

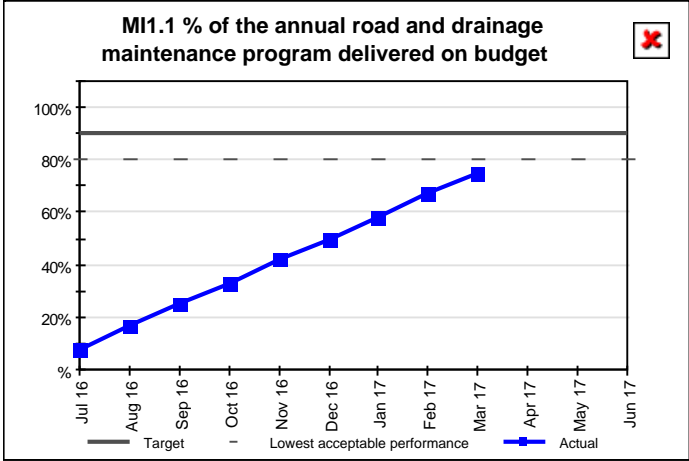


**OPERATIONAL PLAN 2016/2017
January to March 2017**

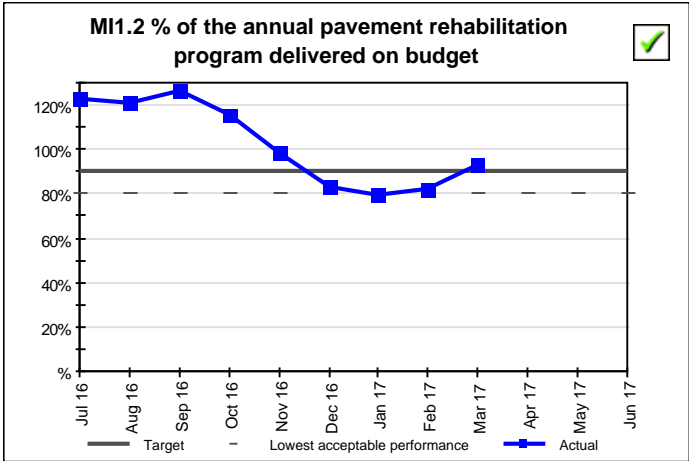


Building our Major Infrastructure

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



Interpretation & Response:
At the end of March 2017 delivery of the road maintenance program is on track and will meet the forecasted target by end June 2017.

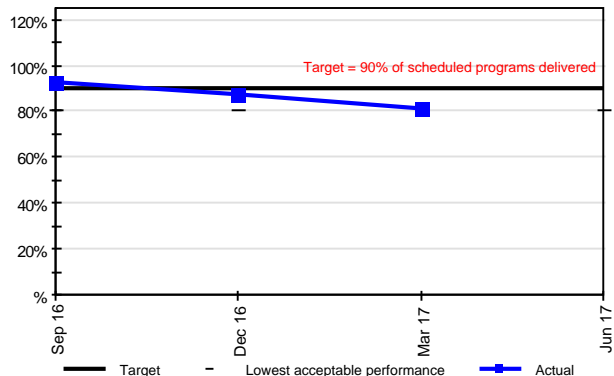


Interpretation & Response:
Delivery of the pavement rehabilitation program is in line with planned program expenditure at 93.4% at the end of March 2017. Pavement reconstruction, asphalt and spray seal works have been completed in alignment with Council's Statement of Intent for Road Pavement Rehabilitation.



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: 81%

Results for the individual Branches as at 30 March 2017, are as follows:

Road Infrastructure Delivery: 82.5%

Sport, Leisure & Facilities: 86%

Parks: 100%

Water Infrastructure: 75%

Health, Environment & Waste: 90%

Road Infrastructure Delivery

Delivery of the capital roads and drainage program is behind planned program expenditure at 82.5% at the end of March 2017. A number of major projects have been completed in the third quarter, which include Chambers Flat Road (\$18 million), second stage of delivery of Teviot Road (\$8.1 million) and Miller Bridge replacement and pavement rehabilitation project (\$4.1 million). The Asphalt and Spray Seal works packages (total \$12 million), Stage 1 and 2 of New Beith Road Upgrade project (\$4.5 million), Kolonga Street Catchment Master Drainage project (\$2.3 million) and the Daisy Hill Pavement Rehabilitation Project (\$2 million) are continuing construction. The Pindari Street Catchment Stage 1 and 2 Master Drainage project (\$4.5 million), Chardon Bridge Replacement (\$3.2 million), Browns Plains Pavement Rehabilitation Package (\$2 million) and Underwood Road and Somerset Street Intersection Upgrade (\$0.7 million) are anticipated to commence construction in the fourth quarter. It is anticipated that forecast expenditure will be below planned expenditure of the capital roads and drainage program as a result of delays in construction due to the affects of Ex Tropical Cyclone Debbie.

Sport Leisure & Facilities

The expenditure is fairly consistent now and will likely remain that way due to the delay in the buildings tender for Logan Metro. There have been a number of rain delays in mid to late March that has impacted some of the civil projects.

Parks

At the 31 March 2017, 112 projects in the Parks Divisional Capital Works Program achieved practical completion. All projects were delivered within the allocated program budget.

Water Infrastructure

As at the end of March, the expenditure on the Water and Wastewater Capital Works Program for the 2016/17 financial year is tracking at 75% of the phased year to date budget. Several significant projects have entered the construction phase and expenditure will ramp up in the remaining months of this financial year although the recent rain and flood event in the City have hampered progress on a number of projects.

In the January to March 2017 quarter, the Loganholme Wastewater Treatment Plant Ferrous Chloride Dosing Project was completed and commissioned.

The following projects are currently in the Construction phase:

- Coral Street SPS Upgrade
- Water Network Renewals Program
- Wastewater Network Renewals Program
- Central Beenleigh Wastewater Conveyance
- Water Meter and Services Replacement Program
- Hydrants, Valves and Service Replacement Program
- Wastewater Treatment Plants Renewal and Improvement Program
- Logan Reserve Wastewater Pump Station and Collector Sewer
- Wastewater Pump Station Renewal Program

The following projects have been approved for delivery and are pending construction commencement:

- Slacks Creek Gravity Network augmentation (Tranche 1 Package of Works)
- Loganholme Wastewater Treatment Plant Laboratory Building
- Round Mountain Reservoir Chlorination System.

Waste

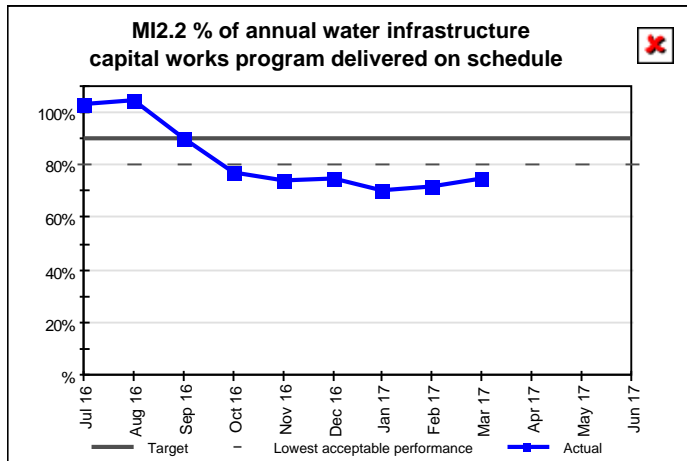
The majority of Waste capital works are on track. The following capital budget items may be underspent:

- Landfill Lid replacement



- Browns Plains Stormwater Treatment System
- New Landfill Establishment
- Cell 2F batter

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



Interpretation & Response:

As at the end of March, the expenditure on the Water and Wastewater Capital Works Program for the 2016/17 financial year is tracking at 75% of the phased year to date budget. Several significant projects have entered the construction phase and expenditure will ramp up in the remaining months of this financial year although the recent rain and flood event in the City have hampered progress on a number of projects.

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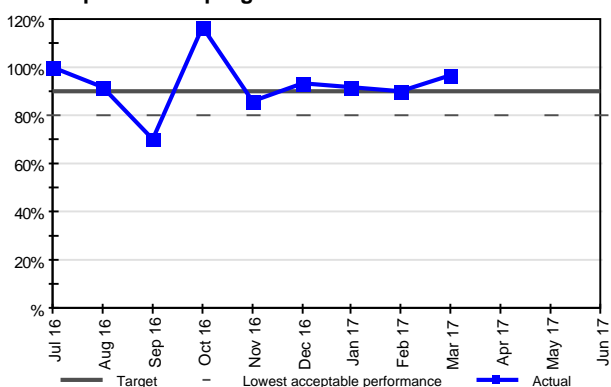
- ┆ Coral Street SPS Upgrade
- ┆ Water Network Renewals Program
- ┆ Wastewater Network Renewals Program
- ┆ Central Beenleigh Wastewater Conveyance
- ┆ Water Meter and Services Replacement Program
- ┆ Hydrants, Valves and Service Replacement Program
- ┆ Wastewater Treatment Plants Renewal and Improvement Program
- ┆ Logan Reserve Wastewater Pump Station and Collector Sewer
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- ┆ Round Mountain Reservoir Chlorination System.



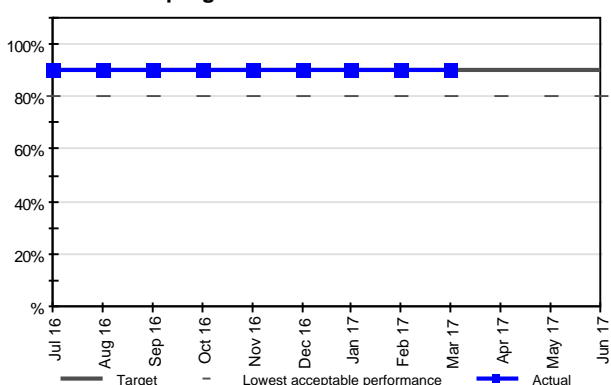
MI2.3 % of the annual parks divisional capital works program delivered on schedule



Interpretation & Response:

As at 31 March 2017, 112 of 155 projects had reached practical completion, which is 72.2% of the original program for 2016/17. The target was 117 projects reaching practical completion. Since the program was signed off on 31 August 2016, an additional 84 projects have been added to the program.

MI2.4 % of the annual waste capital works program delivered on schedule



Interpretation & Response:

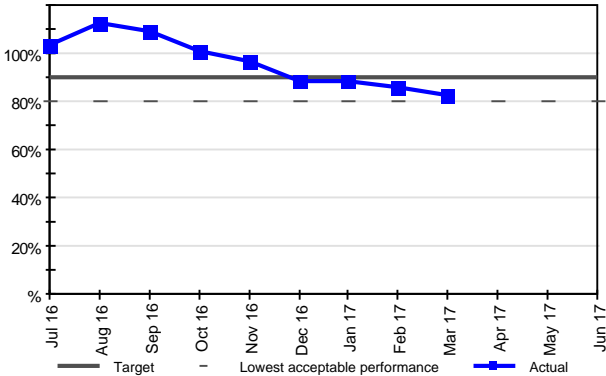
90 % - the majority of Waste capital works are on track. The following capital budget items may be underspent:

- Landfill Lid replacement - lids have undergone modification to suit new dozer as well as minor repairs where necessary, full replacement not necessary following renovation.
- Browns Plains Stormwater Treatment System - tender responses assessed as not acceptable, an internal Council project team has been formed with the objective to undertake site improvements where they reasonably can be undertaken.
- New Landfill Establishment - negotiations with potential partners are yet to be resolved;
- Cell 2F batter - full expenditure will not be required in 16/17. This will be reviewed in early 2017, as erosion and sediment work is likely to be undertaken in conjunction with the BP Stormwater project [refer to above], this work will maintain the batter integrity.

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



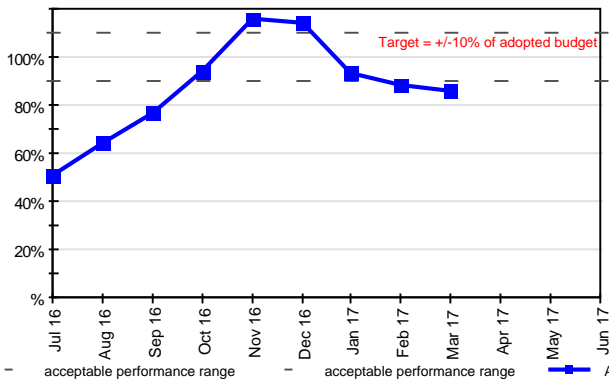
MI2.5 % of scheduled expenditure achieved in the delivery of the annual roads & drainage capital works program



Interpretation & Response:

Delivery of the capital roads and drainage program is behind planned program expenditure at 82.5% at the end of March 2017. A number of major projects have been completed in the third quarter, which include Chambers Flat Road (\$18 million), second stage of delivery of Teviot Road (\$8.1 million) and Miller Bridge replacement and pavement rehabilitation project (\$4.1 million). The Asphalt and Spray Seal works packages (total \$12 million), Stage 1 and 2 of New Beith Road Upgrade project (\$4.5 million), Kolonga Street Catchment Master Drainage project (\$2.3 million) and the Daisy Hill Pavement Rehabilitation Project (\$2 million) are continuing construction. The Pindari Street Catchment Stage 1 and 2 Master Drainage project (\$4.5 million), Chardon Bridge Replacement (\$3.2 million), Browns Plains Pavement Rehabilitation Package (\$2 million) and Underwood Road and Somerset Street Intersection Upgrade (\$0.7 million) are anticipated to commence construction in the fourth quarter. It is anticipated that forecast expenditure will be below planned expenditure of the capital roads and drainage program as a result of delays in construction due to the affects of Ex Tropical Cyclone Debbie.

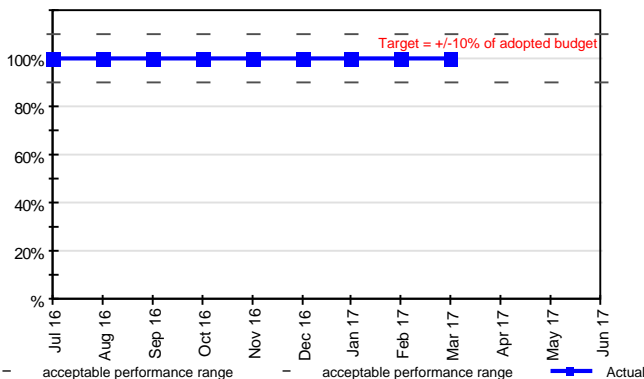
MI2.6 % variance against budget in the delivery of the annual SLF capital works program



Interpretation & Response:

The expenditure is fairly consistent now and will likely remain that way due to the delay in the buildings tender for Logan Metro. There have been a number of rain delays in mid to late March that has impacted some of the civil projects.

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



Interpretation & Response:

At the 31 March 2017, 112 projects in the Parks Divisional Capital Works Program achieved practical completion. All projects were delivered within the allocated program budget.



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

Project work on this priority is complete

Building our City's Image

CI1 - Adopt and implement a three year City image campaign

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

Interpretation & Response:

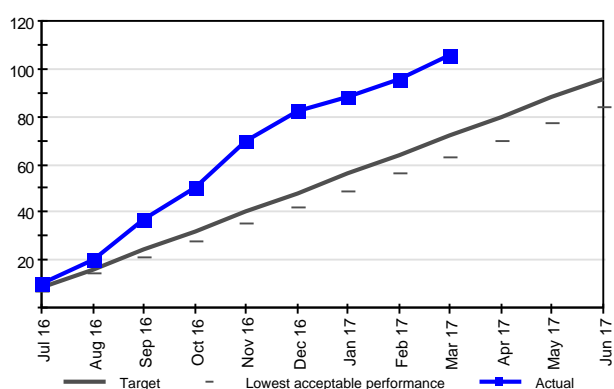
City Image Strategy - Attitude and perceptions research with residents and businesses conducted and finalised with results to be presented to Council. Results will be used to inform the next City Image Campaign. Commenced planning the for the second Pride Video, including the development of key messaging and preparation of the project brief. Negotiations are underway with Brisbane Marketing for the City of Logan Precinct, planned for the Regional Flavours event which is scheduled to take place 15-16 July 2017. The Eats and Beats brand is now officially registered as a trade mark.

Brand Strategy - Brand audit finalised informing associated costs to roll out phase one, with further audits identified for phase two planning.

City App - Options investigated for RSS feed limitations, with Logan Entertainment Centre identified as non-mobile responsive. Updates made to the project plan, featuring new go live date - scheduled for early June to incorporate additional functionality including maps. Finalising design and coding elements to provide to vendor in preparation for the April BETA test release with key project stake-holders.

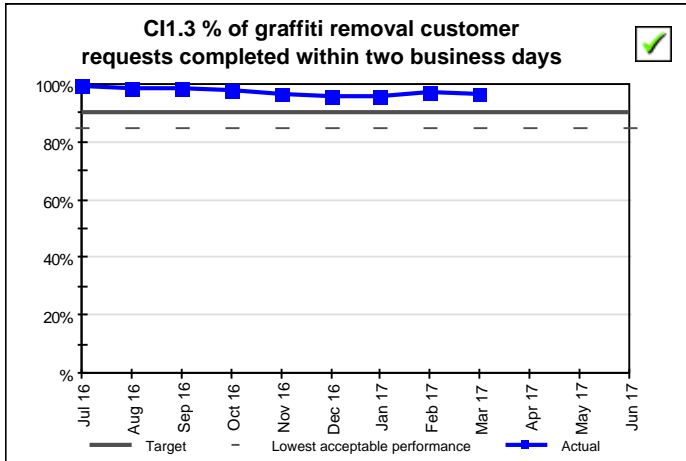
Website Redevelopment - Ongoing consultation with project board, with updates to project plan. Finalisation of feedback will be incorporated to the plan prior to obtaining sign off. The community survey is complete, which achieved a Council record of 1250 responses. Workshops were conducted with Managers and content editors, with feedback now being collated and reviewed.

CI1.2 Number of proactively pitched media stories



Interpretation & Response:

A number of proactive stories were pitched Waterford Demons all girl teams, Jeff Apter Bee Gees talk Logan North Library, Beenleigh Aquatic Centre drawing competition, Football Brisbane meet with Mayor at Logan Metro sports Centre, Flooded Road warning signs, Beenleigh Wastewater replacement, Mayor trip to Canberra, Mabel Force, Heck Homestead transfer, Neighbour Day.



Interpretation & Response:

During the third quarter, there were 648 graffiti requests received of which 625 (96.45%) were actioned within two business days. These jobs represent the following square metres of graffiti removed:

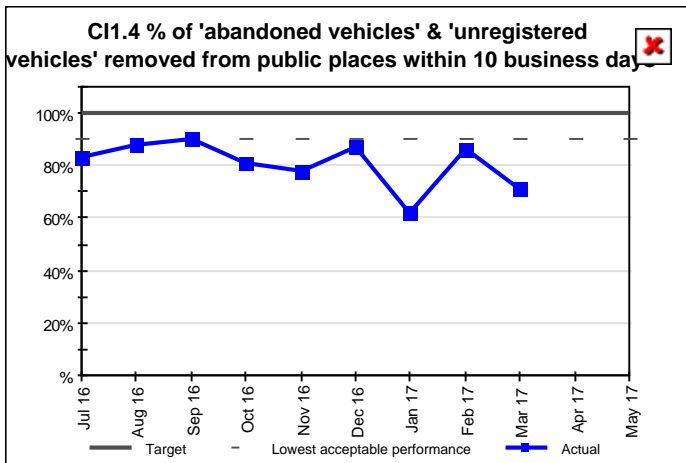
January 2017	2,971M2
February 2017	1,807M2
March 2017	2,018M2
TOTAL M2:	6,796M2

2016/17 totals (to date):

Number of requests = 1,907

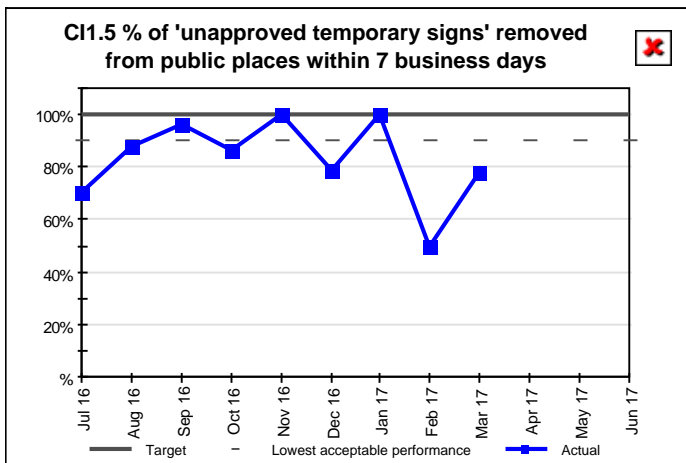
Number completed within two business days = 1,860

Percentage of requests completed within two business days = 97.54%



Interpretation & Response:

As at 31 March 2017, 86% of abandoned vehicles were removed within the 10 business days. The removal was achieved either voluntarily, by Council or Queensland Police.



Interpretation & Response:

As at 31 March 2017, the number of temporary signs removed within parameter was 78%.



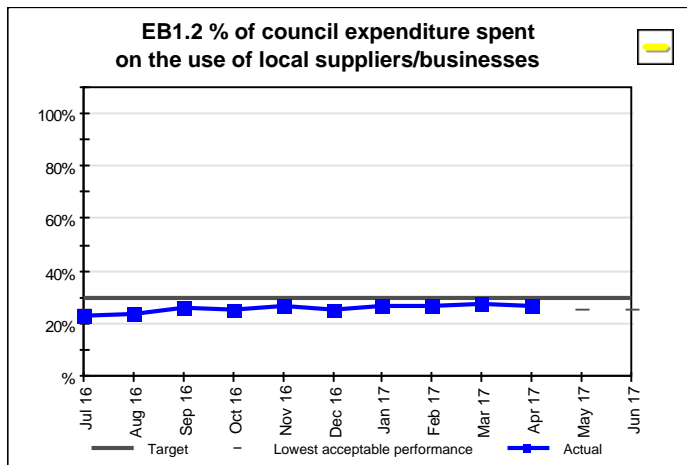
Building our Economic Base

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:

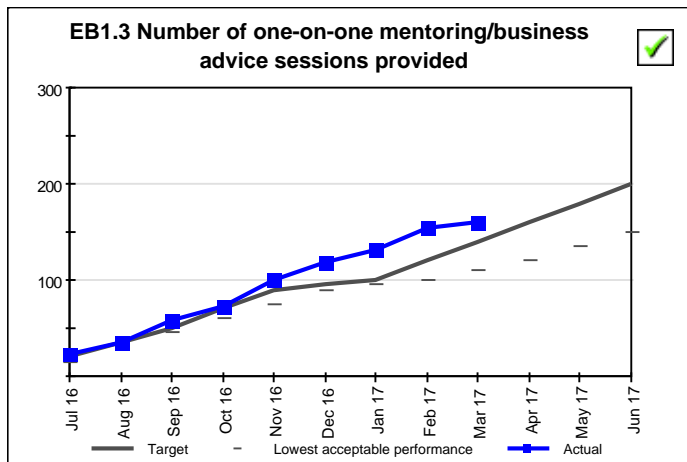
The Local Connections Strategy 2016 - 2021 was adopted by Council at its meeting on 7 June 2016 and implementation has commenced.



Interpretation & Response:

For the financial year Council has spent 27.2% 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.

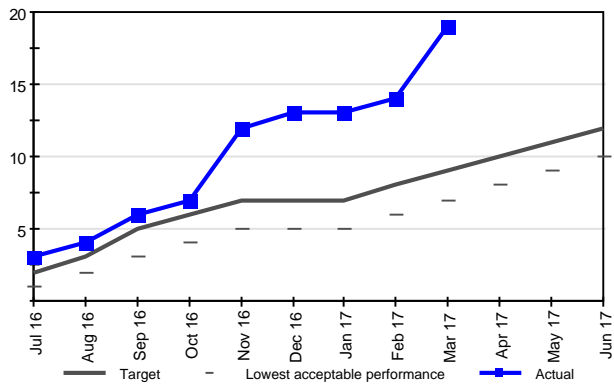


Interpretation & Response:

During the third quarter, forty-two (42) one-on-one mentoring/business advice sessions were held. Topics included initial meetings, finance, positioning and business advice. The year-to-date target of 140 has been exceeded.



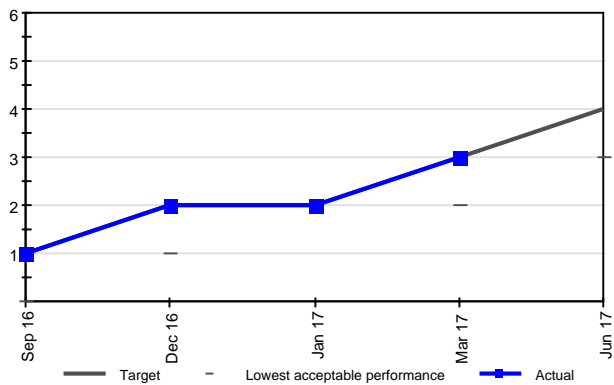
**EB1.4 Number of content relevant workshops facilitated
(for Logan City businesses)**



Interpretation & Response:

Five content relevant workshops were delivered in March in Marsden, Logan Central and Meadowbrook. These included workshops and seminars held in conjunction with Chamber of Commerce and Industry Queensland, the Australian Tax Office and Griffith University. There were a total of six workshops held in the third quarter bringing the year-to-date total to 19 which exceeds the annual target of ten.

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



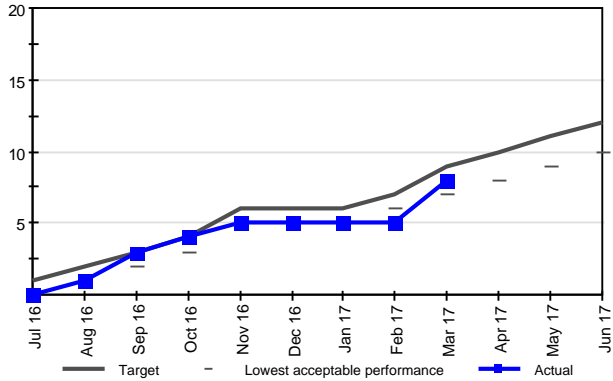
Interpretation & Response:

During the third quarter, a report was prepared on the satisfaction and activity levels of Logan City Council's small business services for the October to December quarter. For this period satisfaction levels for all services rated well above satisfactory on a five point scale. This takes the year-to-date total to three, which is in line with the annual target.



EB2 - Attract new businesses

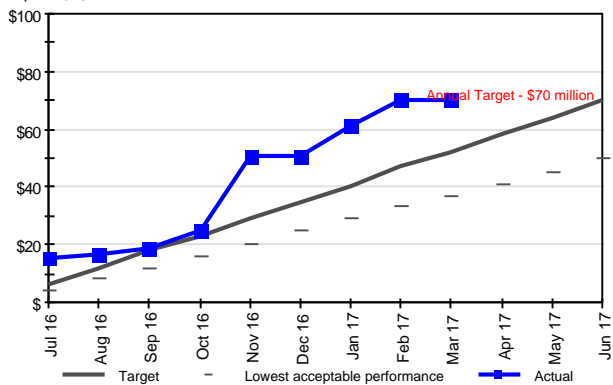
EB2.1 Number of industry trade shows & events attended



Interpretation & Response:

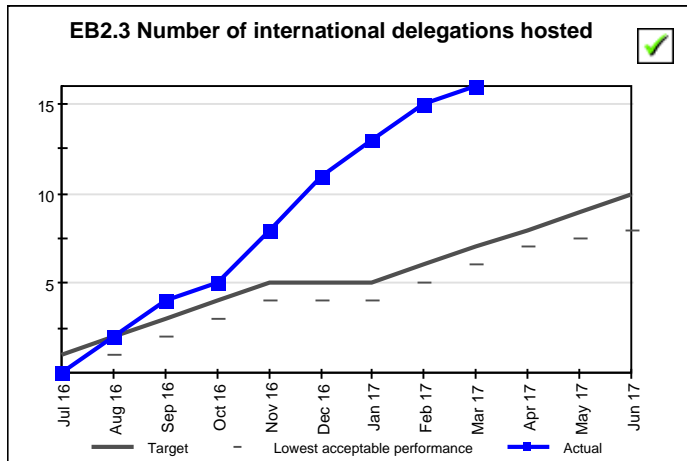
Three (3) industry events were attended during the month of March, two related to the transport and logistics sector and one for the education sector. These three events participated in during the quarter, with the yearly event attendance total at eight (8), which is one below target, but above lowest acceptable performance. Future events targeting manufacturing, tourism and ag-tech are planned in the final quarter.

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



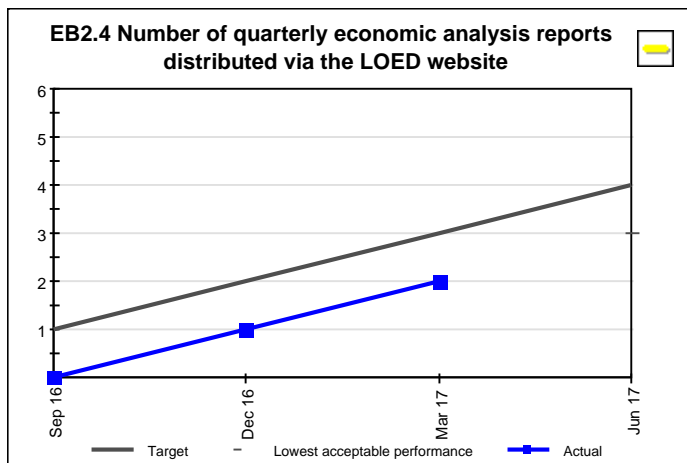
Interpretation & Response:

There were no new investments recorded in the month of March, however future planned activity remains strong, with new announcements expected in the next quarter. A total of \$19.2m was recorded in the March quarter, bringing the year to date to \$69.9m. This is just below the annual target of \$70m.



Interpretation & Response:

There was one inbound delegation hosted in March. There were a total of five international delegations in the third quarter bringing the current year to date to sixteen. Delegations have come from India, Turkey, China and Taiwan and have been a combination of business and government seeking business and investment opportunities including a delegation of twenty three principals from Taoyuan who wanted to learn about the Queensland education system.



Interpretation & Response:

Economic Analysis Reports were completed and distributed in the third quarter for the September 2016 and December 2016 quarters. This brings the year-to-date total to three which is in line with the annual target.

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:

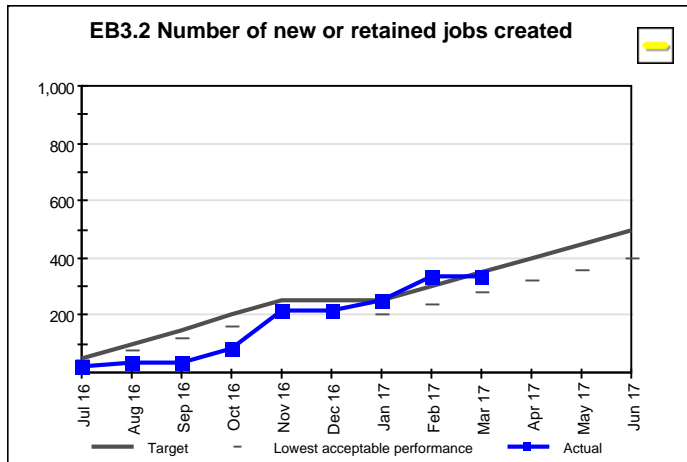
The overarching Economic Development Strategy for 2016 - 2021 was adopted by Council at its meeting on 20 September 2016 and implementation has commenced.



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:
Event completed. No update.



Interpretation & Response:

No new job figures were recorded in the month of March, however future planned activity remains strong, with new announcements expected in the next quarter. During the third quarter, a total of one hundred fifteen (115) new and retained jobs were recorded which brings the year to date total to three hundred thirty four (334), which is marginally below target but above lowest acceptable performance.



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

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

Interpretation & Response:

The development of the Destination Management Plan will commence in the fourth quarter and requires an extension to the project timeline for completion in the first quarter of the 2017 - 18 year due to necessary governance oversight and operational alignment.

The 2016 - 17 Tourism Action Plan is being delivered in line with existing timelines and due to be completed in the fourth quarter.

It is requested that the delivery date of the milestone 'Develop the Destination Management Plan 2016-2019' be carried over into the first quarter of the next financial year (2017/18).

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	Achieve unconditional contracts on all remaining South West 1 industrial lots to increase local job opportunities	June 2017	1	1	On Track

Interpretation & Response:

The final three lots at SouthWest 1 are scheduled to settle in July, under a transaction to Frasers.



Building our Environment

E1 - Enhance our rivers and wetlands with our community

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 1.1	Waterways and catchment management	Implement 2016/2017 actions from the Logan Rivers and Wetlands Recovery Plan 2014-2024: - Develop a draft Logan River Corridor Vision for community engagement to inform the future final Logan river Corridor Vision and Implementation Plan.	May 2016	3	3	On Track

Interpretation & Response:

The development of the Logan River Vision and Implementation Plan is on schedule. In the third quarter, a draft Logan River Vision and 2017/2018 Implementation Plan have been developed.

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	3	2	Monitor

Interpretation & Response:

In the third quarter, data from the catchment analysis and the Local Waterways Perceptions and Expectations Survey has been collated. Given the highly technical nature of the information deferral of the current completion target from March 2017 to June 2017 is requested. This will allow more time to develop a local waterway report that can be easily understood by the target audience.



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	April 2017	3	3	On Track

Interpretation & Response:

In the third quarter, a draft Connected Landscapes Strategy was completed in consultation with Council staff.

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	June 2017	1	1	On Track

Interpretation & Response:

In the third quarter, Council engaged the Commonwealth Scientific and Industrial and Research Organisation (CSIRO) to investigate the costs of environmental offsets. The CSIRO conducted a workshop with Council staff on 27 February 2017. The outcomes of the workshop will be included in the final report which is due in April 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:

The Energy Management Dashboard is being used to monitor Council's energy consumption. In the third quarter, a 3% increase in total electricity consumption was found when comparing February 2016 data with February 2017 data. The reasons for the increase are being investigated.

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

Interpretation & Response:

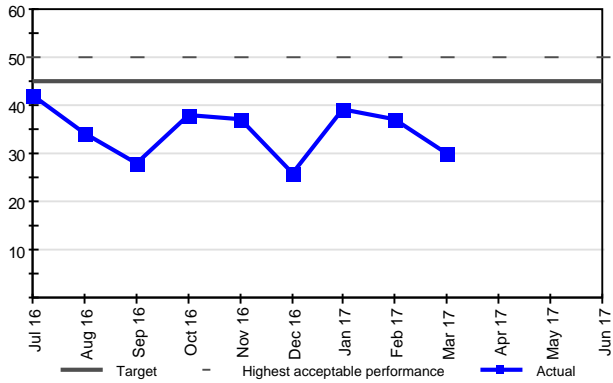
Project Complete



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

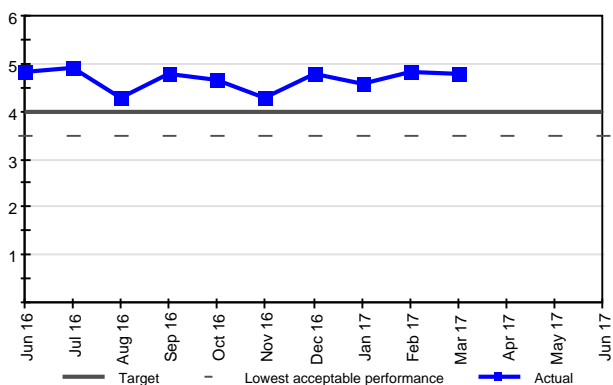


Interpretation & Response:

Council's average wait times were 39, 37 and 30 seconds respectively for January, February and March 2017. 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.

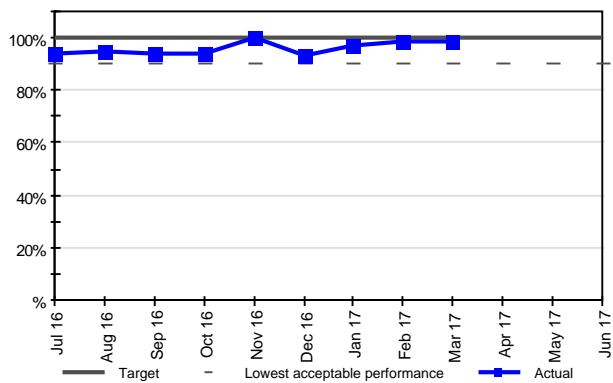
SE1.2 Average monthly customer satisfaction rating



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 December 2016, January and February 2017, customer satisfaction was at 4.77, 4.56 and 4.82 respectively. This exceeded the target of 4.0. Customer satisfaction results for March will be available in quarter 4.

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

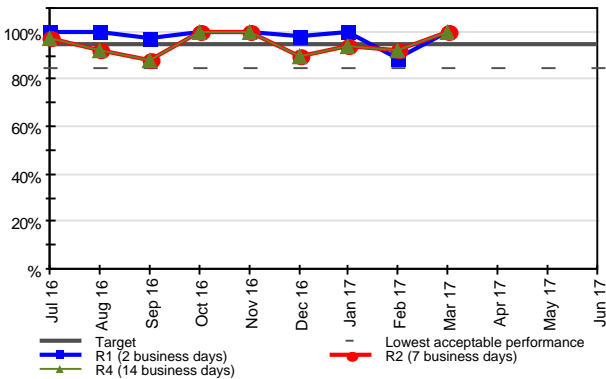


Interpretation & Response:

In the third quarter, 187 customer requests were received with 97.9% acknowledged within 24 hours. In March 2017, 58 customer requests were received.



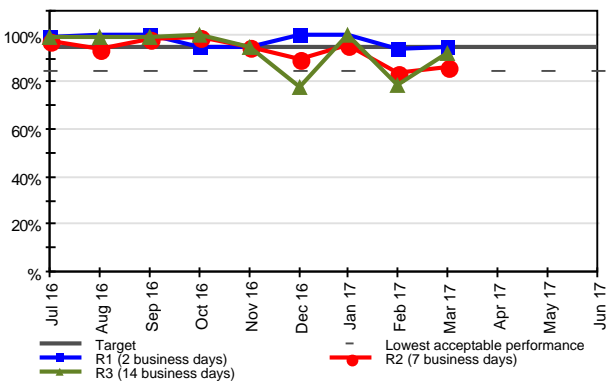
SE1.4 % of 'building compliance' customer requests acknowledged within endorsed risk category timeframes



Interpretation & Response:
100% for all three categories!

Amazing. A big effort by the team and they should (& will) be congratulated.

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



Interpretation & Response:

The results in the 3rd quarter for the initial response times as at 31 March 2017 are as follows:

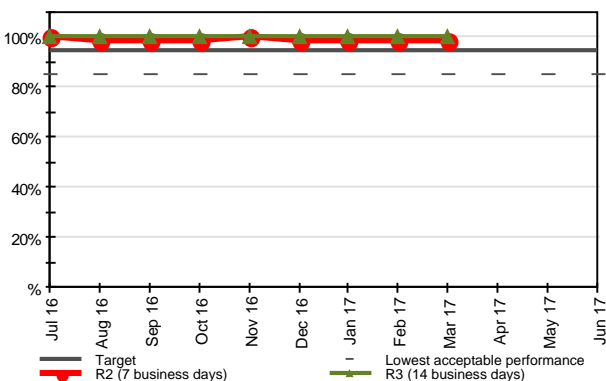
*Risk Category 1: 95%

*Risk Category 2: 86%

*Risk Category 3: 92%

The reduction in the Risk category figures is associated with the transition of the Land Use Investigation Team to an outcomes and strategy focus. While this change is supported by the team a short term reduction in performance is occurring as new system and processes are adopted. These changes are due to be completed by the end of the financial year with the implementation of new technology to improve performance and outcomes in the first few months of the new financial year. Overall this will minimise the Land Use Investigation business at Council.

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



Interpretation & Response:

Target 95%

Lowest Acceptable Performance 85%

Results at 31 March 2017

Risk Category 2 - 99%

Risk Category 3 - 100%

SE1.7 % of 'business on public place' customer requests acknowledged within endorsed risk category timeframes



Interpretation & Response:

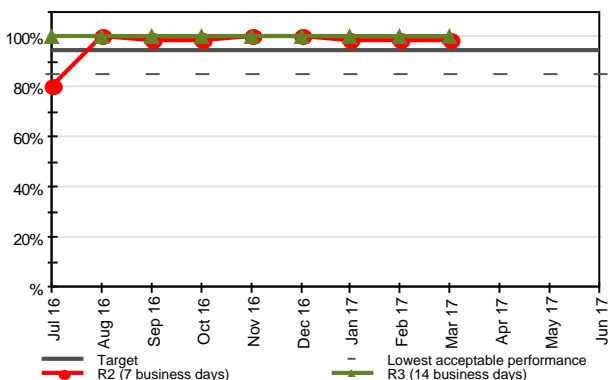
Target 95%

Lowest Acceptable Performance 85%

Results at 31 March 2017

Risk Category 2 - 99%

Risk Category 3 - 100%



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	2	1	Completion Risk

Interpretation & Response:

The Project Plan for Community Engagement Guidelines for Children, Youth and Young Adults

has been drafted. Due to competing priorities and staff support given to recent flooding in Logan, the community engagement has been delayed.

A decision has been made to engage on the guidelines at the same time as engaging on the Community Engagement Strategy. This is scheduled to commence in June 2017, therefore this project will not be completed by the scheduled due date.

It is recommended that we change the project description to 'Prepare Community Engagement Guidelines for Children, Youth and Young Adults for public consultation.'

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	June 2017	1	0	Completion Risk

Interpretation & Response:

The Draft Community Engagement Strategy has been written and shared with the Executive Leadership Team, and has also been circulated with Councillors offering opportunity to discuss if any questions have arose.

The finalisation of the Community Engagement Strategy has been delayed due to completion of wider internal consultation following the recent floods and staff working on the flood recovery process. Consequently the Community Engagement Strategy will not be finalised by the financial year end. Therefore the endorsement of the strategy can be included as a project in the 2017/18 Operational Plan and this current project be amended to focus on public consultation.

It is recommended that the project description be amended to 'Prepare a new Community Engagement Strategy for public consultation.'

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	Undeliverable



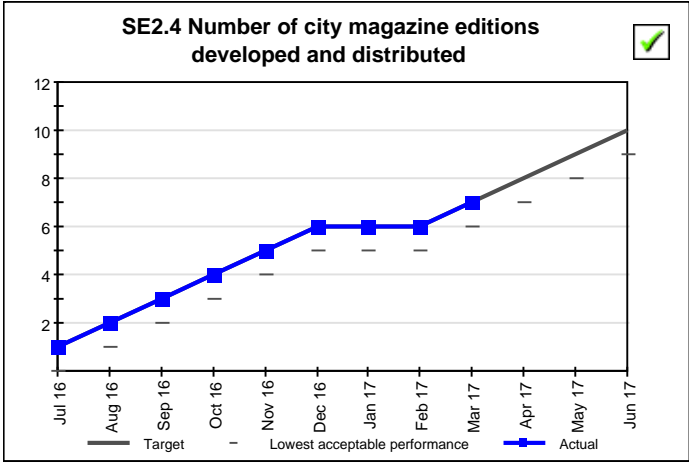
Interpretation & Response:

On review of the current online digital engagement software it was decided that the current system, Objective, was not offering the increasing methods of digital engagement that have become available. With this in mind it has been decided that we will go back to market to identify a platform that will meet all of our current needs with scope to expand. Therefore encouraging registration to Objective will only cause confusion as we would then be requesting the community to register again on the system that was selected through the Request for Quote process (should Objective not be the successful applicant)

A Request for Quote has been written and will be going out to the market for a 6 week period.

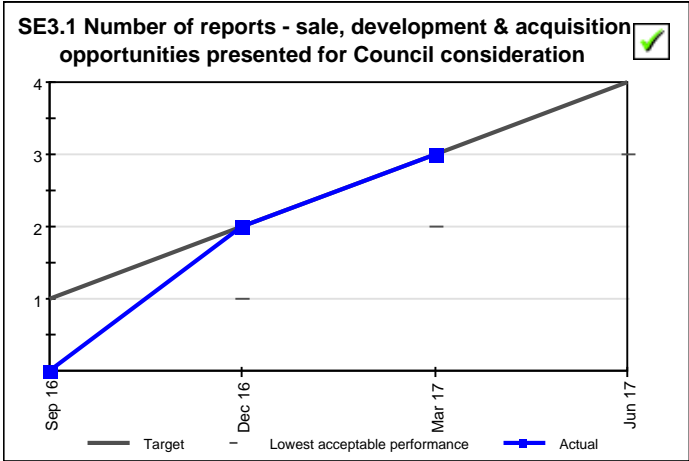
It is recommended that the project be renamed to 'Seek Online Community Engagement Software that supports "have your say" and a new project be included in the 2017/18 Operational Plan 'Develop new community engagement software and Increase online community membership and improve digital engagement with 'have your say"





Interpretation & Response:
The March magazine included articles on Logan honouring its outstanding citizens, UN Community Award for Open Doors initiative, Jumping for joy over new look Jimboomba Park, Pony Club upgrade to benefit the community, Kathryn's fight for dignity, it pays to know your neighbours, Tail with a happy ending and Logan in lens for feature film.

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



Interpretation & Response:
One report was prepared in Quarter 3 and presented to Council during the quarter. The report was a disposal (sale) report.



Building the Wellbeing of our Communities

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

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

Interpretation & Response:

During March, First 5 Forever supported several activities in the community in partnership with other stakeholders. These included the International Women's Day celebrations at St Clare's Primary School in Yarrabilba, the Wilbert the Worm literacy day with the Kingston East Neighbourhood Group, the Sing and Grow program at Waterford in partnership with Ganyjuu, the Bridging Cultures Harmony Day festival event at Mabel Park State School and the Earth Hour event at Underwood Park.

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	2	1	Monitor

Interpretation & Response:

There have been considerable rain delays impacting the civil works and field construction. It has also been very time consuming to create the agreement to allow the use of the BCC Building Construction Panel that would allow for Quotations to be called rather than full public tenders. As soon as the agreements have been signed we will issue the request for quotation which will be early to mid-April.

It is requested that the milestone 'Construction of Fields' be changed to 'Fields stonalled'. It is also requested that that the date for this milestone be amended to June, 2017

It is requested that the milestones, 'Construction of Southern Precinct Facility' and 'Construction of Northern Facility design', be combined to 'Construction of Facilities Commenced' as both the Northern and Southern facilities will be constructed together. It is also requested that that the date for this milestone be amended to June, 2017

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

Interpretation & Response:

Project is completed and has been handed over



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

No commentary entered

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	2	2	On Track

Interpretation & Response:

The new KRANK program for 5-17 years for June 2017 - April 2018 was programmed and finalised, with 283 activities programmed across 39 different providers.

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	2	2	On Track

Interpretation & Response:

The new Live Well Logan Program for 2017/18 continues to be developed.
Existing activities and classes for the current period continue to be delivered to the community.

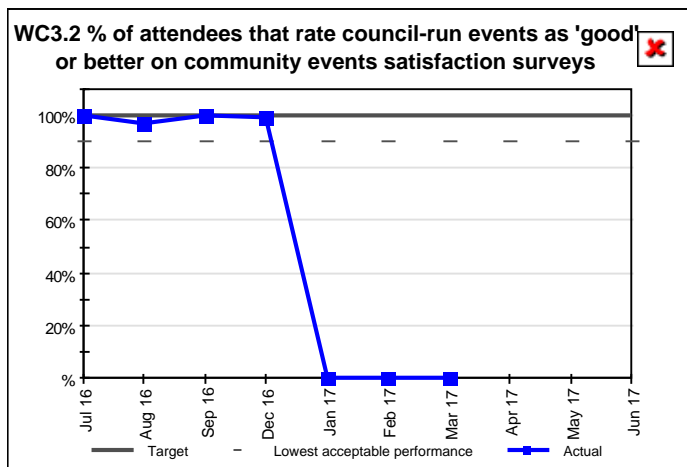


WC3 - Enhanced focus on City events

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	24	24	On Track

Interpretation & Response:

Quarter three saw four events delivered to the community including the prestigious Australia Day Awards as well as our successful environmental events held in a new location held in the City of Logan. Two significant events were cancelled due to the recent severe weather



Interpretation & Response:

Due to inclement weather significant events were cancelled and no surveys were conducted.



Managing Growth in our City

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

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

Interpretation & Response:

The Centres Planning and Urban Renewal Program have finalised a report for consideration of the Executive Leadership Team that will inform the content and structure of future implementation plans. Based on feedback from the Executive Leadership Team the Implementation plans are being refined for submission to the next ELT meeting.

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. Construction has commenced and a sod turning event is scheduled for 21 April 2017.

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

Interpretation & Response:

Three national architectural practices have completed three Civic and Community Precinct Masterplans. The preferred concept Precinct masterplan has been further refined. A report to the Executive Leadership Team has been finalised for the approval of the preferred concept plan.



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

Interpretation & Response:

The draft final report and case studies for the combined infrastructure strategy was submitted to the working group in January. All relevant stakeholders provided their final comments on the report in February and the report was then finalised.

The findings from the final report and cases studies have been incorporated into a Executive leadership Team (ELT) report which will be submitted to ELT in April. All stakeholders provided were consulted on the report and the recommendation in the report seek endorsement for the combined infrastructure strategy to form a future planning scheme amendment.

Once the ELT decision has been made councillor engagement will begin and a report will be prepared to a future planning and development committee.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.5	Infrastructure planning and policy	The Executive Leadership Team endorse the framework and structure for a future Logan City Council long-term infrastructure plan	June 2017	4	3	Monitor

Interpretation & Response:

The Executive Leadership Team endorsed the structure of the Long-term Infrastructure plan. A draft will be submitted back to the Executive Leadership Team in July for endorsement before it is submitted to council for endorsement.

The project will be carried into next year's branch business plan and as such the final milestone will not be completed and should be amended to read ELT endorse the structure of the Long-term Infrastructure Plan.

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 and refining the structure of the implementation plan based on feedback from the Executive Leadership Team. It is requested that the end date be extended to June 2017 to allow actioning of ELT feedback and completion of the final milestone 'Complete the Beenleigh Town Centre Implementation Program'.

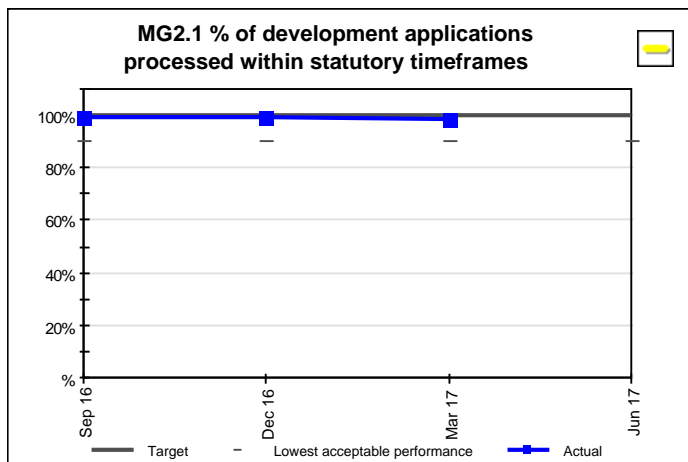
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.7	Urban renewal activities	Complete the Springwood Implementation Plan	October 2016	5	4	Monitor

Interpretation & Response:

The Centres Planning and Urban Renewal Program organised a summit with national and international perspectives on unlocking the economic and city making potential for Springwood and the City of Logan. From the Summit 10 key actions and 30 initiatives were identified. The Summit outcomes were endorsed by Council for implementation and are being incorporated into the Implementation plan, which is being refined for consideration by the Executive Leadership Team. It is requested that the end date be moved to June 2017 to allow for actioning of the endorsed outcomes from the Summit.



MG2 - Development assessment to be best practice



Interpretation & Response:

As at the March 2016 quarter, a total of 421 applications were decided by Development Assessment with 98.81% achieving their decision timeframes. Of the 421 applications that were decided, 5 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	5	5	On Track

Interpretation & Response:

Currently creating live reports for Councillors and working with stakeholders in the creation of live reports for the PA16 implementation.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 3.1	Infrastructure planning and policy	Prepare a Planning Scheme amendment that facilitates the implementation of the Local Government Infrastructure Plan legislation to ensure legislative compliance	June 2017	5	4	On Track

Interpretation & Response:

The Local Government Infrastructure Plan identifies the trunk infrastructure required to support Logan City's projected growth over the next 10 years.

Council has submitted its draft LGIP to the independent reviewer for the 2nd compliance check. The reviewer found the LGIP meet all requirements and advised that the LGIP be presented to the Minister for final approval. Council has subsequently send the LGIP to the Minister and a have obtained the final approval. Council officers have prepared the relevant documents to execute delegations and the LGIP will replace the current Priority Infrastructure Plan and will be incorporated into the Logan Planning Scheme in May.



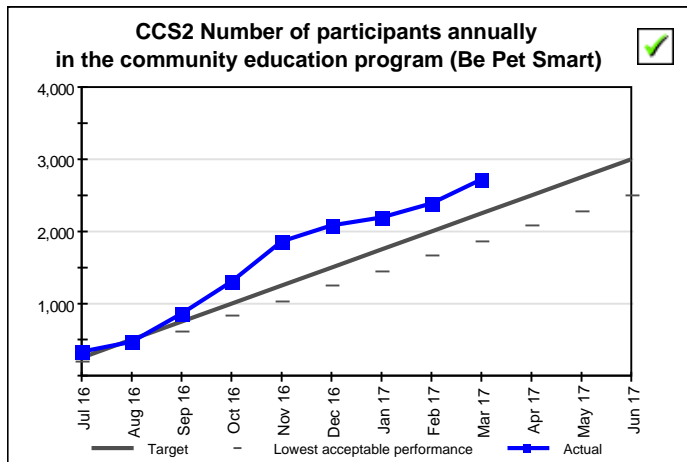
Community and Customer Services

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	2	2	On Track

Interpretation & Response:

During the third 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 February and March. Public programs were held in Local Studies for family history research, including searching for Diggers and tracing Japanese and Chinese ancestry. Regional Arts Development Fund applications were received from ten artists.
- * Engagement: Music in the Gallery was held in February. Public programs held at the gallery continue to draw new audiences, and the exhibition Workshop wonders XV showcased the work produced. Art and Dementia tours were held each fortnight.
- * Places and spaces: Public art and heritage trail: Greenbank to Veresdale was launched as both a hard copy brochure and interactive, online trail; research continues on the three remaining trails. Artists were shortlisted for the public artwork in Division 8 at Waller Park.
- * Partnerships: Connecting our communities: Yarrabilba and Logan Village events were coordinated and promoted online and through posters and brochures, drawing on the communities of Logan Village and Yarrabilba to assist in participation and distribution.
- * Communication: Cultural Services has worked closely with Marketing to develop a social media profile to communicate the program. Planning is underway for the 2018 exhibition program.



Interpretation & Response:

During the third quarter, the Be Pet Smart education program was delivered to 644 students at varying schools and education facilities across the City of Logan. Participation during the third quarter is always reduced due to school holidays (January). In total 2,733 students have participated in the program (year to date). These statistics exclude special events and the ImagiNation Children's Festival where the Be Pet Smart program is promoted or delivered in part.

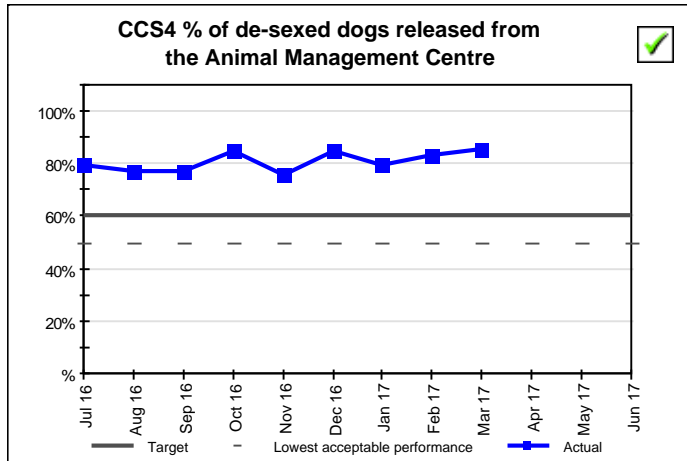


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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CCS 3	Animal services	Update the Animal Management Strategy 2016-2020	June 2017	0	0	On Track

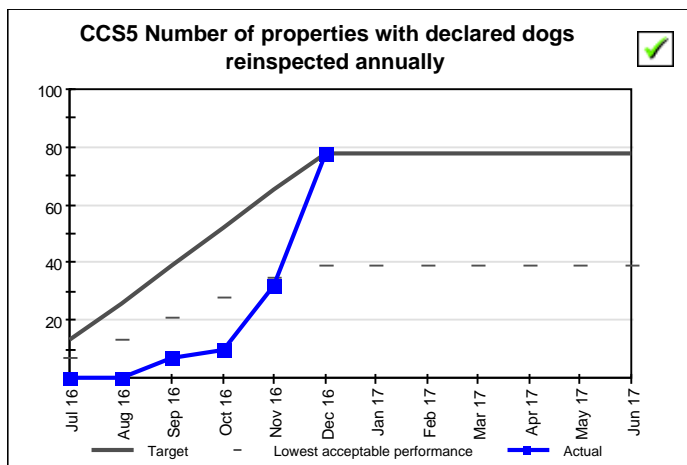
Interpretation & Response:

The Animal Management Strategy 2016 - 2020 remains on track for completion June 2017.



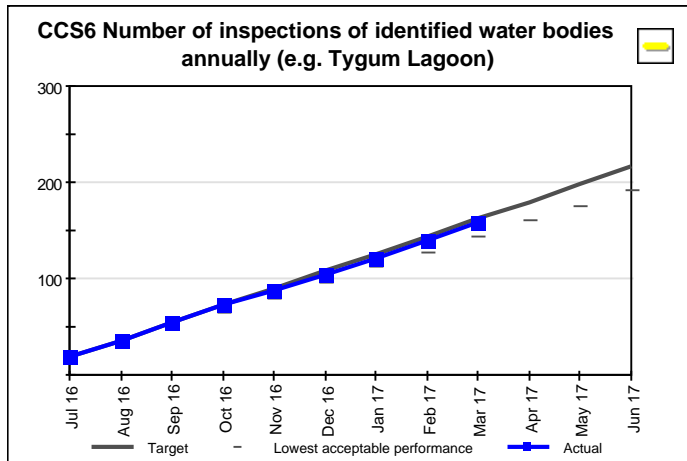
Interpretation & Response:

As at 31 March 2017, the reporting functionality for the database was lost from the system. Consequently no data statistical is available to report from electronically.



Interpretation & Response:

Inspections of properties housing Regulated Dogs is now complete.



Interpretation & Response:

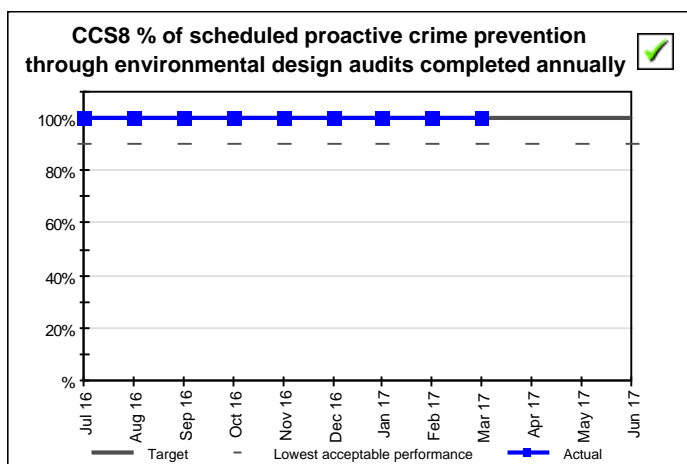
16 Key Identified Waterbody Inspections were completed in each of January and February. 19 Inspections in March. Total 51 inspections for the Third Quarter.

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

Interpretation & Response:

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 and has made the most progress in the past month including delivery of the following:

*Delivery of the March 2017 Community Week of Action which saw 29 community safety and crime prevention activities successfully delivered across the Council divisions of 1, 2, 3 and 10.



Interpretation & Response:

100% of proactive CPTED audits were completed on time during the month of March 2017.



Road and Water Infrastructure

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

Interpretation & Response:

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 3	Road safety coordination	Develop the Road Safety Strategy 2017-2021 and implement 2016/2017 actions from the SafeRoads4Logan: Road Safety Action Plan aimed at educating Logan's road users and reducing serious crashes	June 2017	6	6	On Track

Interpretation & Response:

During the third quarter, Road Safety Strategy 2017-2021 was finalised for printing with revised launch date set for 26 May 2017 at Fatality Free Friday event in Logan Central. Regular road safety actions have continued including weekly traffic meetings with Police and Main Roads, school zone pace car deployment and planning for road safety events starting with Fatality Free Friday.

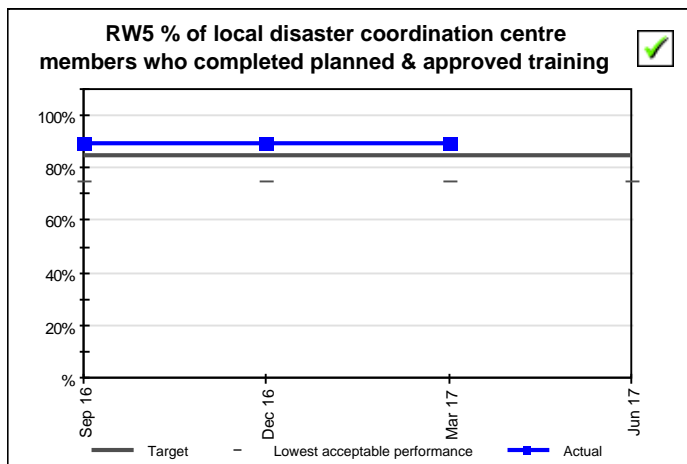


Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
RW 4	Transport planning	Develop the Integrated Transport Strategy as Logan's vision for all modes of transport	June 2017	4	3	Undeliverable

Interpretation & Response:

During the third quarter Council officers received advice from the General Manager (Transport Strategy and Planning), Department of Transport and Main Roads (TMR), regarding the Queensland Government's contribution to Council's Integrated Local Transport Plan (ILTP). It was confirmed TMR will be providing information and data only from their concurrent project, South Coast Regional Transport Plan, which is currently scheduled for completion in December 2017.

Finalisation of the ILTP Project Management Plan and assembly of an internal project team was progressed. The ILTP is scheduled for completion in June 2018.



Interpretation & Response:

Formal training for Local Disaster Coordination Centre Staff (LDCC) recommenced in March. There are currently 84 staff listed as part of the LDCC workforce, compared with 91 at the end of 2016. This is due to staff leaving the organisation or opting out of being involved in the LDCC.

Training statistics as at 31 March 2017 include:

- Queensland Disaster Management Arrangements - 89%
- Local Disaster Coordination Centre Training - 84%
- Guardian - 50%
- LDCC Customised Training - 73.5%



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

Interpretation & Response:

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

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

Interpretation & Response:

Project Complete



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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	17	17	Completed

Interpretation & Response:
Project Completed