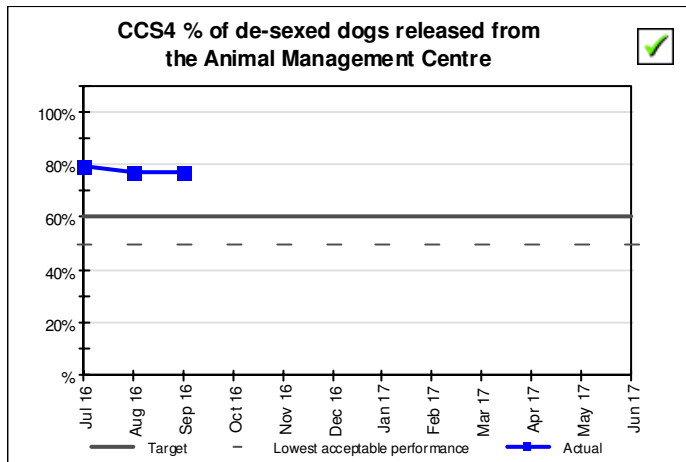
Interpretation & Response:

During the first quarter, the Be Pet Smart education program was delivered to 893 students at varying schools and education facilities across the City of Logan. Participants ranged in age between 3 - 12 years. 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	On Track

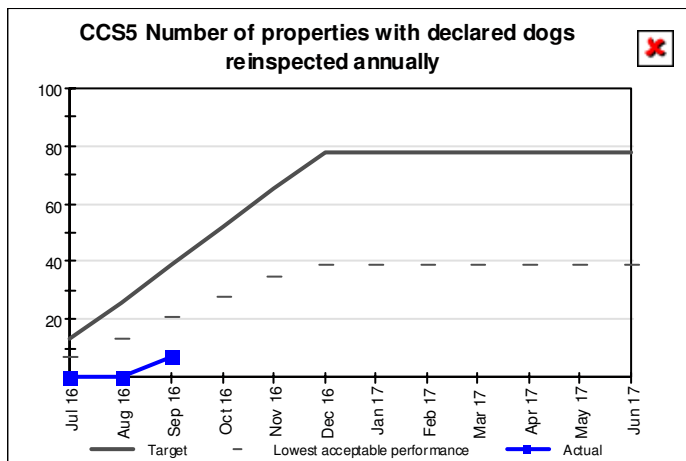
Interpretation & Response:

The Animal Management Strategy 2016-2020 has been placed on hold indefinitely until the strategic direction of the Animal and Pest Services Branch has been confirmed by the Executive Leadership Team (ELT). The Acting Branch Manager has already consulted with the Acting DCEO in this regard.



Interpretation & Response:

During the first quarter, 77.75% of all dogs released from the Animal Management Centre were de-sexed.

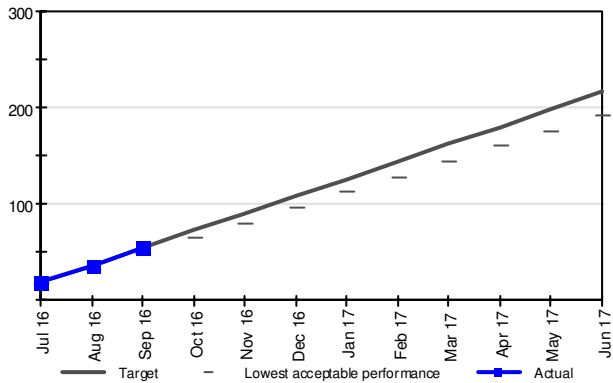


Interpretation & Response:

Seven (7) properties housing Regulated (Declared) Dogs were inspected during September as part of the Annual Inspection Program. A targeted inspection schedule for Regulated (Declared) Dogs will ensure that all 78 properties housing Regulated (Declared) Dogs will be completed by 31 December 2016.



CCS6 Number of inspections of identified water bodies annually (e.g. Tygum Lagoon)



Interpretation & Response:

18 inspections of identified water bodies were completed during July, August and September respectively. In total 54 inspections were completed for the first quarter.

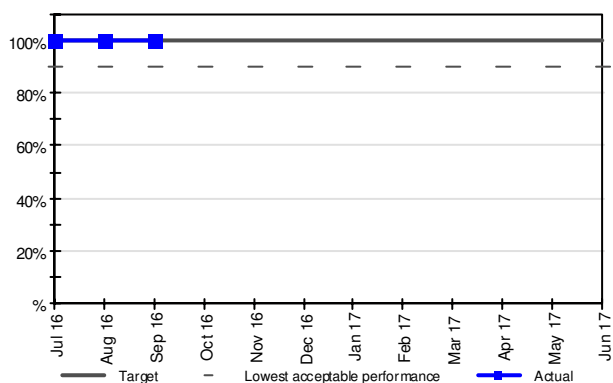
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CCS 7	Safety planning	Implement 2016/2017 actions from the City of Logan Safe City Strategy and Action Plan 2016-2020, focused on the development and delivery of coordinated crime prevention and community safety initiatives across the City of Logan	June 2017	0	0	On Track

Interpretation & Response:

The implementation of the City of Logan Safe City Strategy and Action Plan 2016 - 2020 is on track. The key area of interest - community confidence has made the most progress in the past quarter including delivery of the following:

- The first Community Week of Action was delivered in September 2016 with 32 activities being successfully delivered in Divisions 7, 8, 9 and 11.
- The inaugural Safe City Logan community survey went live on 26 September 2016 with more than 500 responses being received in the first week. This survey is being used to gather data on perceptions of crime and safety in the City of Logan.
- Planning for the inaugural City of Logan Safe City Awards (which will be delivered in November 2016) has commenced and nominations have been opened with approximately 20 nominations received in this quarter.

CCS8 % of scheduled proactive crime prevention through environmental design audits completed annually



Interpretation & Response:

100% of scheduled proactive CPTED audits were completed on time during the first 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	On Track

Interpretation & Response: The project has commenced with the first draft of the scoping document prepared for further discussion with key Roads Group stakeholders.

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	2	2	On Track

Interpretation & Response:

During the first quarter, a series of meetings were held with various road safety stakeholders. This included a working group meeting on 15 September 2016 (with all external road safety partners to discuss evaluation of the current strategy and new strategy for 2017) and weekly Traffic Operation meetings between Council, the Queensland Police Service and the Department of Transport and Main Roads. Public activities undertaken during Road Safety Week in August, included Road Safety displays and simulator at Marsden State High School and Hills College, as well as Road Safety Expo at Council's Administration Centre (largest of its kind this year for Queensland Road Safety Week this year).

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	3	3	On Track

Interpretation & Response:

During the first quarter, a road safety working group meeting (involving all external road safety partners) was held on 15 September 2016 to evaluate outcomes of the current strategy and discuss the draft strategy for 2017-2021.



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	2	2	On Track

Interpretation & Response:

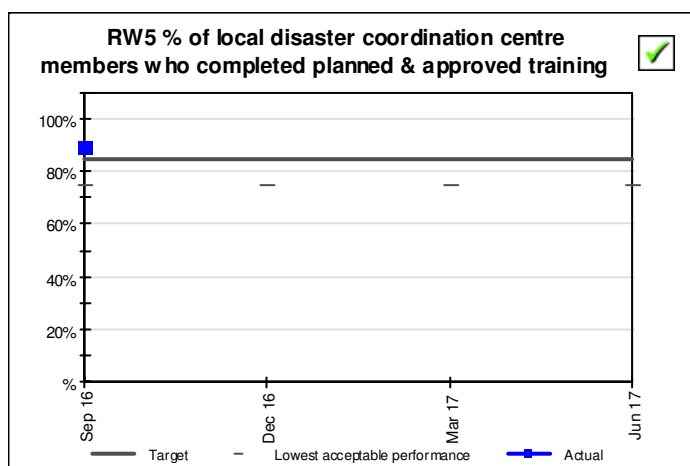
Development of Council's Integrated Local Transport Plan (ILTP) commenced in July with the identification of pending changes to State Government's strategic transport planning. Throughout this quarter council officers met with state agency Department of Transport and Main Roads (TMR) to gain an understanding of their new strategic planning studies that may influence objectives and outcomes of the ILTP.

TMR advised of their intention to develop a Regional Transport Plan (RTP) for each of their 12 Districts as a result of the Government's review of the *South East Queensland Regional Plan*. The South Coast District consists of City of Logan, Gold Coast and Scenic Rim. The South Coast RTP is not expected to be completed before December 2017. This timeframe will most likely extend finalisation of the ILTP into 2018.

All RTP's will guide and prioritise TMR's planning investment and decision making when responding to Local Government transport proposals. It will inform planning actions but not individual delivery projects. This will likely influence the level of detail that can be realistically described in Council's ILTP.

TMR also advised of their intention to embark on other planning studies focusing on transport network, facilities and services in the priority development and west Logan areas. These studies are also not expected to be completed before December 2017. Study outcomes are expected to inform the ILTP meaning finalisation of the ILTP will likely extend into 2018.

A preliminary project management plan for the ILTP was prepared with the view to engage a consultant in the next quarter and progress development of the ILTP with consideration to the State Government's transport planning studies.



Interpretation & Response:

Logan City Council now has 91 staff with specialist skills to work within the centre. The training program is still underway and well attended.

Training Statistics as at 30 September 2016:

- Queensland Disaster Management Arrangements - 89%
- Logan Disaster Coordination Centre (LDCC) Training - 84%
- Guardian - 47.3%
- LDCC Customised Training - 73.5%
- LDCC Exercises - planned for 25/26 October and 02/03 November.



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	On Track

Interpretation & Response:

The Disaster Management Capability and Capacity Framework has been developed and implemented. This framework addresses:

- Provision of a sustainable workforce during an activation
- Rectifies recommendations from the 2015 Inspector General Emergency Management audit
- Improves performance of the Local Disaster Coordination Centre (LDCC) in an activation
- Places staff with existing 'like' skill sets into roles that are required to run an effective LDCC
- Development of incident classification levels for LDCC activations
- Development of a toolkit to enhance operational requirements of the LDCC
- Development and delivery of incident and disaster response training to various stakeholders within Council. Specifically:
- Development of a tailored training and development program for officers who are responsible for undertaking and performing in specific roles within the LDCC;
- Development of an LDCC familiarisation session for staff (blue collar and white collar) in order to increase understanding, awareness and capability across the business.
- Development and facilitation of tailored incident and disaster exercises in order to test the effectiveness and applicability of the LDCC Council now has a developed suite of procedures (LDCC Guidelines) to support the operational requirements of the LDCC.

The new staffing model has been very successful.

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	0	0	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	11	11	On Track

Interpretation & Response:

Completed review and endorsement for the following Local Disaster Management Subplans:

- Local Disaster Management Plan
- Tsunami Sub Plan
- Urban Fire Sub Plan
- Wild Fire Sub Plan
- Heatwave Sub Plan
- Severe Weather Sub Plan
- Transport Sub Plan
- Counter Terrorism Sub Plan
- Local Disaster Management Group Members Guide.

The Local Disaster Management plan has also been independently reviewed and assessed in accordance with the Inspector-General Emergency Management Standard. Council received one area of improvement in the area of hazard Mitigation and risk reduction however achieved strong performance in all other areas.