

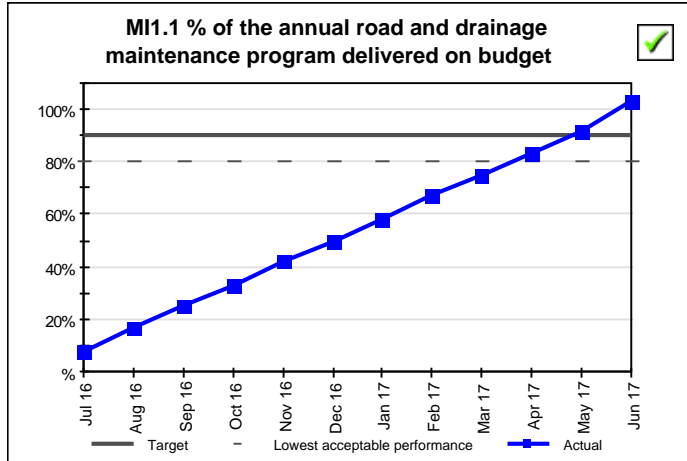


**OPERATIONAL PLAN 2016/2017
April to June 2017**



Building our Major Infrastructure

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



Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

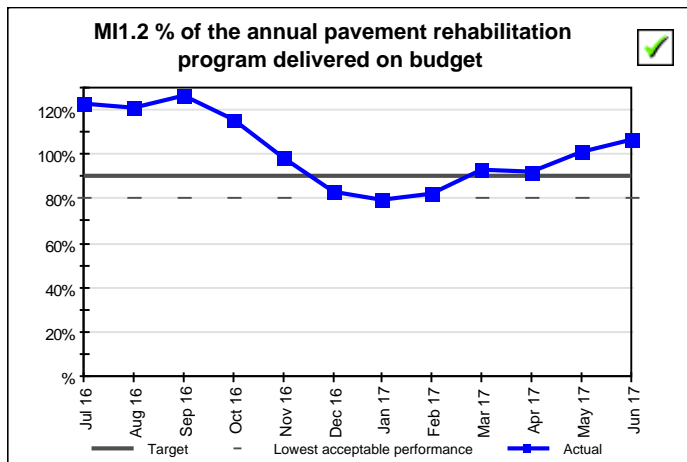
Actual: 103%

The annual Road Maintenance budget was exceeded due to the impacts from ex tropical cyclone Debbie, the largest flood event in decades. Over-expenditure in 2016/17 will be partially offset by disaster funding reimbursed to Council in 2017/18.

RCM's Counter Disaster Operations (CDO) claim under Natural Disaster Relief and Recovery Arrangements (NDRRA) has been approved by the Queensland Restoration Authority (QRA) and funds were received by Council. The portion relevant to RCM was \$57,000. All funds have been receipted to the Corporate Finance NDRRA Reserve. Further payments are expected for Emergent works and infrastructure Restoration works. Installation of the Flooded Roads Smart Warning System (FRSWS) for another seven sites is in progress.

During this last quarter RCM filled 6,246 potholes and undertook 38,659m2 of pavement repairs.

RCM have worked with Parks Branch to develop Logan City Council's first cross-Branch aggregated contract - Litter Control Services. By working together and combining the needs and requirements of both branches, it is anticipated that by allowing Tenderers to amalgamate their services and reduce overheads, savings for both branches should be approximately \$82,000. This aggregated contract is the first for Council and has set a precedent for further Branch interactions across the organisation to create potentially comprehensive savings.



Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

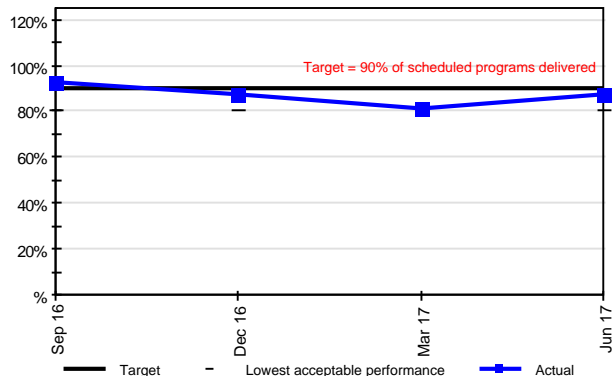
Actual: 106.5%

Delivery of the Pavement Rehabilitation Program is in line with planned program expenditure for the 2016/17 financial year at 106.5%. Pavement reconstruction, asphalt and spray seal works have been completed in alignment with Council's Statement of Intent for Road Pavement Rehabilitation. Pavement rehabilitation works have been completed on approximately 150 streets across the road network. Notable rehabilitation projects delivered throughout the year include: Daisy Hill Road, Miller Road, Tamborine Street, Ewing Road, Middle Road, Castille Crescent and Loganlea Road.



MI2 - Achieve high level delivery of annual capital works program

MI2.1 Deliver Council's annual capital works programs



Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

Actual: 87%

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

- Road Infrastructure Delivery: 80%
- Sport, Leisure & Facilities: 92%
- Parks: 100%
- Water Infrastructure: 94%
- Health, Environment & Waste: 90%

Road Infrastructure Delivery

Although final expenditure was below budget allocations for the year at 80%, all projects able to be delivered have been awarded and delivery commenced or completed.

Sport, Leisure & Facilities

The expenditure is within the budget parameters of 92% despite the delays caused by weather events and changes to scopes. All major projects are on track. The design works are commencing on this year's Get Playing projects which will result in another very busy next 6 months which will impact on timeframes for commencing new projects.

Parks

As at 30 June 2017, 154 projects in the Parks Divisional Capital Works Program achieved practical completion. All projects were delivered within the allocated program budget.

Water Infrastructure

The following projects were completed in the April to June 2017 Quarter:

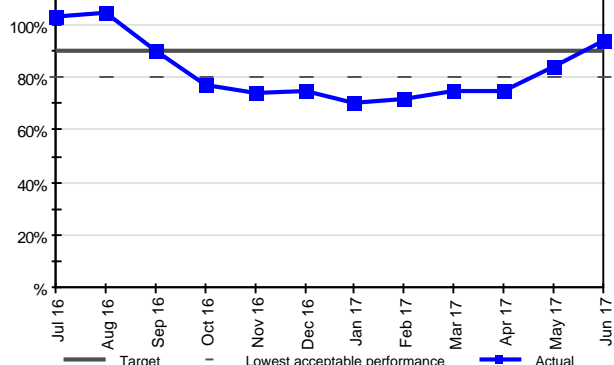
- Water Meter and Service Replacement Program 2016/17
- Hydrants, Valves and Flowmeters Renewals Program 2016/17

12 projects are currently in the construction phase, and three have been approved for delivery and are pending construction commencement.

Waste

The key capital projects delivered during the 2016/17 financial year were the construction of a new entry into the Browns Plains landfill and upgrade of the fire hydrants at the Logan Recycling Market.

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



Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

Actual: 94%

The year to date expenditure on the Water and Wastewater Capital Works Program for 2016/17 financial year as at 24 July 2017 was tracking at 95% of the phased budget.

The following projects were completed in the April to June 2017 Quarter:

- Water Meter and Service Replacement Program 2016/17
- Hydrants, Valves and Flowmeters Renewals Program 2016/17

The following projects are currently in the construction phase:

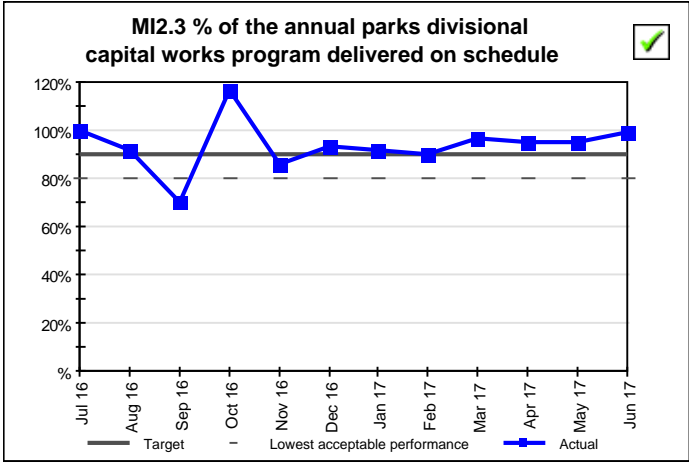
- Coral Street SPS16 Upgrade
- Water Network Renewals Program 2016/17
- Central Beenleigh Wastewater Conveyance
- Wastewater Treatment Plant Renewal Program 2016/17
- Logan Reserve Wastewater Pump Station and Collector Sewer
- Wastewater Pump Station Renewal Program 2016/17
- Slacks Creek Gravity Network Augmentation
- Round Mountain Reservoir Chlorination System
- Loganholme Wastewater Treatment Plant Laboratory Building
- Water Reservoir Renewals Program
- FC2 Pump Station to Flagstone Wastewater Treatment Plant Rising Main Connection
- Travis Road Reservoir Augmentation

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



Operational Plan Report 2016/2017

- Water Supply Network Renewal & Improvement Program 2017/18
- Water Meter & Service Replacement Program 2017/18
- Flagstone Wastewater Treatment Plant Upgrade



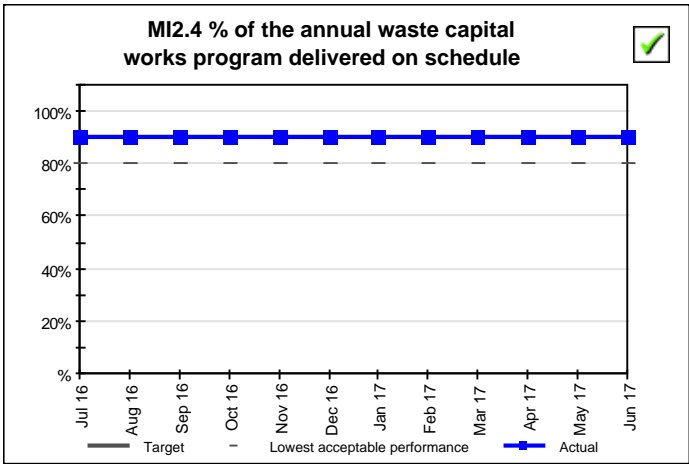
Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

Actual: 99.4%

As at 30 June 2017, 154 of 155 projects had reached practical completion, which is 99.4% of the original program for 2016/17. The target was 155 projects reaching practical completion.



Interpretation & Response:

Target: 90%

Lowest Acceptable Performance: 80%

Actual: 90%

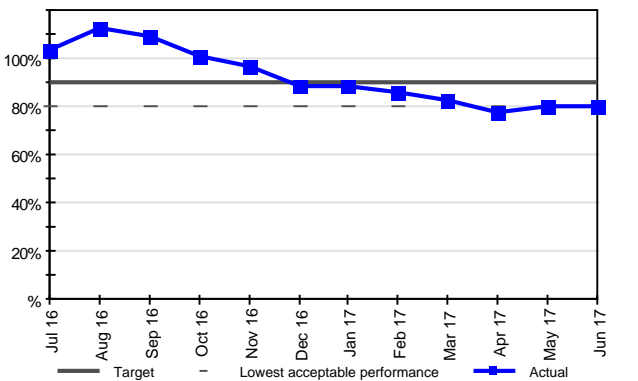
90% of Waste capital works are on track. The following capital budget items may be underspent:

- Landfill Lid replacement - current lids remain functional following repairs and modifications to fit new dozer, full replacements are not necessary;
- Browns Plains Stormwater Treatment System - tender responses received were well above expected budget, therefore this project has been postponed and alternative solutions to site stormwater management issues will be tackled through an internally formed project team that will implement measures step wise and on a priority basis;
- Cell 2F batter - expenditure was not required or in 2016/17 due to continued settlement of the cell and future landfill gas (LFG) collection pipework relocation that must be undertaken. The LFG pipe work is programmed for early July 2017 and cell 2F batter work will proceed after that in conjunction with the stormwater management project above;
- New Landfill Establishment - negotiations with potential partners are yet to be resolved.

Projects remaining 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:

Target: 90%

Lowest Acceptable Performance: 80%

Actual: 80%

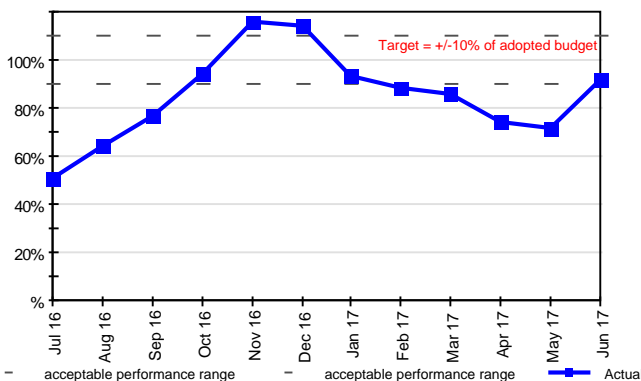
Delivery of the Capital Roads and Drainage Program is below planned program expenditure for the 2016/17 financial year at 80%.

Notable projects delivered throughout the year include: completion of Chambers Flat Road 4-lane upgrade project (\$18 million); completion of Teviot Road Upgrade Project (\$8.3 million); commencement of New Beith Road upgrade project (\$16.7 million); Kolonga Street Catchment Master Drainage Project (\$2.3 million); commencement of Pindari Street Catchment Master Drainage Project Stage 1 and 2 (\$4.55 million); Miller Bridge replacement and associated pavement rehabilitation project (\$4.2 million); commencement of Chardon Bridge replacement project (\$3.2 million) and city-wide asphalt and spray seal resurfacing program (total \$13 million). There has been notable disruption to the delivery of the capital programme throughout the year.

Of particular significance are the lead times for the relocation of electrical services; extended negotiations to acquiring land acquisitions and extended finalisation of planning briefs and detailed designs pushing back construction. It is noted that the effects of Ex Tropical Cyclone Debbie have impacted fourth quarter expenditure on the capital program. Market conditions for procurement of additional asphalt and spray seal works to account for cost savings for prior works delivered throughout the year has also been delayed to the first quarter of the 2017/18 financial year to achieve better value for money outcomes for Council.

Although final expenditure was below budget allocations for the year, all projects able to be delivered have been awarded and delivery commenced or completed.

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



Interpretation & Response:

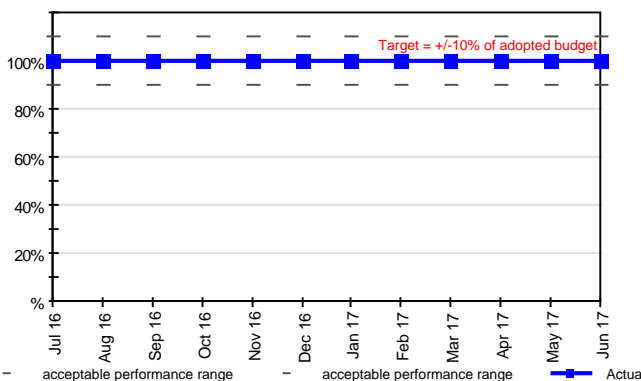
Highest Acceptable Performance Range: 110%

Lowest Acceptable Performance Range: 90%

Actual: 92%

The expenditure is within the budget parameters despite the delays caused by weather events and changes to scopes. All major projects are on track. The design works are commencing on this year's Get Playing projects which will result in another very busy next 6 months which will impact on timeframes for commencing new projects.

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



Interpretation & Response:

Highest Acceptable Performance Range: 110%

Lowest Acceptable Performance Range: 90%

Actual: 100%

As at 30 June 2017, 154 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	3	3	Completed

Interpretation & Response:

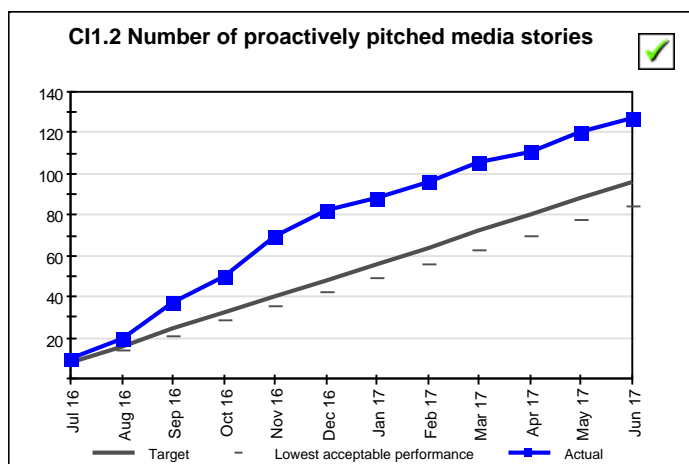
Attitude and Perception Research - The research findings by Woolcott Research and Engagement have been incorporated into City Image Strategy for rollout in 2017/2018. Presentation of Woolcott Research key findings to the Executive Leadership Team (ELT) and Management Leadership Team (MLT).

Food Ambassador Campaign:

Taste of Logan Producer's Lunch - Finalised event preparations and menu using local produce in partnership with 25 local growers and producers. Sourced local produce from farms for menu, table decorations and displays at the event. Videography schedule planning for campaign period and pre-event media opportunity planning was completed.

Regional Flavours - Finalised arrangements with Brisbane Marketing for the City of Logan precinct to showcase Logan's food offering including six local businesses and a food hub using local produce in the City of Logan Precinct at Regional Flavours at South Bank. Finalised Food Ambassador (Poh Ling) speaking opportunities and appearances including main stage cooking demonstration and Taste of Logan Recipe Book signing. Finalising design of Taste of Logan recipe book showcasing local ingredients and businesses for distribution at Producers Lunch and Regional Flavours.

City App - Improving integration of City Watch functionality with vendor. Finalising campaign materials for App launch including creative and augmented reality.

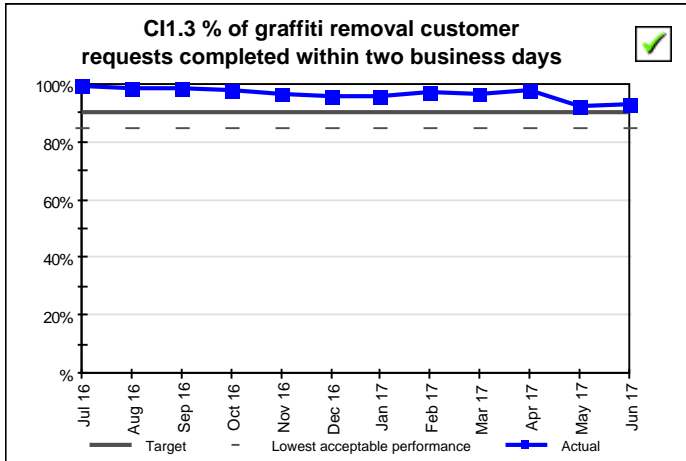


Interpretation & Response:

A total of 127 proactively pitched media stories have been achieved for the financial year.

Proactive stories pitched in June include:

- Pitched 2017-2018 Budget
- Pitched Budget Breakfast
- Pitched Federal funding for safety cameras
- Pitched announcement of new CEO appointment
- Pitched ageing infrastructure in Logan - Channel Nine
- Pitched Refugee Welcome Zone
- Pitched cheque handover for Waller Park BMX track redevelopment



Interpretation & Response:

During the fourth quarter, there were 467 graffiti requests received of which 435 (93.15%) were actioned within two business days. These jobs represent the following square metres of graffiti removed:

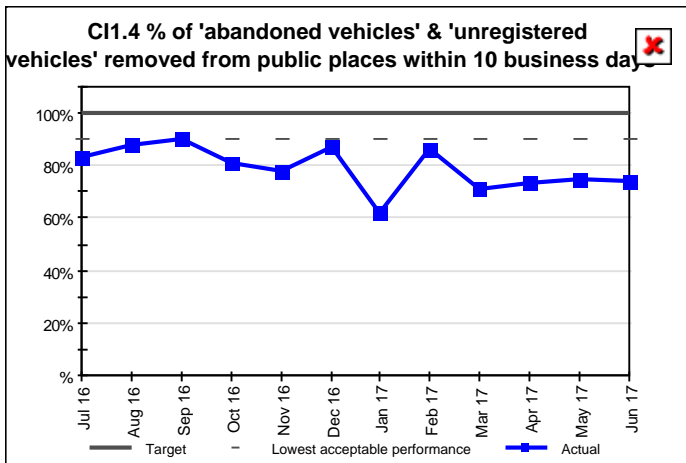
April 2017: 1,852M2
May 2017: 2,378M2
June 2017: 2,252M2
TOTAL M2: 6,482M2

2016/17 totals (to date):

Number of requests = 2,374

Number completed within two business days = 2,295

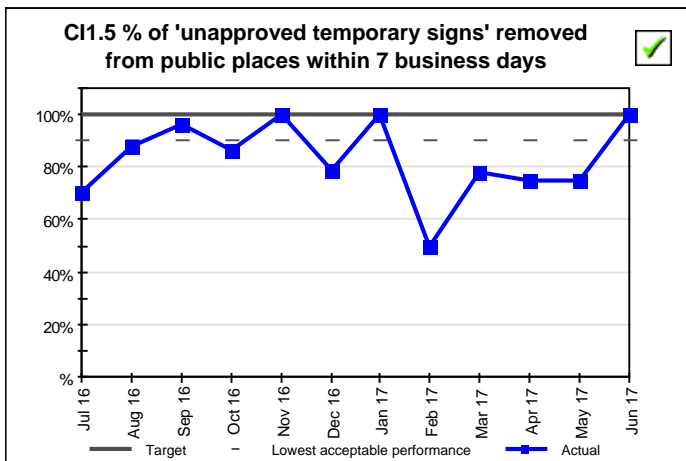
Percentage of requests completed within two business days = 96.67%



Interpretation & Response:

At 30 June 2017, 74% of abandoned vehicles were removed within 10 business days. Removal was voluntary, by Council or by Queensland Police. Abandoned vehicle activity has increased significantly in the last 3 years, slowing removal times.

2014-15: 767 requests, 52 impounded
2015-16: 1062 requests, 95 impounded
2016-17: 1189 requests, 127 impounded



Interpretation & Response:

At 30 June 2017, 9 signs were removed within 7 business days. The KPI target is tracking at 100%.



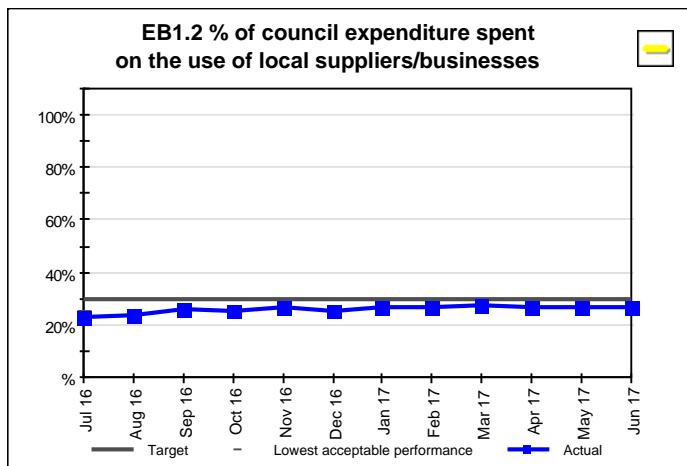
Building our Economic Base

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:

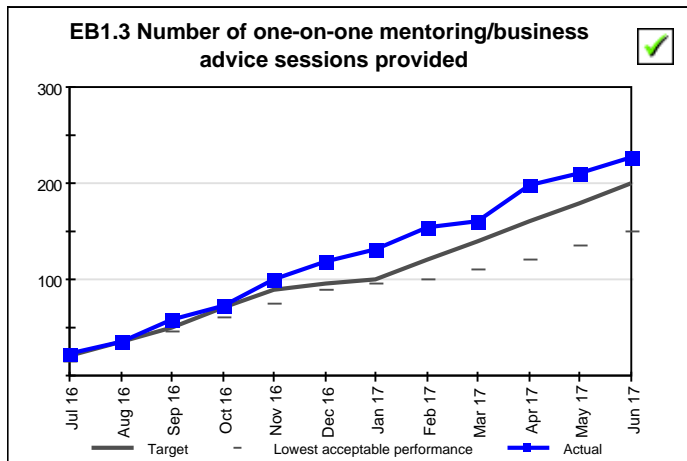
The Local Connections Strategy 2016 - 2021 was adopted by Council at its meeting on 7 June 2016 and implementation commenced in July 2016 and has continued throughout the year.



Interpretation & Response:

For the financial year Council has spent 27% 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.

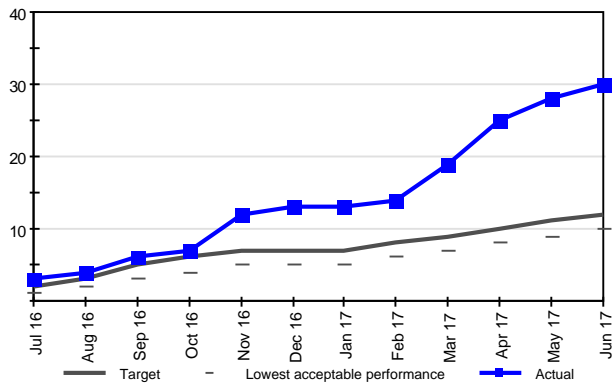


Interpretation & Response:

During the month of June, 17 one-on-one mentoring/business advice sessions were held bringing the fourth quarter total to 67, and annual total to 227. The annual target of 200 sessions has been exceeded. Sessions included initial advice, positioning, finance and cash flow analysis.



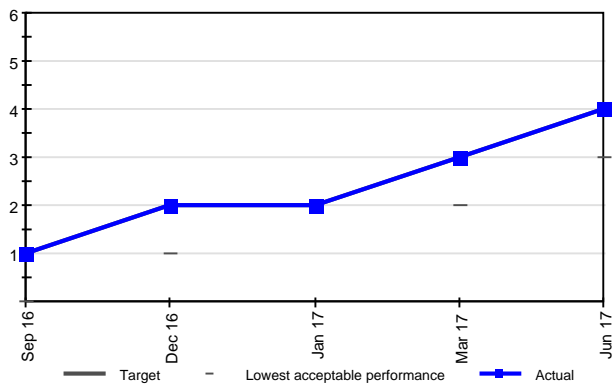
**EB1.4 Number of content relevant workshops facilitated
(for Logan City businesses)**



Interpretation & Response:

Two content relevant workshops were held in June bringing the fourth quarter total to 11 and the annual total to 30 which is well in excess of the annual target of 12.

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



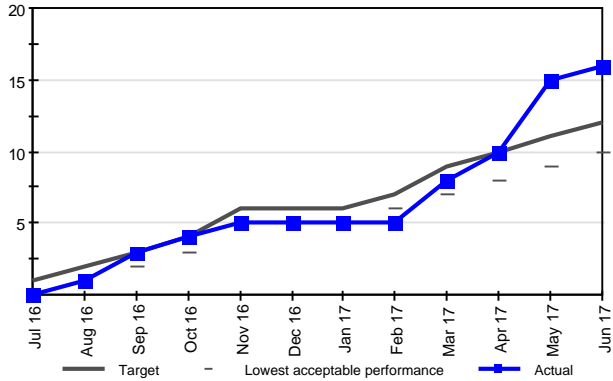
Interpretation & Response:

During the June quarter, a quarterly report on satisfaction and activity levels for the March quarter was distributed. This took the annual total to 4 which is in line with the KPI.



EB2 - Attract new businesses

EB2.1 Number of industry trade shows & events attended

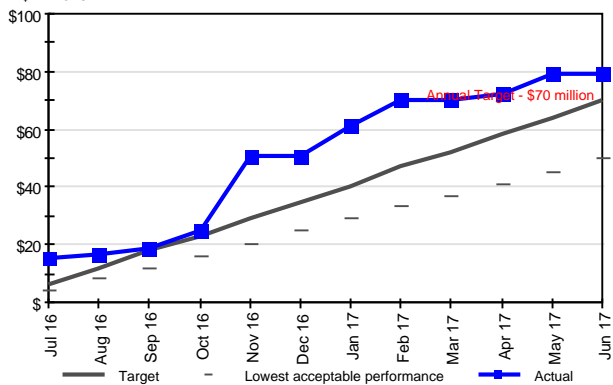


Interpretation & Response:

One (1) Industry event was attended in June, being a Freight Transport Symposium held by the State Department. Council was represented on a discussion panel.

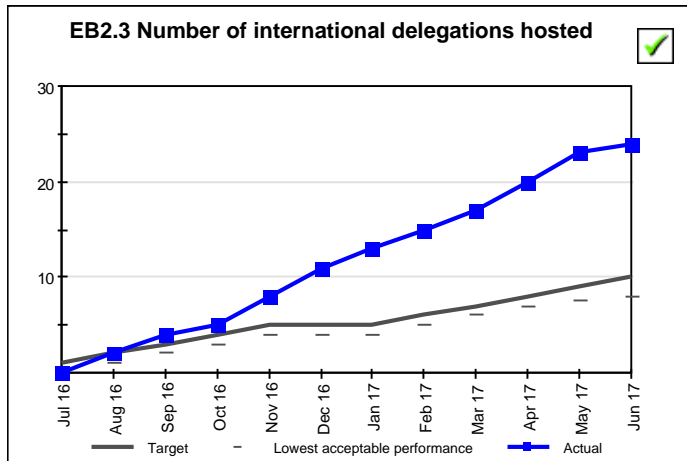
With the June event, this brings the quarterly total to six (6) events and sees the year completed with a total of sixteen (16) industry based events attended against a target of twelve (12).

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



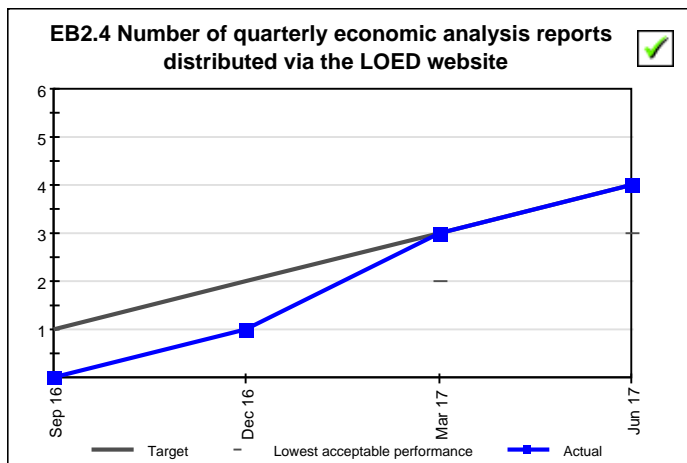
Interpretation & Response:

No new investment figures were recorded during June. Total investments for the quarter were \$9.5 million bringing the yearly total recorded to \$79.3 million which exceeds the annual target of \$70 million.



Interpretation & Response:

There was one international delegation held in June bringing the annual total to twenty four (24). Delegations have been hosted from China, Japan, Taiwan, North America, India, Indonesia, Turkey and Cambodia and have been a combination of Sister City delegations, business and investment missions and study and professional tour groups to learn about Queensland education systems, technology development, tourism and governance.



Interpretation & Response:

A quarterly Economic Analysis Report for the March 2017 quarter was completed and distributed via the Logan Office of Economic Development website. This brings the total for the year to four meeting 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.

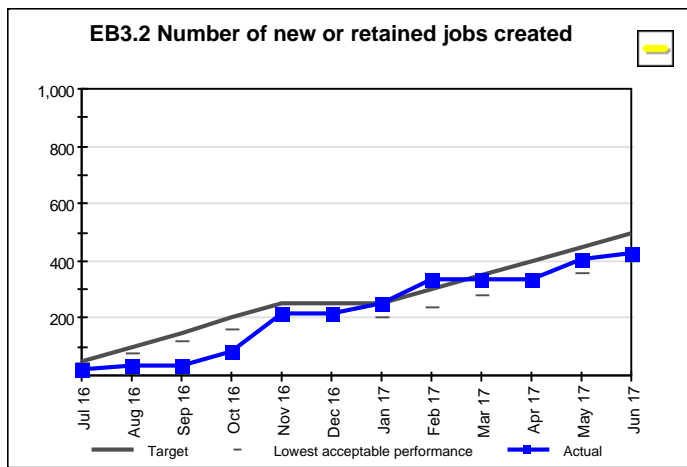


EB3 - Enhance local employment opportunities and local jobs containment

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:

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 indicates that the expo is meeting the needs of its target audience.



Interpretation & Response:

Fifteen (15) new jobs were recorded in the month of June in the transport and logistics sector bringing the quarter total to ninety (90). The total new or retained jobs for the year is 424 which is above the lowest acceptable level of 400.



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	4	3	Undeliverable

Interpretation & Response:

Consultants for the development of a Destination Management Plan were appointed in the fourth quarter. The timeline for delivery of the plan has been extended until December 2017.

Several items within the 2016 - 17 Tourism Action Plan have been suspended to enable further development within the Destination Management Plan. These include redevelopment of the Visit Logan website and an Ambassadorial program.

It is requested that this project be carried over into the 2017/2018 Financial Year with the completion date of December 2017.

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	2	1	Undeliverable

Interpretation & Response:

The final three lots at SouthWest 1 are scheduled to settle in July, under a transaction to Frasers. It is requested this project be carried over into the 2017/2018 financial year to monitor the settlement of the final three lots with an expected completion date of July 2017.



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 2017	4	4	Completed

Interpretation & Response:

The Logan River Vision and Implementation Plan has been endorsed by Council (Minute Number 81/2017). The 2017/2018 implementation plan was endorsed through the 2017/2018 budget deliberations. The final Logan River Vision document and 2017/2018 project updates will be available to the community at www.rivervision.com.au.

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	3	Undeliverable

Interpretation & Response:

Whilst a State of the Catchment Report was provided to the HEW Manager in June 2017, the format and content of the report requires further work prior to the content being released to Councillors and the community.

It is requested that this project be carried over into the 2017/18 Operational Plan. The completion date will be scheduled for December 2017.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 2.1	Biodiversity and vegetation management	Develop a Connected Landscapes Strategy to create a city-wide corridor vision	April 2017	4	4	Undeliverable

Interpretation & Response:

The Connected Landscapes Strategy was received by the Manager in April 2017. Upon reviewing the draft Strategy content, the Manager took the view that it would not meet Council expectations in light of being advised upon inheriting the Natural Environment and Sustainability (NES) Program in December 2016 that the focus of the NES Program must be on delivery of tangible on-ground actions (not strategies).

Further, the draft strategy did not actually identify priority biodiversity corridors (rather it contained an action therein to undertake a project to identify priority biodiversity corridors). This was subsequently confirmed by Councillors at the City Health, Environment & Waste Committee meeting of 11 July 2017 during which it was evident that Councillors were of the understanding that the Connected Landscape Strategy was to identify priority corridors to assist with land acquisition deliberations.

This discussion confirmed to the HEW Manager that the draft Strategy that had been developed would not have met Council's expectations had it been submitted in the format it was presented. Council has subsequently resolved that the HEW Manager must prepare a confidential report to a future City Health, Environment & Waste Committee meeting identifying priority biodiversity corridors in the City to further assist decision making in relation to potential land acquisition for environmental purposes.

It is requested that this project be carried over into the 2017/18 Operational Plan and renamed to: 'Develop a priority biodiversity corridors mapping and decision framework' with a completion date of November 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
E 2.2	Energy Management	Review Environmental Offset costs through an independent economic analysis to ensure the 'no net loss of ecological value' objective is met	June 2017	3	3	Completed

Interpretation & Response:

The Commonwealth Scientific and Industrial and Research Organisation (CSIRO) delivered a report to the Health, Environment and Waste Branch in June 2017 on the outcomes of its investigations into Council's environmental offsets. The findings of the report will be used to propose amendments to environmental offsets to ensure that Council's objective of "no net loss of ecological value" is being met.



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:

In 2016/17, Council developed and implemented an Energy Management Dashboard, which collates all of Council's electricity and fuel consumption and spending data and is available through the Technology 1 corporate application. This data allows Council to understand trends, identify issues, find sources of energy wastage, prioritise energy efficiency improvement opportunities and gauge the success of improvements already implemented. The Dashboard was endorsed by the Executive Leadership Team on 20 October 2017.

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:

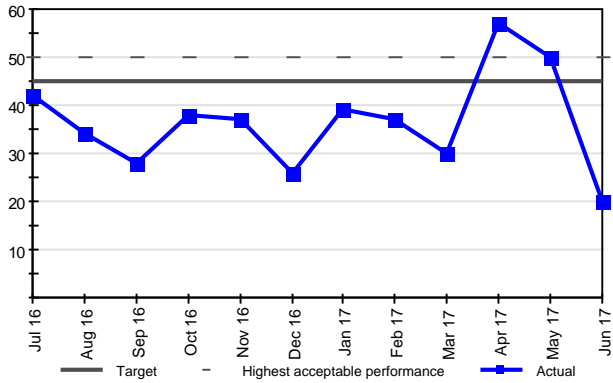
In 2016/17, Council endorsed the Energy Management Framework 2016 - 2021, which provides a coordinated and structured approach to reducing Council's energy consumption, costs and related emissions now and into the future (Minute Number 273/2016).



Building our Service Excellence

SE1 - Enhance our quality customer service practices

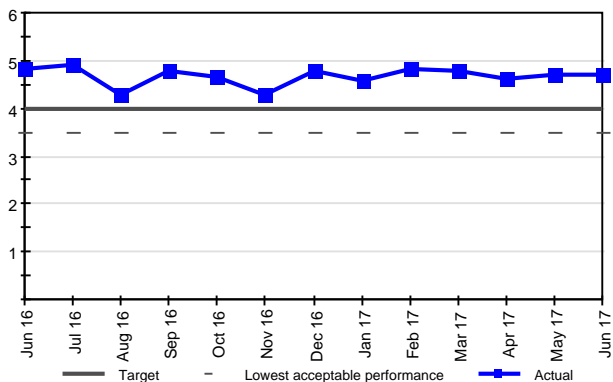
SE1.1 Average monthly wait time for telephone queues within the customer contact centre



Interpretation & Response:

Council's average wait times were 57, 50 and 20 seconds respectively for April, May and June 2017. Results for the quarter were above the acceptable performance range for April and May as a result of impacts from Ex Tropical Cyclone Debbie floods. June returned a performance outcome within the acceptable performance range.

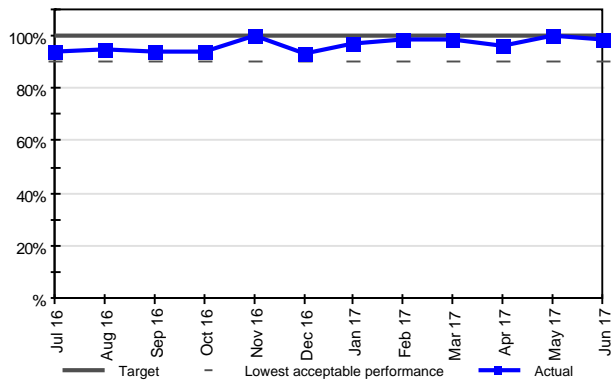
SE1.2 Average monthly customer satisfaction rating



Interpretation & Response:

For the months of April, May and June 2017, customer satisfaction was at 4.63, 4.71 and 4.70 respectively. This exceeded the target of 4.0.

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

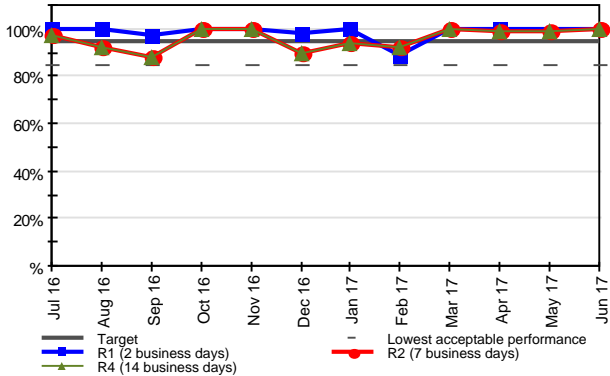


Interpretation & Response:

67 customer requests were received and actioned for the month of June 2017 which is within the 24 hour target. In the last quarter of 2016/2017, 173 requests were received and actioned.



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



Interpretation & Response:

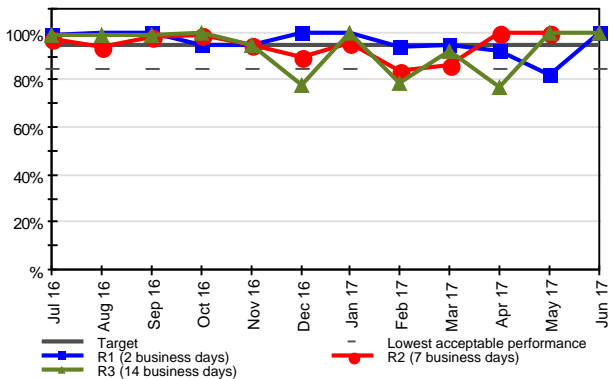
Target: 100%

Lowest Acceptable Performance: 85%

Results as at June 2017:

- Risk Category 1: 100%
- Risk Category 2: 100%
- Risk Category 4: 100%

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



Interpretation & Response:

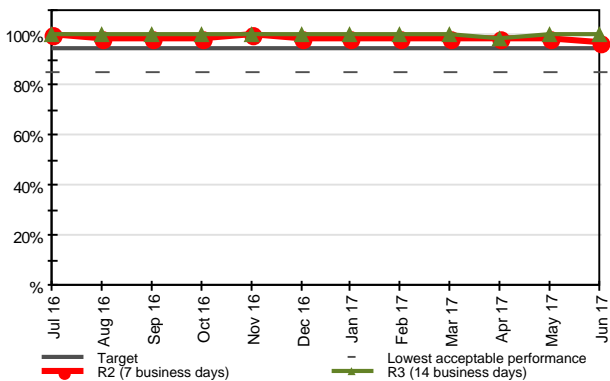
The results in the fourth quarter for the initial response times as at 30 June, 2017 are as follows:

- Risk Category 1: 100%
- Risk Category 2: N/A
- Risk Category 3: 100%

After the transition of the Land Use investigation Team there was an initial dip in performance as happens post change. Evidently there has been a great improvement in the results as highlighted in the data.

Please note: Figures for the two areas for Risk Category 2 where the percentage is calculated from was 0, therefore no calculation for this Risk Category in June.

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



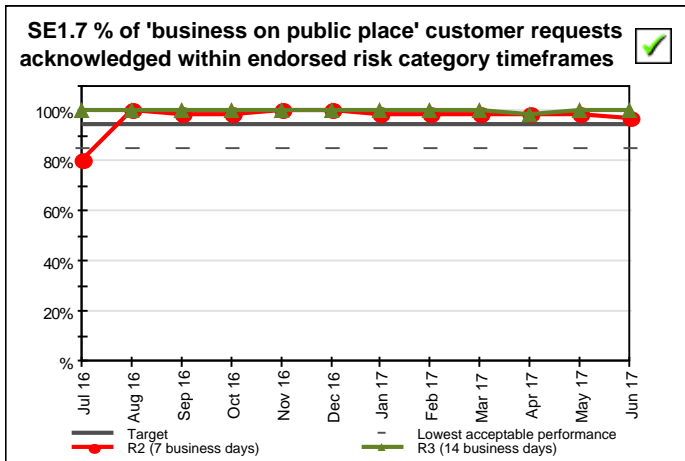
Interpretation & Response:

Target: 95%

Lowest Acceptable Performance: 85%

- Risk Category 2: 97%
- Risk Category 3: 100%

Target of 95% achieved



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

Results as at 31 July 2017:
- Risk Category 2: 97%
- Risk Category3: at 100%.

KPI target of 95% achieved

SE2 - Enhance community communication and engagement

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
SE 2.1	Engagement advice	Prepare Community Engagement Guidelines for Children, Youth and Young Adults for public consultation	June 2017	3	1	Undeliverable

Interpretation & Response:

As per previous advice, progress on this project was delayed due to organisational realignment and vacancy management. The project is now progressing, with broader community engagement to be conducted based on outcomes of stakeholder engagement which is currently underway.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
SE 2.2	Engagement support	Prepare a new Community Engagement Strategy for Public Consultation	June 2017	1	1	Completed

Interpretation & Response:

The draft Community Engagement Strategy 2017-2020 was endorsed by Council on 20 June 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	4	1	Undeliverable

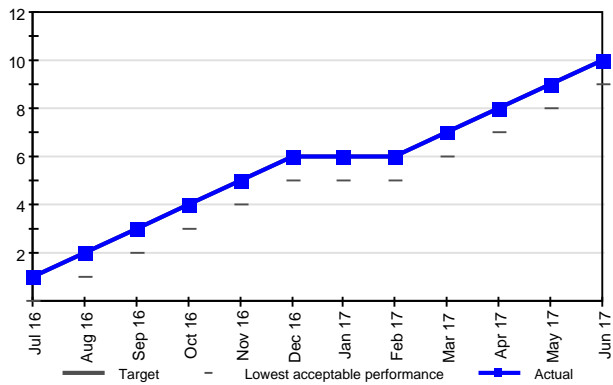
Interpretation & Response:

As per comments for Quarter 3, it was decided that the project go back to market to identify a platform that will meet all of our current needs with scope to expand. Council endorsed a new project to be included in the 2017/2018 Operational Plan 'Develop a new community engagement software and increase online community membership and improve digital engagement with 'have your say'.

A new digital engagement platform is being re-evaluated. A procurement process commenced in June with projected completion date by August 2017. This project has been carried over into the endorsed 2017/2018 Operational Plan.



SE2.4 Number of city magazine editions developed and distributed

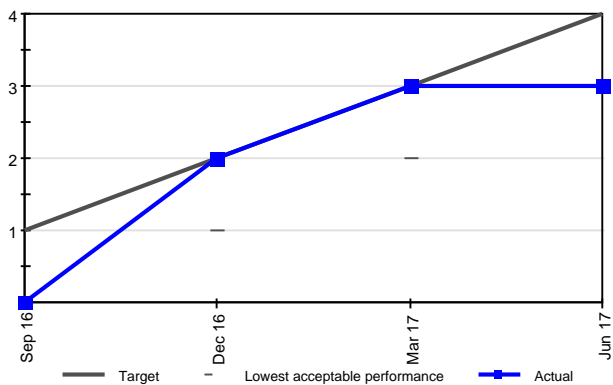


Interpretation & Response:

The June edition of "Our Logan magazine" features articles such as: Historic reconciliation moments remembered, Paralympic sprinter looks to Tokyo, New Logan jobs website, ATV provides quick access for Crestmead police and Logan students undertake Kokoda challenge.

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

SE3.1 Number of reports - sale, development & acquisition opportunities presented for Council consideration



Interpretation & Response:

One report has been prepared to be presented to the Executive Leadership Team on the possible acquisition of property within the City of Logan.



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	4	4	Completed

Interpretation & Response:

During June 2017, the First Five Forever team:

- Facilitated 84 community events.
- Distributed 173 First Five Forever parent resource packs and 523 *Green Sheep* buggy books to the community.
- Registered 169 people as library members.

First Five Forever 2016/17 Statistical Summary

- First Five Forever participated in 659 community events throughout the city. The primary outcome for community engagement is to encourage active participation in the early development of children's literacy skills by parents and care givers.
- First Five Forever engaged with 28,137 people across Logan City.
- As part of their outreach activities First Five Forever promote Council's library service and registered 1501 Logan residents as new library members.

Project Milestone Summary

Develop appropriate early literacy resources for families based on the First Five Forever parent packs:

As part of their programing activities, First Five Forever have developed the First Five Forever pack to distribute to families. The pack is a free and literacy-rich resource, and via the interpersonal dialogue, they encourage many non-library users to explore our Logan City Council Libraries resources. The pack opens the dialogue supporting the benefits of Talk, Read, Sing, Play with children aged 0-5.

The Stars Award Campaign

The Stars Award Campaign is a strategy extension within the First Five Forever universal family literacy program. It is aimed at supporting stronger language and literacy environments for young children 0-5 years and their families.

This campaign has been developed by the First Five Forever team and based on best practice from existing campaigns. A campaign-based initiative like this has been developed to assist is gaining momentum to raise awareness and create a desire to share resources across the early years sector.

First Five Forever are currently working on supporting the Early Childhood sector with the vision of local neighborhood networks continuing on as a legacy beyond First Five Forever.



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	Undeliverable

Interpretation & Response:

The project is continuing with Civil works close to handover. The field works on the Southern side are continuing and the building works for the facilities has commenced site setup but have been delayed by rain. The field lights for the Southern fields have commenced construction. It is requested that this project be carried over into the 2017/2018 financial year to progress the redevelopment of the sports fields

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:

All building works are complete and have Energex connections as well as the Logan Water connection to the sewer.

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

Interpretation & Response:

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
WC 2.4	Connected and healthy communities	Deliver the KRANK school holiday program to provide opportunities for young people to participate in affordable, healthy and fun activities that connect them with each other and their community	June 2017	3	3	Completed

Interpretation & Response:

The KRANK School Holiday program has been running activities during the school holidays since 24 June. Activities will continue to be delivered until 9 July.

Council officers promoted the KRANK School Holiday program at the Crestmead Annual October Spectacular (CAOS) Festival at Crestmead PCYC on 17 June.

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	3	3	Completed

Interpretation & Response:

The new Live Well Logan program for 2017/18 is now available on Council's website and will commence on 10 July.

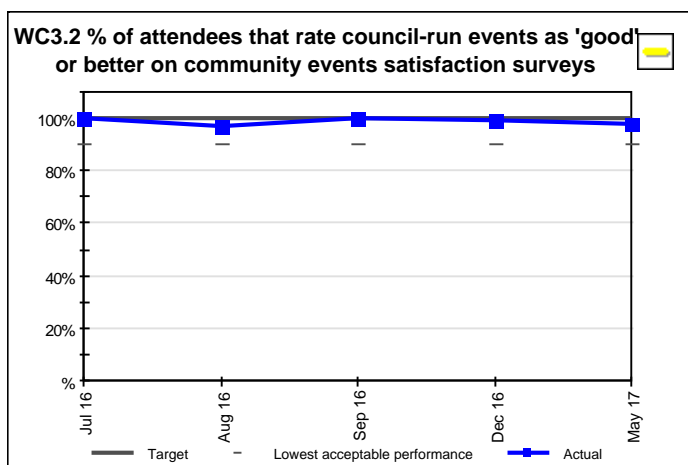


WC3 - Enhanced focus on City events

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	36	36	Completed

Interpretation & Response:

This quarter has produced a particularly large output within the Events Program of ten (10) produced events which have recorded a total patronage of 28,480. These events range from a sports fan day, a City of Logan Budget Breakfast, Volunteers Thank you, Eats & Beats and the largest recorded attendance for the Logan Eco Action Festival (LEAF). The events have all involved high levels of internal and external stakeholder collaboration and pleasingly remained incident free. In addition, each event has attracted positive media on behalf of Logan City Council.



Interpretation & Response:

Survey respondents for the Logan Eco Action Festival (LEAF) rated the event very highly. Due to the make up of other events within this quarter no other 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	1	1	Completed

Interpretation & Response:

The Centres Planning and Urban Renewal Team have finalised Implementation Plans for the remaining activity Centres and also finalised a report for consideration of the Executive Leadership Team that will consider the structure and content of the implementation plans for further internal consultation.

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	1	0	Undeliverable

Interpretation & Response:

The Centres Planning and Urban Renewal Program have commenced one of the 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 Implementation Plan. Construction of the pathway reached practical completion in June 2017. The remaining public art and new busbays which form part of the project are scheduled for completion in October 2017. It is requested this project be carried over into the 2017/2018 Financial year to progress the completion of these outstanding actions.

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 and was approved by the Executive Leadership Team and Council.



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	June 2017	6	6	Completed

Interpretation & Response:

The combined Infrastructure strategy was endorsed by the Executive Leadership Team (ELT) on the 13th of April. The ELT decision was to prepare a future City Growth Committee report to seek endorsement for the strategy.

Councillor consultation has begun and it is expected that a future committee report will be presented to the City Growth Committee in September seeking endorsement of the strategy.

This marks completion of this project and the finalisation of the strategy will form projects in the 2017/2018 Operational Plan.

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	3	3	Completed

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 is now completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.6	Urban renewal activities	Complete the Beenleigh Town Centre Implementation Plan	June 2017	5	5	Completed

Interpretation & Response:

The Centres Planning and Urban Renewal Team have finalised the Implementation Plan for the Beenleigh Town Centre and also finalised a report for consideration of the Executive Leadership Team to consider the structure and content of the implementation plan for further internal consultation.

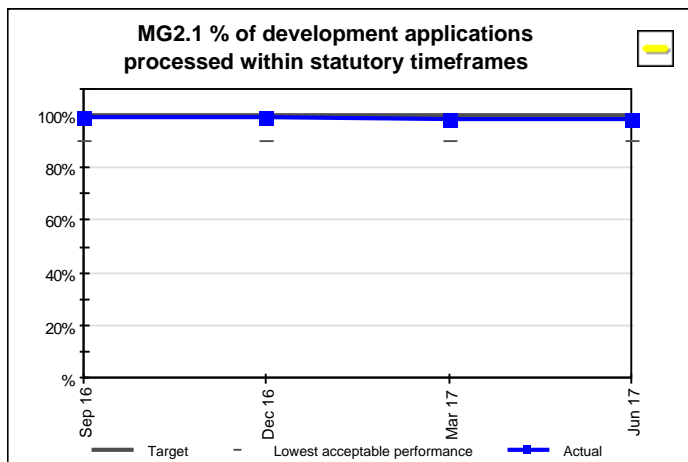
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
MG 1.7	Urban renewal activities	Complete the Springwood Implementation Plan	June 2017	5	5	Completed

Interpretation & Response:

The Centres Planning and Urban Renewal Team have finalised an Implementation Plan for Springwood and also finalised a report for consideration of the Executive Leadership Team that will consider the structure and content of the implementation plan for further internal consultation.



MG2 - Development assessment to be best practice



Interpretation & Response:

Target: 100%

Lowest Acceptable Performance: 90%

Actual: 98.3%

As at the June 2017 quarter, a total of 477 applications were decided by Development Assessment with 98.3% achieving their decision timeframes. Of the 477 applications that were decided, 8 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	6	6	Completed

Interpretation & Response:

Training on the reporting for the Planning Act 2016 (PA16) has taken place and the reports are available to staff. We are currently working with stakeholders to gather feedback. Project Complete



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	5	Completed

Interpretation & Response:

The Local Government Infrastructure Plan (LGIP) 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 met all requirements and advised that the LGIP be presented to the Minister for final approval. Council has subsequently sent the LGIP to the Minister and a have obtained the final approval.

The relevant documents for adoption have been signed and the LGIP replaced the Priority Infrastructure Plan in the Logan Planning Scheme in May.



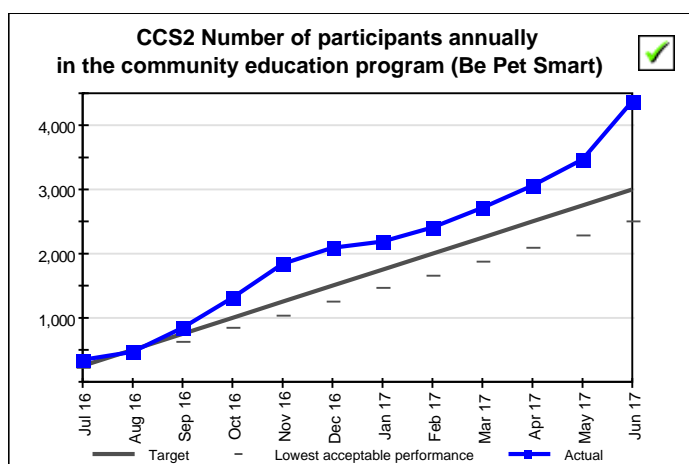
Community and Customer Services

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	4	4	Completed

Interpretation & Response:

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

- Development: Libraries and Cultural Services continue to provide public programs responding to community interest. Nine Logan Artworkers Networking Events were held. Seven applications for funding through the Regional Arts Development Fund committee were endorsed by Council. Public programs were held in Local Studies for family history research, including searching for Diggers, hand held history, and tracing Japanese and Chinese ancestry. Over 11,000 people participated in public programs at Logan Art Gallery or related outreach activities.
- Engagement: Logan Art Gallery staff visited over 30 schools to select 150 artworks for the annual Artwaves exhibition of senior secondary school students. Nine Music in the Gallery events were held. Two Creative Markets and two family fun days were held which brought new audiences to the gallery. Art and Dementia tours are now presented three times per month due to demand. Connecting our communities: Yarrabilba to Logan Village was rolled out during April 2017.
- Places and spaces: ImagiNation Children's Festival Family Fun Day launch event in September 2016 and showcased Mayes Cottage House Museum to over 700 attendees. New promotional banners were installed at Logan Art Gallery. Public art and heritage trail: Greenbank to Veresdale was launched as both a hard copy brochure and interactive, online trail. Artists were shortlisted and the final design selected for the public artwork in Division 8 at Waller Park to be completed in the 2017/2018 financial year.
- Partnerships: Regional Arts Development Fund partnership between Logan City Council and Arts Queensland continues to deliver arts and culture to Logan's creative community. Local Studies and Logan Art Gallery were successful in receiving a Spirit of Service Queensland Anzac Centenary grant to research Logan Anzacs. A grant was received from Yarrabilba Community Enterprise Foundation to develop an event for the 75 year anniversary of Camp Cable.
- 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: Black Diggers of Logan was showcased as part of the Department of Premier and Cabinet display at South Bank. Animating Spaces Logan: Arts in the Park and Art and Dementia volunteer each received awards at the annual Gallery and Museum Achievement Awards. Cultural Services initiatives were presented at the International Council of Museums conference in Milan, Italy. Cultural Services worked with Marketing to develop a social media profile to communicate the program. The 2017 Exhibition Program completed and the 2018 exhibition program is in draft.



Interpretation & Response:

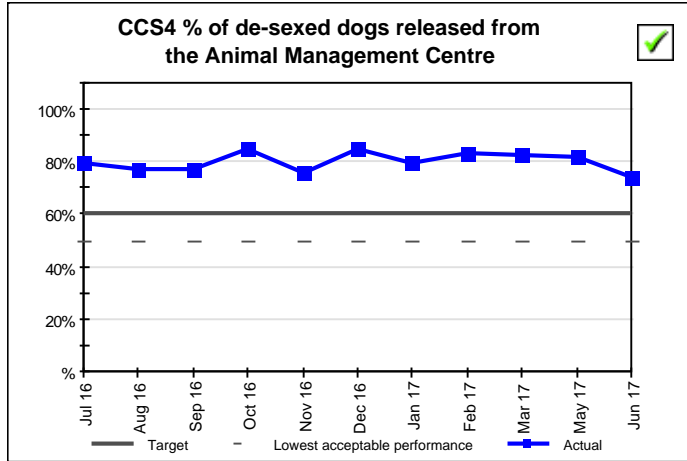
During the fourth quarter, the Be Pet Smart education program was delivered to 1,662 students at various schools and education facilities across the City of Logan. In total 4,368 students have participated in the program for the 2016/2017 financial year. These statistics exclude special events and the 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	June 2017	2	2	Completed

Interpretation & Response:

The draft Animal Management Strategy 2017-2020 has been submitted to Councillors for review prior to submission to Committee.



Interpretation & Response:

During the fourth quarter, 74% of dogs released from the Animal Management Centre were de-sexed.

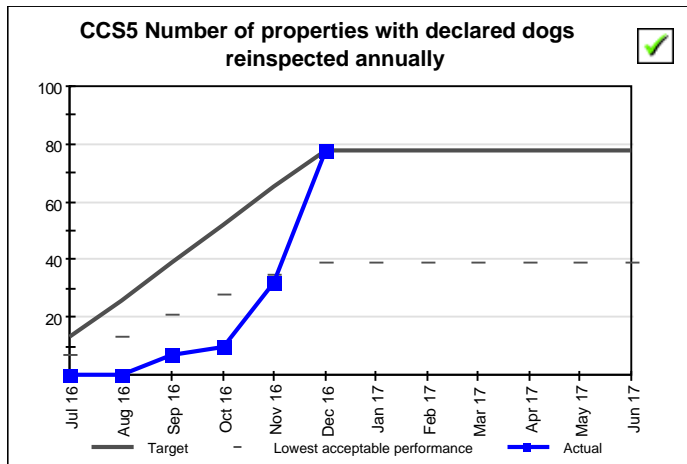
Statistics:

433 dogs were released to owners.

213 of these dogs were already de-sexed.

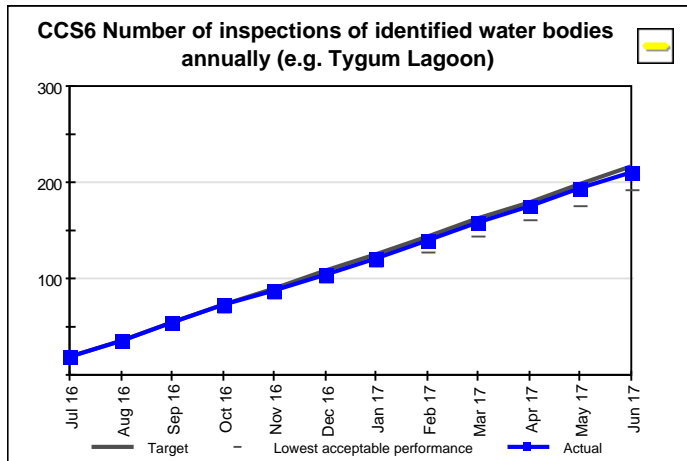
109 dogs were de-sexed by the Combined Vets of Logan City as a condition of release.

In total, 322 dogs were released de-sexed for the month.



Interpretation & Response:

Inspections of properties housing Regulated Dogs are now completed. A total of 80 properties with regulated dogs were inspected. The 2017/2018 inspection program will commence 1 September 2017.



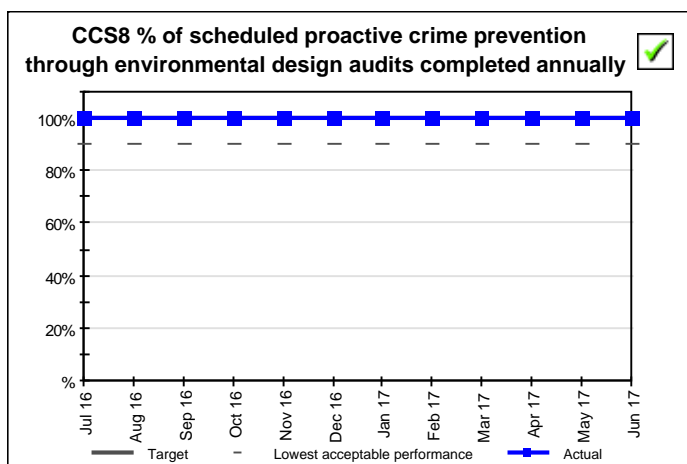
Interpretation & Response:

18 inspections of identified water bodies were completed in April and June and a further 17 in May. In total, 53 inspections of water bodies were completed in the fourth 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	6	6	Completed

Interpretation & Response:

The implementation of the City of Logan Safe City Strategy and Action Plan 2016 - 2020 is on track and where applicable all actions have been completed within timeframes for the 2016/2017 financial year. The strategic approach has made the most progress in the past month including delivery of the Safe City Logan Project: Yarrabilba crime prevention initiative and the successful delivery of the 2017 City of Logan Community Safety Symposium.



Interpretation & Response:

100% of proactive CPTED audits were completed on time during the quarter for the period.



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	9	8	Undeliverable

Interpretation & Response:

During the fourth quarter, weekly traffic meetings occurred with the Police and Department of Transport and Main Roads. The School Zone Pace Car also continued to be deployed. Other elements of the Road Safety Strategy will be discussed at the next quarterly working group meeting with road safety partners in July 2017. The official launch of SafeRoads4Logan 2017-2021 Road Safety Strategy and Action Plan was delayed awaiting suitable time for dignitaries and partner representatives to attend. It is requested that this project be rolled over into the 2017/2018 financial year with the proposed launch date to coincide with road safety week in August 2017.

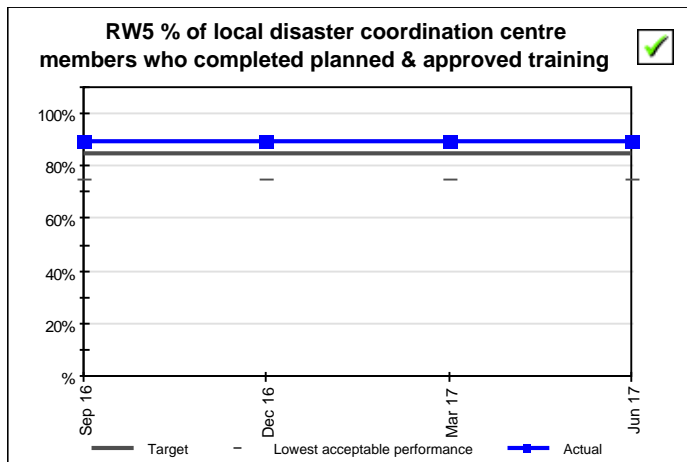


Operational Plan Report 2016/2017

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	5	3	Undeliverable

Interpretation & Response:

During the fourth quarter officers adopted a decision to engage a lead consultant to develop the Integrated Local Transport Plan (ILTP). The decision was triggered by unforeseeable changes to the internal project team. Subsequently a consultancy brief was developed and an invitation issued to a number of prequalified Local Buy consultants. Submissions closed mid-July. A Council decision in Quarter 3 has endorsed this project to be carried over into the 2017/2018 financial year.



Interpretation & Response:

As at 30 June 2017, Local Disaster Coordination Centre members trained
Trained: 89%

Formal training for Local Disaster Coordination Centre staff recommenced in March 2017. As at 30 June 2017, there are currently 82 active trained staff members who are operationally ready to respond to an event if required.

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:

The framework has been implemented and all training has been completed. Exercises in October 2016 to consolidate learned training were conducted and the 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:

A Disaster Management Community Engagement Framework 2016/2017 to 2018/2019 has been developed and endorsed by Council. The purpose of the Framework is to facilitate a collaborative approach for the Logan City Council to improve disaster management education with the communities of the City of Logan and promote shared responsibility for disaster resilience.

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:

Review of the Local Disaster Management Plans and sub-plans complete.

