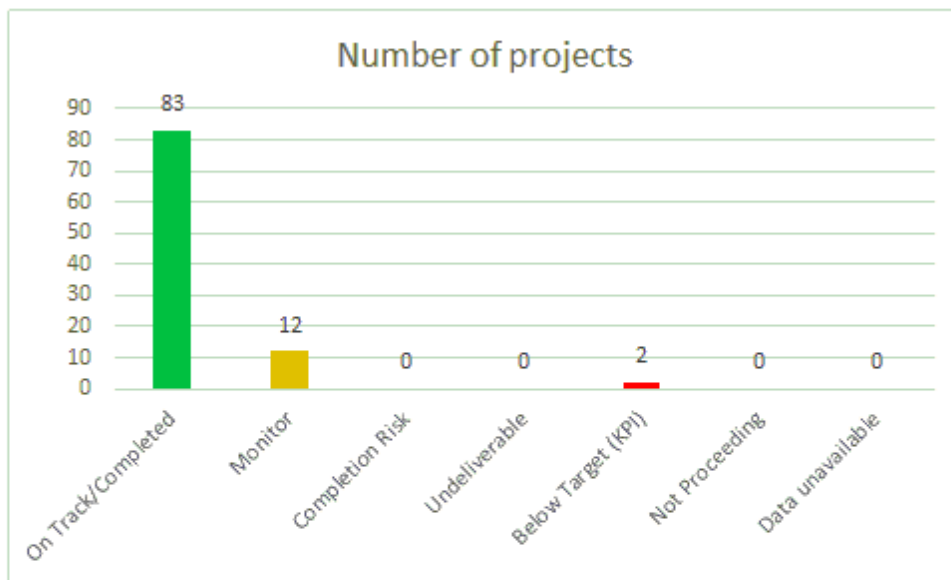


2018/2019 Operational Plan Quarterly Report





City of Logan 2018/2019 Quarterly Report

Innovative, Dynamic, City of the Future

Quality Lifestyles (QL)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	Delivering Service Excellence and Business Efficiency	Identify and acquire suitable land in south-west Logan to establish a satellite City Standards & Animal Care facility with other co-located depot facilities in the City of Logan	June 2019	2	2	On Track

Interpretation & Response:

The project has been actively progressed with Branch engagement, confirmation of co-location Branches, site requirements, Administration Branch engagement and a successful report to Council seeking Delegation of Authority for acquisition.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.2	Community Needs Planning	Complete the city wide Community Infrastructure Strategy (CIS) to inform planning and future development of Council-owned community infrastructure for the City of Logan.	April 2019	1	0	Monitor

Interpretation & Response:

The Community Infrastructure Needs Assessment was presented to the City Lifestyle and Community (LI) Committee on 19 September 2018. It was deferred to the next committee subject to further Councillor consultation. Further consultation with Councillors will occur throughout October, with the aim of getting a final Needs Assessment to the LI Committee on 7 November 2018. Once engagement has been completed and the Needs Assessment has been updated accordingly, the project will be back on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.3	Community Needs Planning	Develop a community infrastructure funding and delivery model to achieve outcomes that meet current and projected community needs	June 2019	1	0	Monitor

Interpretation & Response:

The funding and delivery model is dependent on the outcomes of the final Community Infrastructure Strategy (CIS). The model forms part of the implementation plan for the CIS. The CIS is expected to be complete by March 2019 therefore, this project will not commence until after March 2019.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Complete construction of redeveloped facilities at the Beenleigh Aquatic Centre to increase participation in physical activity	February 2019	0	0	On Track

Interpretation & Response:

Construction on site is continuing. The pool building steelwork has been erected and the roof sheeting is being rolled on site and installation has commenced. The plant room building slab has been poured and blockwork is commencing. The project is on track for completion in early 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.5	Capital Delivery	Complete construction of redeveloped facilities at the Waller Park BMX to increase participation in physical activity	December 2018	2	2	Completed

Interpretation & Response:

The BMX facilities have been handed over to the lessee.
The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.6	Capital Delivery	Complete construction of redeveloped facilities at Yarrabilba Sport & Community Hub to increase participation in physical activity	December 2018	1	1	Completed

Interpretation & Response:

The facility is ready for occupancy.
The project has been completed.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.7	Capital Delivery	Commence construction for the redevelopment of facilities at Underwood Park to Increase participation in physical activity	June 2019	1	1	On Track

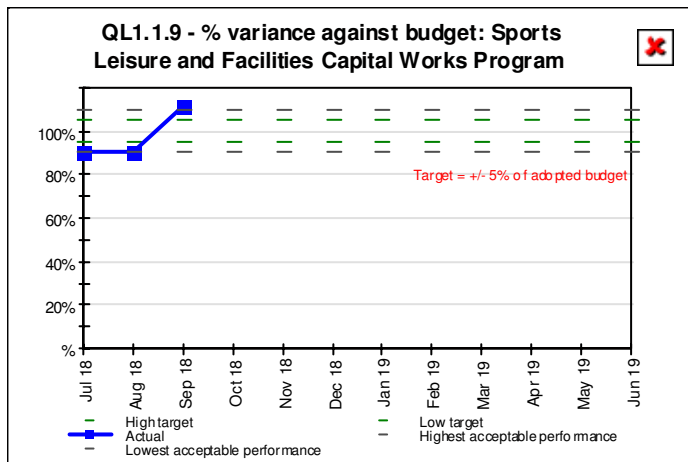
Interpretation & Response:

This project is being delivered by State Government Building and Asset Services (BAS) on behalf of Sport, Leisure and Facilities (SLF). Design consultants have been engaged by BAS and the concept design is due in early October.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.8	Capital Delivery	Progress design of new Police Citizens Youth Centre at Cronulla Park in order to increase participation in physical activity.	June 2019	1	1	On Track

Interpretation & Response:

The scope of works is being developed in order to engage design consultants. It is anticipated that consultants will be engaged before Christmas. Cronulla Park is a contaminated site that will require site investigation and analysis prior to development. The consultants required for the contamination related works have been engaged.



Interpretation & Response:

Expenditure is tracking slightly higher than the previous months as projects such as the Beenleigh Aquatic Centre catch up on progress and invoices are presented for payment.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.2.1	Library Technology and Support	Upgrade public Wi-Fi to enable innovation and meet needs of library customers	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, a project plan for the upgrade of public Wi-Fi services was finalised. Public Wi-Fi services at Jimboomba Library were successfully upgraded to the National Broadband Network (NBN). Works commenced to transition public Wi-Fi services at Logan Village Library to the NBN. Investigations have commenced to transition public Wi-Fi services at Logan West Library to the NBN.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	Community Learning and Support	Deliver early year services and the 'First Five Forever' initiative to improve early literacy in children aged under 5	June 2019	1	1	On Track

Interpretation & Response:

Quarter One Summary

During the first quarter, the Logan City Council Library Service First Five Forever team has actively worked with the Queensland State Library to improve collaboration between First Five Forever teams in neighbouring Councils. The First Five Forever Coordinator has contributed to the planning for progressing the ongoing funding across Queensland and has contributed to recent forums in developing early years programming and initiatives.

September 2018 Summary

First Five Forever facilitated a range of early years literacy development activities across the city. Highlights for September included participation at the launch of the ImagiNation Festival and at the Mud World dirty play event. First 5 Forever engaged with Principals from local primary schools; Directors and Educators from Early Childhood Education and Care Services; and with community organisations by providing them with support in early years literacy strategies for families and through promotion of library services.

Total number of First Five Forever outreach activities for September 2018: 42.

Total number of participants for First Five Forever outreach activities for September 2018: 1,191.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.2	Community Learning and Support	Develop a Libraries Learning and Discovery Strategy that provides for community learning, experience, innovation and creativity	June 2019	1	1	On Track

Interpretation & Response:

The Literature review is underway and collation of research materials is progressing.

Quarter One Summary:

Over the first quarter, the Library Programming Coordinator and Library Client Service Program Leader commenced planning for the Learning and Discovery Strategy by completing the following actions:

- The initial scoping and methodology planning for the Strategy, including identifying project members and determining outcomes and time frames.
- Defining the terms of reference for the Strategy.
- Reviewing the Library Service's 2017/18 programming to assess the effectiveness of outcomes and its ability to meet community needs. This included analysing the quantitative and qualitative data available through attendance numbers and community feedback.
- A literature review of relevant strategic documents from other libraries and cultural institutions.
- Consultation with the Creative Industries Program Leader.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.1	Community Development Programming	Deliver the KRANK school holiday program to provide opportunities for school age young people to participate in affordable, healthy and fun activities that connect them with each other and their community.	June 2019	1	1	On Track

Interpretation & Response:

The KRANK School Holiday program for 5 to 17 year olds ran from 2 to 15 July. A total of 2,172 young people attended 61 activities during this time.

Council engaged with young people across the city to identify what activities they would like to attend during the school holiday periods and in what locations. 352 responses were received.

Staff attended the following events to promote the KRANK School Holiday program:

- NAIDOC celebration at Logan Gardens on 10 July;
- IGNITE Youth Careers Expo on 24 July;
- Logan Village Health Expo on 11 August; and
- ImagiNation Children's Festival Launch on 22 September.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	Community Development Programming	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 2019	1	1	On Track

Interpretation & Response:

The 2018/19 Live Well Logan program commenced on 16 July and delivered 104 active and healthy programs during the July to September period.

Council engaged with the community to gain feedback on activities being delivered and asked for information on what could be delivered in the future. 167 responses were received from the community.

Staff attended the following events to promote the Live Well Logan program:

- NAIDOC celebration at Logan Gardens on 10 July;
- Building Social Capital Hub - Woman's Session on 31 July;
- Logan Village Health Expo on 11 August;
- Logan Loves Seniors Expo on 21 August; and
- DVA - Live Well Feel Great Health Expo on 27 September.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.3	Active Community Planning	Implement the Active Logan Strategy 2016-2020 to increase participation in physical activity.	June 2019	1	1	On Track

Interpretation & Response:

The project scope has been finalised and a contractor has been engaged to undertake the participation study.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.1	Immunisation	Deliver a marketing plan to promote Council's community immunisation clinics to increase immunisation rates.	September 2018	1	1	Completed

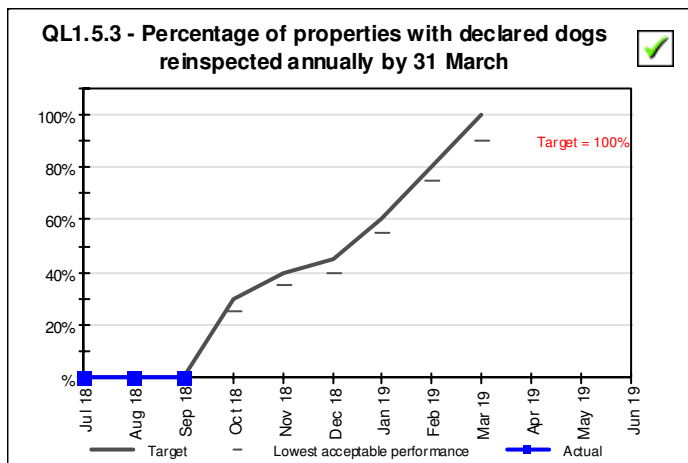
Interpretation & Response:

During the first quarter, the Environmental Health and Immunisation Program finalised a marketing action plan to promote immunisation clinics. The marketing action plan was endorsed by the Marketing and Events Branch and actions will be implemented over the remainder of the year. The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.2	Public and environmental health licensing and approvals	Promote the display of Eat Safe Logan star ratings to business and the community to increase awareness and display of Eat Safe Logan star ratings.	June 2019	2	0	Monitor

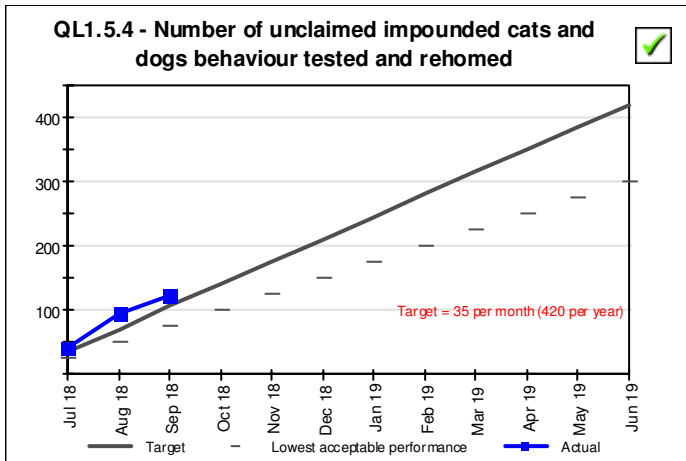
Interpretation & Response:

In the first quarter, the Environmental Health and Immunisation Program drafted a marketing action plan to promote the display of Eat Safe Logan star ratings. The marketing action plan is being reviewed by the Marketing and Events Branch. Once the Marketing Plan has been reviewed, the outstanding milestones will be addressed and the project will be back on track.



Interpretation & Response:

The Annual Audits of Declared Dangerous and Menacing Dogs is programmed for the 2nd and 3rd Quarters of 2018/19 only. The program commences in the 2nd quarter.



Interpretation & Response:
39 animals were re-homed in September, bringing the total for the first quarter to 132 animals being re-homed. The monthly target has been exceeded consistently during the first quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.5	Community Development Initiatives	Deliver the Community Project and the Working Together grants to community organisations to deliver meaningful projects that respond to emerging community priorities and build the capacity of community organisations.	June 2019	0	0	On Track

Interpretation & Response:

The Community Project Grants and Working Together Grants opened on 6 August and closed on 3 September 2018.

A total of 30 applications were received by the closing date.

Grant workshops were held on 8 and 14 August, at Beenleigh and Logan Central libraries to provide advice and grant writing assistance for applicants.

Two Council Grant Forums were held on the 11 and 18 September, presenting information and tips and hosting table discussions relating to five Council grant programs. Over 110 residents and representatives from organisations attended these forums.

QL2 - Neighbourhoods are welcoming, inclusive and safe

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.1.1	Cultural Development and Support	Deliver the annual action plan from Council's Arts, Culture and Heritage Strategy 2018-2022 to improve community capacity and the image of the city	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the five key strategic outcomes of development, engagement, places and spaces, partnerships and communication were delivered through programs and activities such as talks, workshops, performances, exhibitions, outreach and public art projects. Highlights included Logan Live Music Month, the last of five public art and heritage trails completed, and two public artworks completed.

Highlights during September included:

- Artwaves 2018: Logan and adjacent areas secondary school art exhibition which attracted over 500 people to the opening night;
- Japanese exchange student from Hirakata Sister City assisted at Logan Art Gallery for three weeks from 2 September;
- Community Grants forum was held at Logan Art Gallery for people interested in applying for project funding on 18 September;
- Regional Arts Development Fund application round opened;
- Creative Industries staff participated in the launch of ImagiNation Children's Festival at the Kingston Butter Factory on 22 September, and drop-in ImagiNation school holiday workshops were held at Logan Art Gallery the following week; and
- Logan Artworkers Networking Event and Music in the Gallery were both held during September.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.1	Community Development Strategies	Implement the Access and Inclusion Plan, which aims to provide facilities, services and programs that are inclusive and promote participation by people of all abilities in the life of the City.	June 2019	0	0	On Track

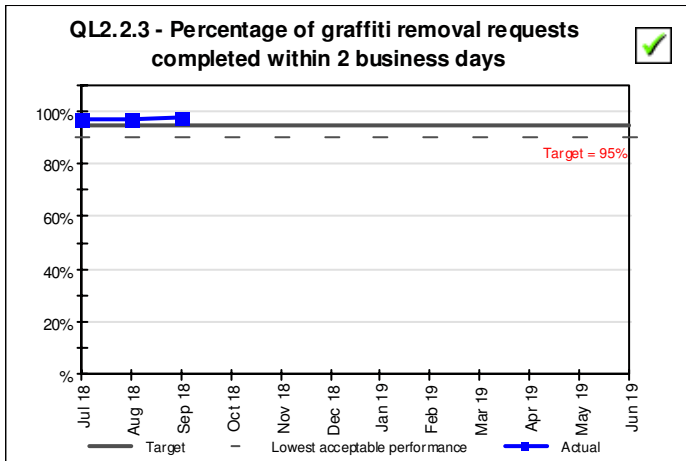
Interpretation & Response:

Council's Executive Leadership Team endorsed the draft Access and Inclusion Plan 2019-2022 to proceed to the City Lifestyle and Community Committee for endorsement prior to public consultation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Community Development Strategies	Implement the Reconciliation Action Plan (RAP) to achieve Council's vision for reconciliation and to increase respect and understanding	June 2019	0	0	On Track

Interpretation & Response:

Council's Executive Leadership Team endorsed the draft Reconciliation Action Plan 2019-2020 to proceed to the City Lifestyle and Community Committee for endorsement prior to public consultation.



Interpretation & Response:

130 Customer Requests received during September. 130 requests completed within the target timeframe. First quarter results have consistently been above target.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	Road Safety Coordination	Implement the Road Safety Strategy 2017-2021 (via the SafeRoads4Logan Road Safety Action Plan 2017-2021) to reduce incidents and improve safety on roads in Logan City.	June 2019	0	0	On Track

Interpretation & Response:

During the first quarter, weekly traffic meetings occurred with Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. The school zone pace car was deployed during the school term.

Council also coordinated road safety engagement activities within Logan leading up to and during Queensland Road Safety Week (held last week of August). Road safety week was launched at Council Administration Centre (attended by senior members of Council, QPS and TMR), followed by social media releases targeting road rules, anti-social driving, speeding, seating and load restraints, distracted driving, impaired driving, senior drivers education, fatigue, motorcycle and bicycle safety. Community engagement included driver distraction and cycling safety at the Grand Plaza Shopping Centre, and road safety education stall at Council's Eats and Beats event held at Berrinba Wetlands. Displays of crashed vehicle wrecks on key roads, supported by variable message signs, proved contentious but effective.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Community Safety Programming	Implement the City of Logan Safe City Strategy and Action Plan 2016-2020 which aims to provide a safe and liveable community as well as enhance the quality of life for residents of the City of Logan.	June 2019	1	1	On Track

Interpretation & Response:

The Community Safety Program continue to successfully deliver the initiatives of the City of Logan Safe City Strategy and Action Plan 2016-2020. During the first quarter, the following significant achievements were made against the five key areas of interest of the strategy and action plan:

Strategic approach: Work has commenced on compiling an annual crime profile for the City of Logan, which will outline historic, current and trending crime statistics for the city.

Community confidence: The Community Safety Program delivered 17 targeted divisional activities including community information displays, personal safety presentations and delivery of domestic and family violence information to hair salons. The Community Safety Program also attended an additional 9 community engagement events throughout this period to raise awareness of crime prevention and community safety. These activities included attendance at local Neighbourhood Watch meetings and community information displays in partnership with the Queensland Police Service.

Places and spaces: 8 Crime Prevention Through Environmental Design audits were completed across the City of Logan proactively or in response to Council initiated or customer requests. A total of 24 mobile safety camera vehicle deployments (van and ute) were successfully undertaken.

Partnerships: Partnership work continued between the Community Safety Program and key stakeholders and included:

- Working with the Queensland Police Service - Logan District Crime Prevention Unit to deliver the Logan City 30 years of Neighbourhood Watch celebratory event;
- Working with the Queensland Police Service to develop a campaign to target recent increases in business robbery offences; and
- Working with Beenleigh Probation and Parole to deliver the Building Social Capital project.

Communication: The Community Safety Program committed to continuing to promote a safe and liveable community by keeping City of Logan residents informed of strategies that promote community safety and raise awareness of crime prevention.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	Community Safety Research and Planning	Deliver the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan.	June 2019	1	1	On Track

Interpretation & Response:

The 2018 Safe City Logan community survey successfully launched on 3 September 2018 and will be open for community responses for a period of one month. Following the close of the survey period, work will commence on analysing the results and preparing a key findings report.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.3	Logan Safety Camera Program	Deliver the Logan Safety Camera Program throughout the City of Logan to encourage community safety.	June 2019	1	1	On Track

Interpretation & Response:

Throughout the first quarter, the Logan Safety Camera Program continued to be successfully delivered to encourage community safety.

Planning works have commenced in relation to the delivery of the 2018/19 capital works associated with the Logan Safety Camera Program.

For this quarter completed works include:

- New permanent CCTV safety camera operational at Pinnington Park, Crestmead;
- New permanent CCTV safety camera and wireless link operational at Shaw Street Oval, Yarrabilba;
- New permanent CCTV safety camera operational at Larry Storey Park, Waterford; and
- Two permanent CCTV safety cameras successfully replaced in the vicinity of 30-38 Wembley Road, Logan Central.

Conveniently Connected (CC)

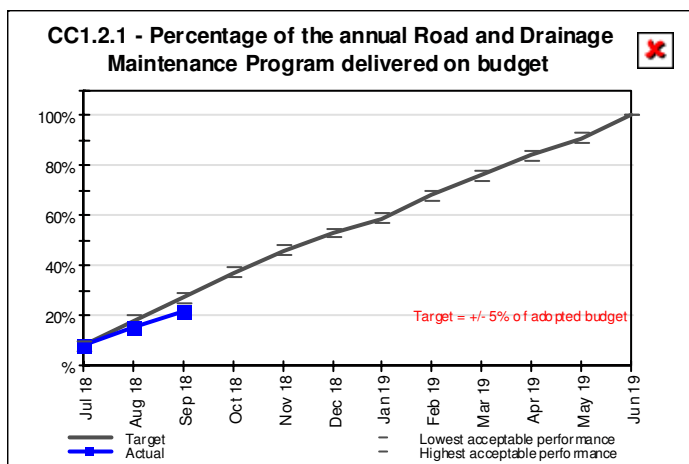
CC1 - Integrated transport networks allow people to move around the city easily and conveniently

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1.1	Transport Planning	Prepare for Council endorsement, Way2Go, an Integrated Local Transport Plan.	December 2018	3	3	On Track

Interpretation & Response:

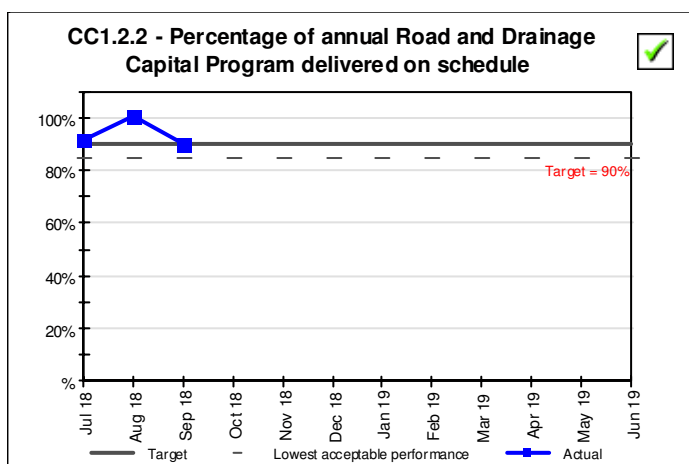
During the first quarter, the draft strategic document Way2Go - Connecting Logan (Integrated Local Transport Plan) was completed. Feedback on the vision, themes, goals, objectives and actions were provided by Technical Working Group members and internal branches. The draft Way2Go plan and its community engagement plan were endorsed by Council at its meeting of 28 August 2018, Minute No 243/2018.

Community engagement commenced in September and 'Talk-to-a-Planner' sessions were held at Beenleigh, Logan Central, Browns Plains, Logan Village, Greenbank and Jimboomba. Further consultation is planned for October. Feedback received will be considered in finalising Way2Go - Connecting Logan.



Interpretation & Response:

Expenditure is slightly below target for the first quarter due to delays in contractor works and delivery of the Gravel Road & Shoulder Seal (GRASS) Program. It is anticipated that the delivery of the road maintenance program will meet the 2018/19 financial year budget.



Interpretation & Response:

Delivery of the Capital Roadworks and Drainage Program is meeting expected expenditure at 90% at the end of the first quarter for 2018/2019.

Notable projects delivered throughout the first quarter include:

- Commencement of service relocation works Station Road and Jellicoe Street, Loganlea intersection upgrade (total \$4.4 million)
- Commencement of Riverhills Road and Brigade Drive, Eagleby intersection upgrade (\$3.8 million)
- Completion of Tiffany Street Catchment Master Drainage Project (\$2.0 million)
- Mallee Drive Catchment Master Drainage Project (\$1.3 million)
- Completion of Lenore Crescent, Springwood Cycleway (\$0.6 million)
- Mayflower Street Catchment Master Drainage Project - Stage 1 (\$0.5 million)
- City-wide asphalt and spray seal resurfacing program (total \$15 million)

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3.1	Transport Planning	Complete front-end investigations and issue scope for cycle projects listed in Council's adopted Statement of Intent for Cycle Network Infrastructure to maintain a 3 year rolling program and improve active transport across the city.	June 2019	1	0	Monitor

Interpretation & Response:

During the first quarter, investigations into the first of three planned cycle projects continued from 2017/18. Scoping of cycle infrastructure for Station Road Loganlea, between Kingston Road and Railway Parade, was undertaken including consultation with residents, Department of Transport and Main Roads, and service authorities. The project scoping brief scheduled to be issued in September was delayed and will be issued in October instead. The delay will not affect the 3 year rolling program.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.1	Wastewater Treatment	Deliver construction works of the Cedar Grove Wastewater Treatment Plant to improve services and connectivity to the Logan South region of the city.	June 2019	1	0	Monitor

Interpretation & Response:

Project commencement is pending funding approval from Economic Development Queensland (EDQ).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.2	Wastewater Treatment	Deliver construction works of the Flagstone to Cedar Grove Wastewater Conveyance Strategy to improve services and connectivity to the Logan South region of the city.	June 2019	1	0	Monitor

Interpretation & Response:

The easement acquisitions process is currently on-going and this project will require funding approval from Economic Development Queensland (EDQ) before it can proceed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.3	Wastewater Treatment	Plan for the identification of sites for the Logan South Wastewater Treatment Plant 'B' to improve services and connectivity to the Logan South region of the city.	June 2019	1	1	On Track

Interpretation & Response:

The initial community engagement process has been completed. The engagement summary report is currently being developed for presentation in the second quarter.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.1	Place Management	Deliver two place-based specific engagement events (summits) to catalyse development and investment opportunities in the activity centres.	June 2019	1	1	On Track

Interpretation & Response:

The Meadowbrook Summit was held on 20 and 21 September at the Meadowbrook Golf Club (evening event) and Griffith University Logan Campus (breakfast event). This event was tailored to the health and education industry with a focus on investment attraction. Both sessions were at full capacity with approximately 90 people attending each event. The feedback from attendees of the event, both internal and external, has been overwhelmingly positive.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Statutory Planning and Policy	Deliver strategic trunk infrastructure to support and unlock development	June 2019	1	1	On Track

Interpretation & Response:

Network planning currently being undertaken by the networks with the exception of some detailed items to be prepared by consultants.

Corporate Property to provide preferred valuer for the upcoming land valuations and a draft brief which will be legally reviewed for certainty.

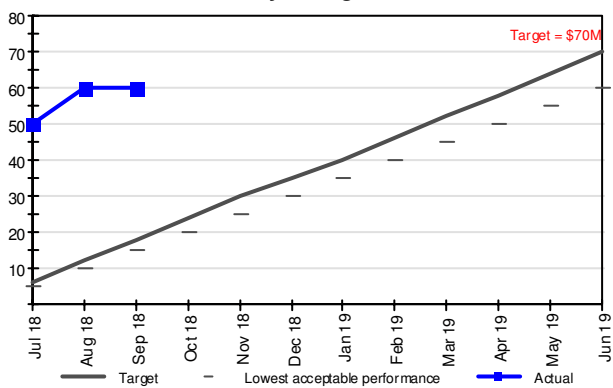
Minter Ellison is preparing a detailed estimate on the applicable legal costs.

Meeting with PIE Solutions to get a quote to undertake the network payment condition apportionment exercise with a potential review of the draft Scope of Works (SoW) to also be undertaken.

Economic Transformation (ET)

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

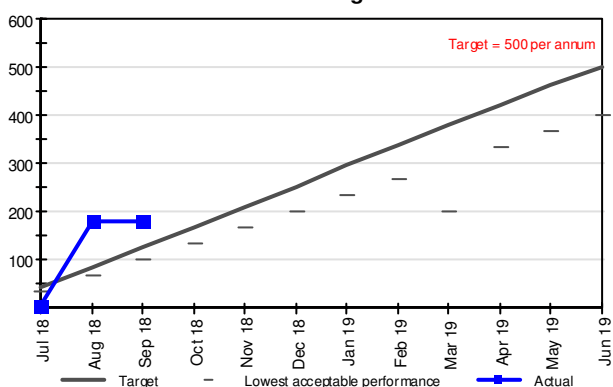
ET1.1.1 - Investment generated through promotion of the City of Logan.



Interpretation & Response:

During the first quarter, a total of \$60.2M investment into the city has been announced. This includes a warehouse and distribution centre at Berrinba, a warehouse purchase at Crestmead and a site purchase at Meadowbrook for new development. The year-to-date target has been exceeded.

ET1.1.2 - Number of new or retained jobs created as a result of investment generated.



Interpretation & Response:

During the first quarter a total of 179 jobs have either been created or retained in the city. These include warehousing and processing jobs in Crestmead and a headquarters function at Beenleigh. The year-to-date target has been exceeded.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.3	Traineeships	Deliver the Youth Careers Expo to attract, develop and retain a valuable workforce.	June 2019	1	1	Completed


Interpretation & Response:

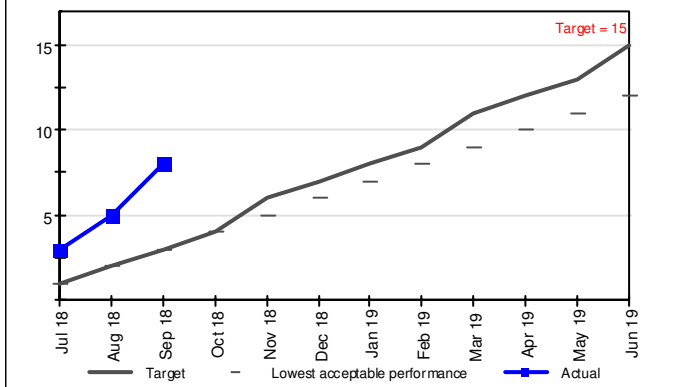
The City of Logan IGNITE Youth Careers Expo was held at Logan Metro on Tuesday 24 June 2018 and was a huge success. We estimate that approximately 3,200 to 3,500 students from 24 schools across Logan and Brisbane attended as well as in excess of 100 parents with youth who arrived at the event independently. These numbers almost doubled from last year. We had 74 exhibitors on site to assist with guidance and advice on further study and career choices for all attendees.

There was a significant targeted social media component in the lead up to the event and feedback reflects that needs are being met, however continued discussion on social media regarding delivery of the event outside of school hours means that our 2019 delivery will look at extending the hours up to 7pm. Extension of our opening hours provides more students and parents the opportunity to attend the event together, as most schools are limited by resourcing for supervising the student numbers they can bring through. The schools also tend to bring through years 9 to 10, but there is high interest from parents and students alike in years 11 to 12 on our social media platforms.

Continued support of this event from locally based sponsors such as Griffith University, The Maxima Group and Logan Jobs helps to open the door to new opportunities for our young people and it is rewarding to see the schools, sponsors and exhibitors continuing to show their support. The success of the event is reflected by the interest that is growing year by year and once again we received business cards from potential exhibitors for our 2019 expo, who attended to check out what was on offer and quickly realised they needed to be a part of it.


Feedback from exhibitors and schools indicates we are delivering a great event and some of their suggestions align with changes we have already planned for 2019. This also indicates we are keeping it current and relevant and ensures the expo continues to provide what the community of Logan needs.

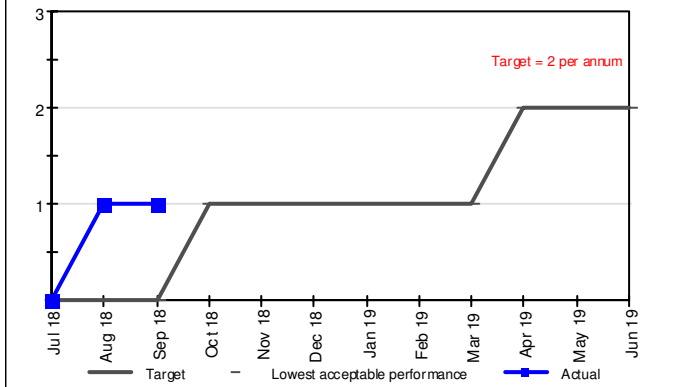
ET1.2.1 - Number of business relevant workshops delivered per annum 



Interpretation & Response:

Three business relevant workshops were delivered in September. The first Master Workshop Series was completed on the topic of Employing and Empowering Staff together with a Mentoring for Growth session with 5 businesses and the Griffith University Entrepreneurship Seminar on Cashflow Management. For the first quarter, a total of eight business relevant workshops were delivered, exceeding the year-to-date target.

ET1.4.1 - Number of investment attraction events held per annum 



Interpretation & Response:

During the first quarter, a short-term accommodation investment roundtable was held to provide a forum of interaction and knowledge sharing amongst attending hotel groups, developers, local landholders and two prominent local businesses. The event stimulated interest and understanding of the corporate demand for short term accommodation in Logan.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.1	Partner Relationships Business Performance	Deliver the Kingston Butter Factory Innovation Hub commercial model study in order to progress the Innovation Hubs Model and increase innovation capabilities and outputs for the city.	June 2019	5	5	On Track

Interpretation & Response:

Following extensive Councillor and executive engagement undertaken in July, a workshop to define parameters for the Kingston Butter Factory Innovation Hub operational model was held. Council resolved to support the development of a business plan development for the Kingston Butter Factory precinct.

Engagement with external parties, including State and Federal Government representatives was undertaken to garner support and potential co-funding for the initiative.

Engagement of an Internal Working Group has also taken place, allowing stakeholders from within Council who will have some involvement in the project over the coming months to become familiar with the initiative.

The brief for the design and construction of the outdoor event venue was published at the end of September, with the brief for the detailed design and construction of the innovation hub due for publication in the second week of October.

It is requested to reword the project description to "*Prepare for Council consideration, the Kingston Butter Factory precinct design for the innovation hub and outdoor venue and an operational model for the innovation hub to build city innovation capability*", in order to recognise the project components delivered by the Sport Leisure and Facilities Branch in addition to the City Futures Branch work.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4.1	Purchasing	Deliver policies for engaging social enterprises, local businesses and innovation to support good procurement practices	June 2019	0	0	On Track

Interpretation & Response:

The first draft of the new "Social Procurement Policy" and "Buy Local Policy" went to the City Treasury Committee Meeting on the 30 August 2018 for discussion and consultation commenced with external stakeholders. Consultation meetings will continue in the second quarter.

Image and Identity (II)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.1	City Image Marketing / Brand and Design	Deliver a three year City Brand Strategy 2018 - 2021 to achieve the result of 'one brand, one vision' for the City of Logan	May 2019	0	0	On Track

Interpretation & Response:

The brand strategy created in 2018 is being reviewed in line with the direction established for the Logan City Council corporate brand and the existing City of Logan brand which represents city image related marketing activities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.2	City Image Marketing	Deliver an external facing campaign that demonstrates the City of Logan as an Innovative, Dynamic City of the Future to encourage interest and participation from the greater community	May 2019	0	0	On Track

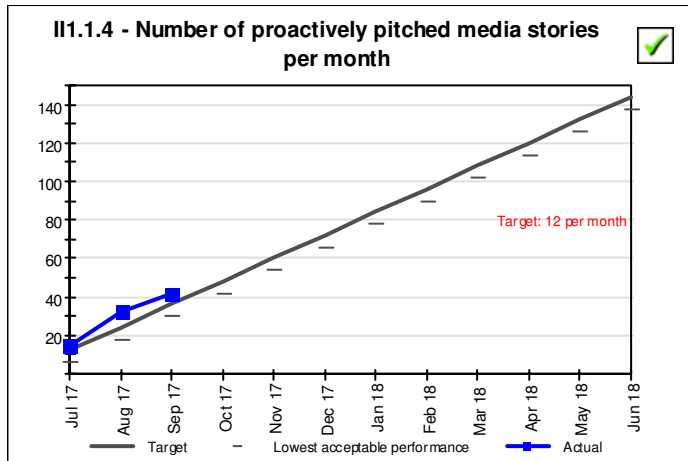
Interpretation & Response:

A brief to agencies outlining the key requirements for a marketing and communications campaign which would showcase the City of Logan as an Innovative, Dynamic City of the Future in line with a strategic 2018/2019 city image plan was developed. A request for quote was compiled and went out to market, with three agency proposals received which are under consideration for appointment.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.3	City Image Marketing	Deliver a City Advocates video to demonstrate the opportunities available to individuals and businesses and why they choose to call Logan home	May 2019	0	0	On Track

Interpretation & Response:

City Advocates Brand video and five supporting vignettes have been produced. These were reviewed by Council's Collective Leadership Team and Councillors, and screenings held with managers and key stakeholders. Feedback on required edits across the video suite were collected and collated. The Community Services Director reviewed the suite in September, with suggested edits and further review due to occur in October.



Interpretation & Response:

Proactive stories pitched in September include:

- Pics and captions - Celebrating 30 years of Neighbourhood Watch Qld to Albert & Logan News (1);
- Meadowbrook Summit. Images and info for pre-summit coverage to Albert & Logan News and Jimboomba Times (2);
- Bi-annual Economic Analysis to ABC News (1);
- Safe City Logan community survey to Albert & Logan News (1);
- LUDA awards deadline extended - seeking extra coverage to boost entry numbers to Jimboomba Times and Albert & Logan News (2);
- Meadowbrook Summit. Extra financial data for Courier Mail to Courier Mail (1);
- Logan Art Gallery - He ka` kano a` hau (I am a seed) collaborative art work (26 Sept) to Jimboomba Times (1); and
- Building Social Capital project to Channel 9 (1).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.2.1	Delivering Service Excellence	Prepare the Advocacy and City of Choice Annual Report to provide transparency in the delivery of the Advocacy Strategy and City of Choice initiative.	March 2019	1	1	On Track

Interpretation & Response:

A structure for the annual report is currently in draft. Further work will be undertaken during November and December to complete the audit against the action plan.

Pre planning was completed in the first quarter. The audit will be carried out and report drafted in the second quarter.


Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Strategic Planning	Implement actions from the City Futures Strategy Implementation Plan to progress the City of Logan's transformation agenda of being a smart city.	June 2019	1	1	On Track

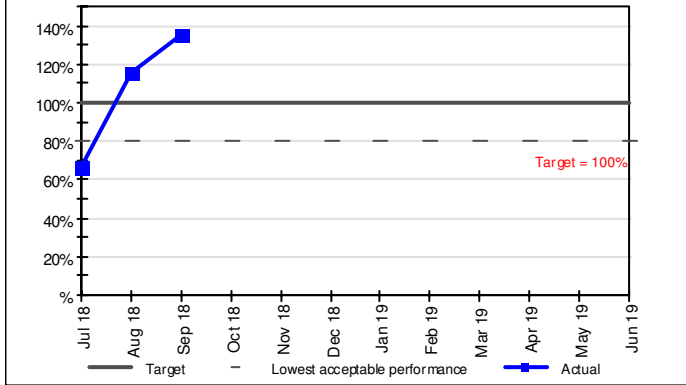
Interpretation & Response:

During the first quarter, the following actions that come under the City Futures Strategy were progressed:

- Support for Public Wi-Fi installation at Sturdee Park, in partnership with Parks branch;
- Presentation to the Image & Innovation Committee on faster internet advocacy and facilitation opportunities, in partnership with Advocacy program;
- Initiation of CityStudio projects with QUT, in partnership with Economic Development & Strategy branch;
- Initiation of facilitated workshops for the Internal Collaborative Network (part of the Innovation Framework) with over 40 staff from across Council involved;
- Interviews held with targeted stakeholders by University of Sydney researchers to develop dashboards for social media feedback, under the Smart Cities and Suburbs Program grant funded project on Community Participation in Smart Urban Planning for Logan & Canada Bay;
- Completion of the draft *Way2Go: Connecting Logan* plan and public consultation (Road Infrastructure Planning branch); and
- Launch of Innov8 Logan virtual hub and web presence, including a number of related events and activities in support of building connections and capabilities within the Logan entrepreneurship ecosystem.

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

II2.1.1 - Percentage of annual parks capital works program delivered on schedule 



Interpretation & Response:

As at 30 September 2018, 50 projects have reached practical completion, which represents 32.9% of the original program for 2018/19. The target for the end of September was 37 projects achieving practical completion.

Since the program was signed of on 31 July 2018, an additional 50 projects have been added to the program.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.1.2	Workshop	Implement smart geographic technologies in Council Contractor vehicles to facilitate improved maintenance of park facilities to support healthy and active recreation opportunities for families.	June 2019	1	1	On Track

Interpretation & Response:

A meeting was held with the Parks Manager and Program Leaders to discuss utilising our current telematics provider to cover Global Positioning Satellite (GPS) installations in their contractors vehicles. Several areas were nominated for trial and they were to be investigated by several of the working group to seek their agreement with the proposed trial. Another meeting is to be organised to progress outcomes.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	Community Events Support	Develop a Logan City Council Events Strategy 2018 - 2022 to guide the strategic direction of city wide events across a five year period.	March 2019	0	0	On Track

Interpretation & Response:

LUMINAIR have been awarded the contract to complete the Events Strategy Project. The Engagement Plan has been finalised and Councillors, the Executive Leadership Team, Managers and key internal stakeholders have been advised with an invitation to participate due to be issued within the month.

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Innovative, Dynamic, City of the Future

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.2	Marketing & Events	Deliver an annual calendar of events to showcase the City of Logan as an innovative, dynamic, city of the future.	June 2019	11	11	On Track

Interpretation & Response:

Across this quarter, eleven events were delivered across the city offering a broad range of stakeholders a range of engagement opportunities. NAIDOC was jointly delivered with community groups, Flag Day was delivered with a local State School and events such as INNOV8 and the Meadowbrook Summit were joint internal collaborations. Collaborations across community groups, internal branches and external networks have proved to be successful and over 8,000 people have attended an event delivered by this Program during the first quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.3	Marketing & Events	Deliver a program of Festival and Event Grants to support the City of Logan as being an emerging destination in the South East region for residents and visitors, showcasing the city as a thriving destination.	June 2019	21	21	On Track

Interpretation & Response:

The Sponsorship and Grants portfolio has delivered on a large scale this quarter with 21 events supported across the City attracting thousands of visitors on a local, state and national level. The wide breadth includes a Motorshow, BMX Championships, a National Cat Show and an Under 18's Music Festival, Men's Toolbox and the Softball Masters. These events were delivered incident free and offer a level of engagement across the city that provides a broad touchpoint for thousands of people in addition to the formalised events program activities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.4	Marketing & Events	Deliver an Events Attraction Program Pilot to support the City of Logan as being an emerging destination in the South East region for residents and visitors, showcasing the city as a thriving destination.	June 2019	4	4	On Track

Interpretation & Response:

With the commencement of the Pilot this quarter, the program is tracking well with contracts signed on four events, internal and external stakeholders engagements are completed and leveraging action plans in progress.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.3.1	Services Marketing	Develop a plan to establish the City's sporting identity by marketing and promoting the City of Logan as a nursery for sporting talent	June 2019	0	0	On Track

Interpretation & Response:

A brief to agencies outlining the key requirements for a marketing and communications campaign which would establish the City of Logan's sporting identity and promote it as a nursery for sporting talent in line with a strategic 2018/19 city image marketing plan was developed. A request for quote was completed and went out to market, with three agency proposals received. These are currently under consideration for appointment.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.1	Services Marketing	Develop a 'green identity' for the City by marketing and promoting our parks, nature reserves and nature based activities to encourage greater use by the community and greater visibility of Logan as a liveable city	June 2019	0	0	On Track

Interpretation & Response:

A brief to agencies outlining the key requirements for a marketing and communications campaign which would establish the City of Logan's green identity by promoting our parks, nature reserves and nature based activities in line with a strategic 2018/19 city image marketing plan was developed. A request for quote was completed and went out to market, with three agency proposals received which are currently under consideration for appointment.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.5.1	City Image Marketing / Brand and Design	Deliver Christmas streetscapes in each of the divisional areas to enhance the attractiveness of the City of Logan and encourage community participation in holiday festivities	December 2018	1	1	On Track

Interpretation & Response:

Previous sites were reviewed and new sites were visited, before a recommended approach was proposed to respective divisional Councillors in August and select sites visited in September. A Request for Quote (RFQ) was developed and went out to market in September with a view to appointing the successful contractor in October.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.6.1	Community Development Initiatives	Deliver a plan for the development of an integrated service delivery model to support diverse centres of excellence across the city.	June 2019	1	0	Monitor

Interpretation & Response:

Recruitment of an additional Social Planner was required to commence this project. Recruitment recently occurred and this has meant that preparation of the Project Management Plan has been delayed until the second quarter. The project should then be back on track.

Green and Renewable (GR)

GR1 - A carbon neutral and green city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.1	Carbon and Energy Management	Deliver an emission profile report to measure and track Council emissions	September 2018	1	1	Completed

Interpretation & Response:

The preparation of an Emission Profile Report has been completed and distributed to key stakeholders during September 2018. The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	Workshop	Update Council's Green Stamp Audit (GSA) processes to ensure compliance with the Queensland Department Heritage and Protection and support a carbon neutral and green city.	June 2019	1	1	On Track

Interpretation & Response:

Greenstamp requirements have been finalised and all documentation is now being compiled and will be submitted to the Motor Trades Association Queensland (MTAQ) for assessment prior to on site audit being conducted. Documentation will be submitted in October 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.3	Carbon and Energy Management	Install a solar power system at Logan Metro, Marsden Depot and Beenleigh Library to reduce carbon emissions.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the installation of solar power systems at Logan Metro, Marsden Depot and Beenleigh Library progressed well with the project on track. Quotes for the installation of the solar PV systems are being reviewed.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.1	Conservation Partnerships and Special Projects	Deliver a Land for Wildlife 20th Anniversary event to celebrate the success of the program.	December 2018	1	1	Completed

Interpretation & Response:

The Land for Wildlife 20th Anniversary event was delivered successfully. The event was held at a private property in Tamborine and was well attended despite the inclement weather. There were 9 guest speakers who all delivered speeches reflecting the program in a very positive light. Awards were presented to the founding members of the program. Displays, stalls and lunch were available.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.2	Conservation Partnerships and Special Projects	Deliver an environmental events and activities program across the city to promote sustainable environmental practices in the City of Logan.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the following environmental events and activities were successfully delivered:

- Find a Frog - 28 September 2018 at Riverdale Park, Meadowbrook with 12 participants;
- Wildflowers Walk - 3 September 2018 at Plunkett Conservation Park, Cedar Creek with 20 participants;
- Snake Awareness - 18 August 2018 at Chambers Flat with 21 participants;
- Buzz on Bees - 4 August 2018 at Eagleby Wetlands with 61 participants;
- Spring Mountain Forest Park Guided Walk - 21 July 2018 at Spring Mountain with 30 participants;
- Slacks Creek Guided Walk - 7 July 2018 at Slacks Creek with 25 participants; and
- Logan Great Outdoor Play Day - 2 July 2018 at Logan Central with 30 participants.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.1	Biodiversity and Vegetation Management	Deliver an on-ground wildlife movement solution upgrade at an identified priority wildlife site to reduce wildlife-vehicle collisions.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the delivery of a wildlife movement solution upgrade project progressed well and the project is on track. The location of the project will be determined following a species specific analysis of the identified vehicle-wildlife collision hot spots and will aim to reduce wildlife-vehicle collisions and improve traffic safety.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.2	Conservation Partnerships and Special Projects	Deliver a Conservation Incentives program aimed at supporting land holders within Biodiversity Corridors to undertake conservation works.	December 2018	1	1	On Track

Interpretation & Response:

Delivery of the Conservation Incentives Program is on track for the first quarter. Land for Wildlife membership is at 284, with 6 new properties registered into the program over this period and 19 properties having Voluntary Conservation Agreements.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.3	Infrastructure and Mitigation	Deliver Water Sensitive Urban Design (WSUD) Asset Management to promote improved management of storm water assets and better services for the City of Logan.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, effort was focused on developing an asset database that will be incorporated into a Water Sensitive Urban Design (WSUD) Asset Register. This is expected to be completed early in the new calendar year.

An asset renewal program of work has been created to inform rectification works delivered by this outcome.

GR2 - Our waterways and waterbodies are healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.1	Biodiversity and Vegetation Management	Deliver riparian rehabilitation along Windaroo Creek as a key tributary to the Albert River to improve water quality and health.	April 2019	2	2	On Track

Interpretation & Response:

During the first quarter, the riparian rehabilitation project along Windaroo Creek progressed well and the project is on track. The project will provide increased riparian vegetation along this important waterway.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.2	Biodiversity and Vegetation Management	GR2.1.2 - Deliver riparian rehabilitation along Belivah Creek as a key tributary to the Albert River to improve water quality and health.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the second stage of the riparian rehabilitation project along Belivah Creek progressed well and the project is on track. Stage 1 planting is regularly maintained. The project will provide increased riparian vegetation along this important waterway.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.1	Waterways and Catchment Management	Construct the Queens Road fish-way through Scrubby Creek to enhance fish movement.	May 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the Queens Road fish way project progressed well and the project is on track. Delivery of the pedestrian/cycle way bridge across Scrubby Creek will be included in the Road Infrastructure Delivery 2018/19 works program.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.1	Waterways and Catchment Management	Deliver the Logan Riverside Park rehabilitation project including riverside park riparian rehabilitation at 3 riverside parks at Glen Park, Malling Park, and Cochrane's Bridge Park, to increase riparian vegetation along the river.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the Logan Riverside Park rehabilitation project progressed well and the project is on track. The three parks identified for riparian revegetation are Glen Park - Logan Reserve, Malling Park - Waterford and Cochrane's Bridge Park - Woodhill.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.2	Waterways and Catchment Management	Deliver Logan River Interpretative Trail signage at two key riverside locations to provide information on the history and values of the Logan River.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the delivery of the Logan River Interpretive Trail project progressed well and the project is on track. Signage is currently being fabricated with installation expected to be undertaken during October to December 2018.

GR3 - We employ sustainable waste management and recycling practices

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.1	Waste and Recyclables Collection	Complete the tendering process for the recyclables processing contract due to commence in 2021 to enable planning activities to commence.	June 2019	0	0	Monitor

Interpretation & Response:

Achievement of this project is in some doubt due to the global recycling crisis. Calling of tenders and awarding of a contract are somewhat dependent on the outcome of negotiations with the current contractor who is also the sole service provider.

Next Generation Governance (NG)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.1	Banking Administration	Develop a Digital Payment Strategy for Council consideration to support Council's Digital Strategy for becoming a Smart City.	December 2018	0	0	On Track

Interpretation & Response:

Following the successful transition of Council's banking services to Commonwealth Bank of Australia, analytical work is currently underway to assess payment trends by Council's customers, and to compile recommendations on preferred Council-wide payment channels in relation to best practice and cost effectiveness. Draft recommendations are expected to be circulated during November, prior to submission to Council for consideration.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.2	Corporate system coordination, support, vendor management & ICT solution delivery	Establish a mobile self-service for Council service requests to support Council's Digital Strategy for becoming a Smart City.	June 2019	2	2	On Track

Interpretation & Response:

80% of identified manual form submissions have been digitised and Information Services continues to work with Branches to deliver additional mobile self service forms.

A Request for Quote (RFQ) has been developed for a new web content management system with easy to use form capabilities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.3	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration to support the City of Logan becoming a Smart City.	June 2019	1	0	Monitor

Interpretation & Response:

A Request for Quote (RFQ) has been released for the Digital Strategy for market. The vendor is to be appointed by the end of November 2018.

The first milestone (appointment of vendor) was planned for September but was delayed due to competing priorities. However, the project remains on track for completion in this financial year.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.4	Customer service improvement	Develop a corporate website transformation project to ensure that Council's main digital service platform provides for a quality customer experience in seeking information and service from Council.	June 2019	0	0	On Track

Interpretation & Response:

The project is on track. The website coordinator position has been filled and the procurement process for the website platform is currently occurring.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.1	Delivering Service Excellence	Create a Construction Taskforce to proactively reduce the temporary impacts of construction on the community.	December 2018	2	2	On Track

Interpretation & Response:

The employment process is due to commence early in October. System improvements are continuing in the meantime.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.2	Delivering Service Excellence	Deliver mobility to Plumbing Investigation and Construction Compliance Teams to improve development assessment services to residents and businesses.	April 2019	2	2	On Track

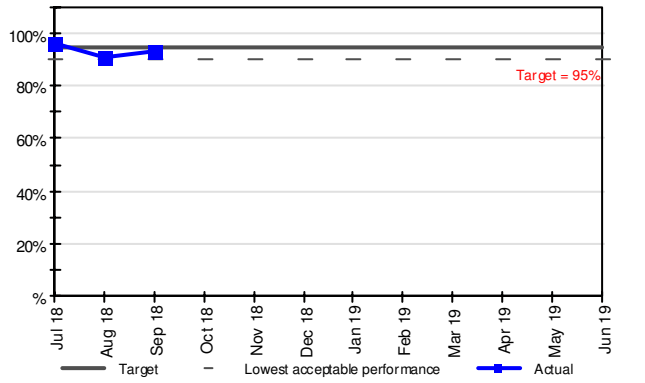
Interpretation & Response:

The Construction taskforce continue to use the mobility system successfully in the field. A review of Plumbing Investigation mobility is currently underway and further changes are due to take place.

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NG1.2.3 - % of development related enquiries responded to within 24 hours



Interpretation & Response:

Results for the first quarter are consistently within the acceptable variation range, however are slightly below the Target of 95%. At 93%, the result for September represents an improvement over the previous month.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.1	Media Services / Corporate Communication	Create a Logan City Council media and internal news portal to facilitate stronger communication channels with the community.	June 2019	1	1	On Track

Interpretation & Response:

During the first quarter, the Initiation Phase was completed. The Media team is currently working with the Website Transformation Project team on design and content allocation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.2	Engagement Support	Deliver actions from the Community Engagement Strategy 2017-21 to set the framework for how Council meaningfully engages with the community.	June 2019	1	1	On Track

Interpretation & Response:

The Community Engagement Program is driving continuous improvement via best practice engagement advice and support to Council Branches while maintaining the currency of engagement materials and resources.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Organisational Planning	Deliver the 2018 Logan Listens: Residents' Survey to attain satisfaction ratings on council services to inform service delivery improvements and annual planning practices.	December 2018	2	2	On Track

Interpretation & Response:

Council endorsed the delivery of the 2018 Logan Listens: Residents' Survey at the City Image and Innovation Committee on 10 July 2018. This is the seventh Residents survey since the inaugural survey was conducted in 2010. This year Council endorsed the survey being available online for residents, through Council's website. The survey seeks feedback on how important Council services are to residents and how satisfied residents are with those services. The internal and external communication campaigns were finalised and rolled out in August. The telephone survey was conducted from 27 August to 10 September and the online survey was conducted from 27 August to 24 September. Results will be presented to Council in October 2018.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.1	SAMMS	Implement Phase One of the Strategic Asset Management and Maintenance System (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body.	June 2019	2	2	On Track

Interpretation & Response:

In preparation for SAMMS Water Release 3, which will be the first rollout into Logan Water Operations, the following was achieved:

Change activities for Release 3

- Stakeholder analysis complete
- Business Impact and Transition Planning underway
- Training Plan under development

Technical Activities for Release 3

- Financial Design released for review
- Supply Chain Management Design released for review
- Completed prototype demonstrations for Financial and Supply Chain Designs
- Completed Water Mobility Recommendations report
- Completed walk-through of Customer Service Integration

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	Animal Keeping Survey & Special Approvals	Deliver, in accordance with the City of Logan Animal Care Strategy 2018-2022, a report to Council for consideration on proposed animal management local law amendments following an approved community engagement exercise.	November 2018	3	3	On Track

Interpretation & Response:

The Local Law Review Project has been determined, in conjunction with the Community Engagement Program, to provide an extended community engagement period. This is because preliminary stakeholder engagement has been partly finalised, as well as preliminary Councillor engagement having occurred. The timeframe for the community engagement process is yet to be determined by Council.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.3	Workshop	Deliver a report for Executive Leadership Team (ELT) consideration to enhance the delivery of prioritised planned maintenance for plant fleet assets to support our transition to a next-generation government body	June 2019	1	1	On Track

Interpretation & Response:

The Plant Assessor contract has been finalised and is in progress. Telematic installation into light commercial vehicles currently sits at 59%. This is at present on hold due to a trial of a Fringe Benefit Tax (FBT) friendly unit in several vehicles, to ascertain whether this is a cost effective method of capturing business and or private use.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.1	Delivering Service Excellence	Deliver the Annual Action Plan 2018 to guide Advocacy Program priorities and activities for the 2018 calendar year.	December 2018	1	1	On Track

Interpretation & Response:

Actions completed for the month of September included support for the Council of Mayors (SEQ) delegation to Canberra to discuss city deals and major infrastructure needed for the region. The City of Choice Leadership Team meeting was held on 7 September. Items for discussion included the prospectus for Education and Employment Pathways model, the Logan Housing Partnership Steering Group, the Federal Government's proposed trial to drug test welfare recipients, the National Disability Insurance Scheme and the Logan Destination Management Plan. There were also a number of meetings held with Ministers and Members on the Kingston Butter Factory Project. The Fair Share for Logan website and social media platforms were also active during this time.

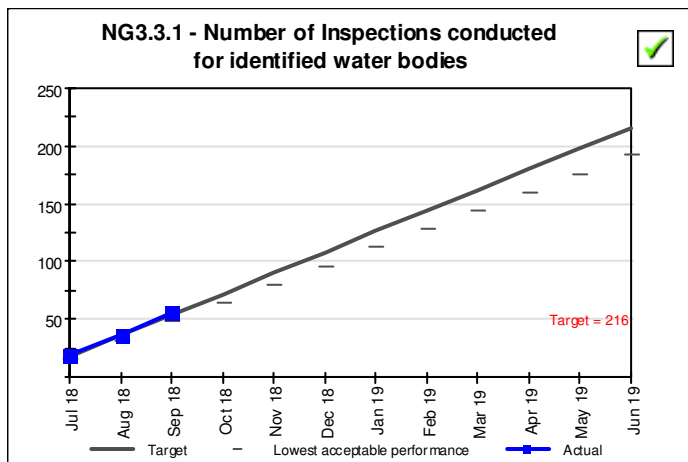
All relevant first quarter activities have been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.2	Delivery of grants and subsidies coordination	Prepare a quarterly report to ELT that provides an overview of incoming grants funding, uptake of grant opportunities and analysis around successful and unsuccessful grant applications.	June 2019	1	1	On Track

Interpretation & Response:

The report has been restructured to provide a more useful snapshot of grants activity over the quarter (June to September 2018) and the data feeding into the report has been cleansed to ensure accuracy. The report will be presented to the Executive Leadership Team (ELT) at their meeting of 25 October 2018.

Activities for the first quarter have been completed.



Interpretation & Response:

Scheduled program inspections have been conducted and the KPI has been achieved for the first quarter.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.1	People Plan	Deliver the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valuable workforce	June 2019	1	1	On Track


Interpretation & Response:

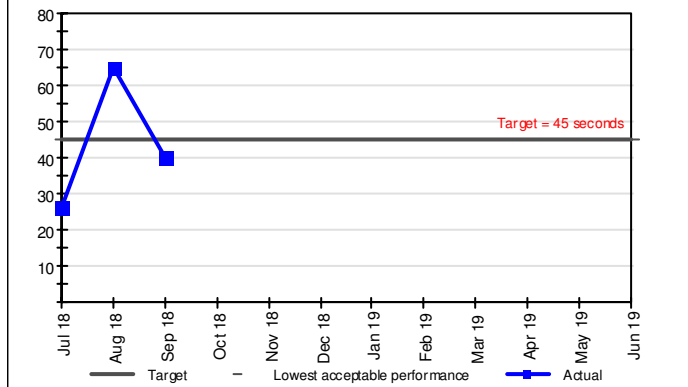
Six initial projects have commenced and are progressing. These projects include: Change Management Framework; Leadership Exploration and Acceleration Program (LEAP); Change Leadership; Our Culture; Organisation; and Job Design. Each are at different stages from Project Briefing drafted to implementation commenced and all are underway, in line with recommended sequencing.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	Certified Agreement	Implement a new Certified Agreement to formalise employment conditions for the next three years	July 2018	3	0	Monitor

Interpretation & Response:

Negotiations have not progressed in this quarter. Industrial action has been carried out by a number of unions. There has been minimal effect on Council from these actions. Management is hopeful to recommence negotiations to reach agreement by the end of 2018.

NG4.1.3 - Average monthly wait time for telephone queues within the contact centre 



Interpretation & Response:

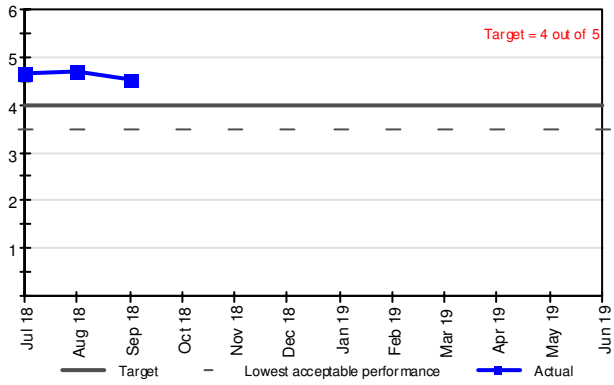
Council's average wait time for September 2018 was 40 seconds. This is below the target of 45 seconds.

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

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NG4.1.4 - Average monthly customer satisfaction rating



Interpretation & Response:

Customer Satisfaction for August 2018 was 4.53 out of 5. This exceeds the target of 4.0.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.1	Business Efficiency	Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events	June 2019	1	1	On Track

Interpretation & Response:

Two sets of procedures (SOP's) were developed including decision support flow charts. The SOP's supersede the existing Local Disaster Coordination Centre (LDCC) toolkit and Local Disaster Coordination Centre guideline.

The new procedures are:

- Local Disaster Coordination Centre - Standard Operating Procedures
- Disaster Management Program - Activation Standard Operating Procedures

Consultation occurred with LDCC members to make sure that:

- they were logical
- they were clear and easy to understand
- they were accessible
- they provide enough information to finalise a task/job/request.

Feedback on procedures has been received and actioned.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.2	Preparedness	Conduct the annual Local Disaster Management Plan review to ensure policies, practices and operational procedures align with agencies and identify opportunities for continuous improvement	November 2018	1	1	Completed

Interpretation & Response:

The following sub-plans have been reviewed and were re-endorsed through the Logan Disaster Management Group (LDMG):

Local Disaster Management Plan:

- Evacuation Sub-Plan
- Fire Sub-Plan
- Flood Sub-Plan
- Utilities Sub-Plan
- Counter-Terrorism Sub-Plan
- Impact Assessment Sub-Plan
- Heatwave Sub-Plan
- Tsunami Sub-Plan
- Transport Disaster Sub-Plan
- Severe Weather Sub-Plan
- Recovery Plan
- Earthquake and Landslide Sub-Plan (removed from suite of sub-plans)

The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2.1	Flood Disaster Management	Implement the Logan and Albert River Floodplain Management plan to support Council's commitment to flood risk management.	March 2019	0	0	Monitor

Interpretation & Response:

The Floodplain Management Study (FMS) and Plan (FMP) rely on the outputs of the Logan and Albert River Flood Study. Finalisation of the FMS and FMP is currently on hold awaiting completion of the validation of the Flood Study and consideration of impacts of the March 2017 flood event. The flood study revalidation project is scheduled to commence in the second half of the 2018/19 financial year, with completion of the FMS and FMP in late 2019/20 financial year.

It is requested to reword the project description to "Develop the Logan and Albert River Floodplain Management plan to support Council's commitment to flood risk management", in order to accurately reflect the project deliverables for the current year.