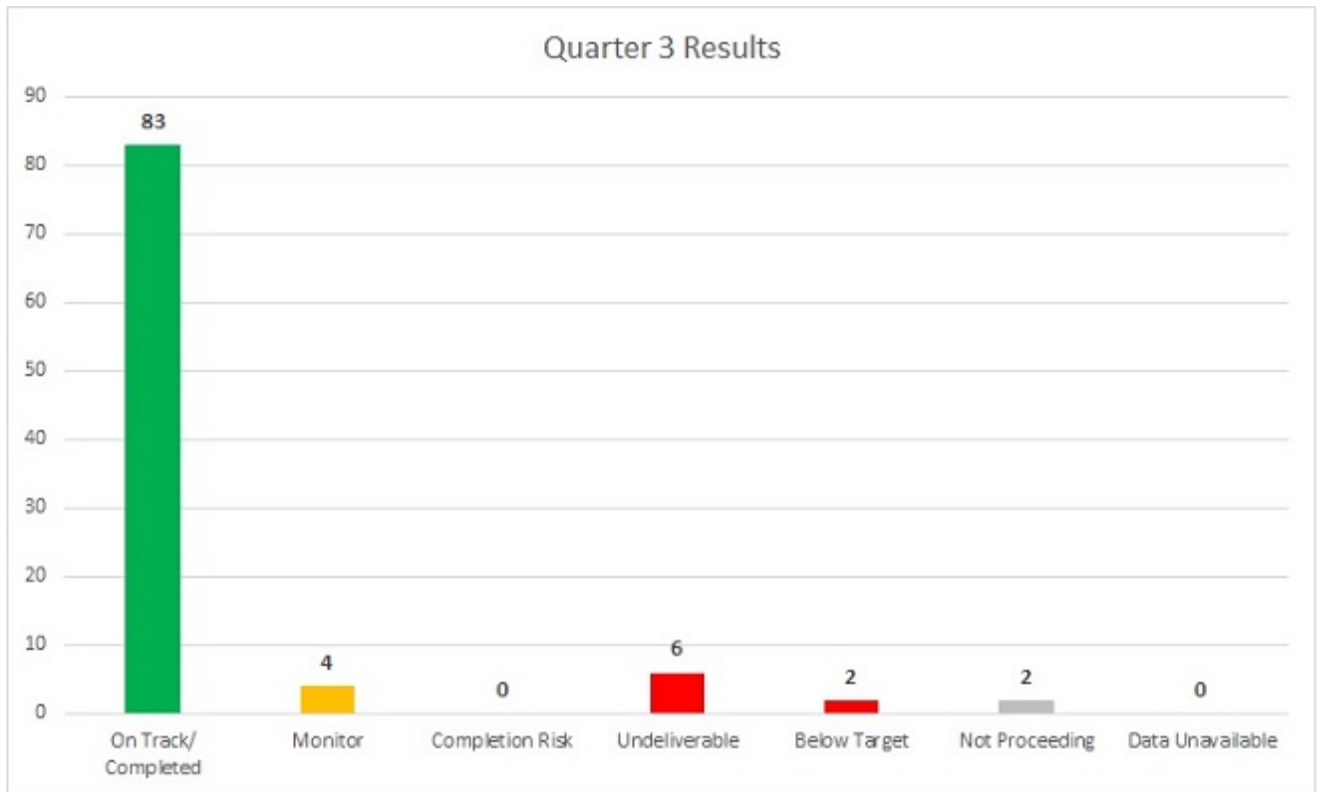


2018/2019 Operational Plan Quarter 3 Report



Quality Lifestyles (QL)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	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	3	3	On Track

Interpretation & Response:

Collaboration with stakeholders has confirmed the selection of the preferred parcel of land. Procurement of the parcel of land is following the appropriate process with confidentiality.

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	1	On Track

Interpretation & Response:

The draft network and implementation planning commenced in October 2018. Engagement with internal stakeholders commenced in January 2019 and was completed in February 2019. Engagement with all Councillors and the Acting Mayor commenced in March 2019 and was completed in April 2019. The Community Infrastructure Strategy is now in the process of being finalised, with a final draft expected to be completed end of April for endorsement by the Executive Leadership team (ELT).

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	0	0	On Track

Interpretation & Response:

Drafting has commenced for the funding and delivery model and is anticipated to be completed by June 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	1	1	Completed

Interpretation & Response:
In Quarter 3 the facility has been handed over and is operational.

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	3	1	Monitor

Interpretation & Response:

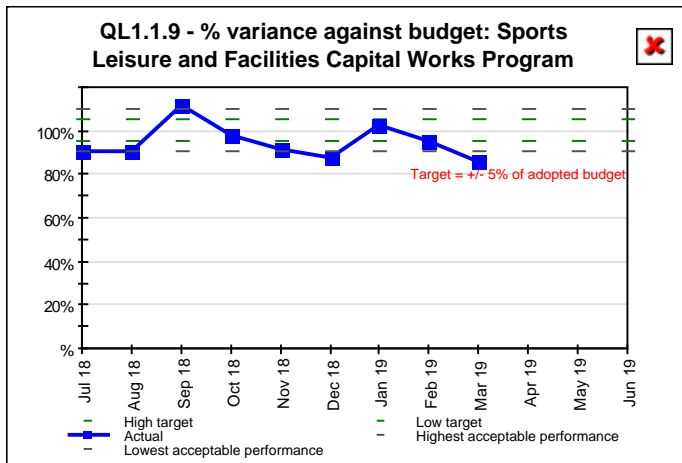
The project is being delivered by Building and Asset Services (BAS) on behalf of Sport, Leisure and Facilities (SLF) Branch. Consultants have been engaged for the masterplan design and quantity surveying. Consultants have commenced the masterplan design. BAS have resolved a method for procurement of the main contractor.

Commencement of construction is still on track to be achieved by the target date, June 2019.

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	2	2	On Track

Interpretation & Response:

The draft concept design has been received and approved. The final concept design report is due to be received in April 2019. The site remediation investigation is well under way with a report due in early May 2019.



Interpretation & Response:

The expenditure has generally been tracking in line with the forecast. The delays with the design of Underwood Park have reduced the amount of expenditure on that project which accounts for the majority of the reduced expenditure compared to forecast expenditure. Most projects are progressing well and on track.

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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	2	2	On Track

Interpretation & Response:

During the third quarter, the upgrade of public Wi-Fi services progressed with works to enable NBN connection to Logan Hyperdome Library and migration of services at Greenbank Library to the NBN when service becomes available in the area. Preparatory works were also undertaken for NBN connections for Logan Central Library and Marsden Library which are expected to be installed in April 2019.

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	3	3	On Track

Interpretation & Response:

Quarter Three Summary:

Over the third quarter First Five Forever has completed the following actions in support of the quarter three milestone:

- Development of early literacy resources for families and early years services to access via Logan City Council Libraries website.
- Development of home-based activities ideas to share with families that attend library and First Five Forever outreach programs.
- New suite of children's books added to the library collections available for parents and carers to borrow that support conversations with children around natural disasters and dealing with emotions. This was completed in partnership with Logan City Council's Disaster Management Team and Queensland Centre for Perinatal and Infant Mental Health, Children's Health Queensland Hospital and Health Service.
- Training and professional development sessions for First Five Forever staff including Let's Count numeracy training, Brain Gym techniques training, Sensory story time and Sensory play space training and Trauma debriefing support session for staff dealing with families in crisis.

Total number of First Five Forever outreach activities for quarter three: 112.

Total number of participants for First Five Forever outreach activities for quarter three: 3030.

March Summary:

First Five Forever facilitated a range of early years literacy development activities across the City. Highlights for March included facilitating family story time events at Brookhaven Estate, supporting the Beenleigh Aquatic Centre open day and facilitating Play and Learn sessions at the Logan Hyperdome shopping centre.

Total number of First Five Forever outreach activities for March 2019: 68.

Total number of participants for First Five Forever outreach activities for March 2019: 1,928.

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	3	3	On Track

Interpretation & Response:

Quarter Three Summary:

Over the third quarter the Libraries Learning and Discovery Strategy has progressed through the completion of the following actions:

- Review by the Strategic Projects Branch.
- Review and consultation with the Libraries and Creative Industries Branch Management team.
- Submission to the Executive Leadership Team for review and endorsement to Committee.
- Submission to Committee for review and endorsement for community consultation.
- Preparation for the final round of community consultation.

March 2019 Summary:

The draft Libraries Learning and Discovery Strategy was presented to the Executive Leadership Team on 14 March 2019. The Strategy was endorsed by the Executive Leadership Team for presentation to Committee on 10 April. Preparation for the final round of community consultation is underway with preparatory work commencing with the Community Engagement and Marketing branches.

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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 ran from 12 to 25 January. A total of 1,741 young people attended 147 activities during this time.

Request for proposals for KRANK closed on Monday 15 January 2019 with 55 applications received. 39 providers were successful to deliver 80 activities in the 2019/2020 financial year.

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 Live Well Logan program commenced on 21 January 2019 after a five-week break over the Christmas period.

Request for proposals for Live Well Logan closed on Monday 15 January 2019. 64 applications were received requesting funding to deliver 134 activities.

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	2	2	On Track

Interpretation & Response:

The contractor is currently undertaking data analysis of survey results to finalise 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	4	4	Completed

Interpretation & Response:

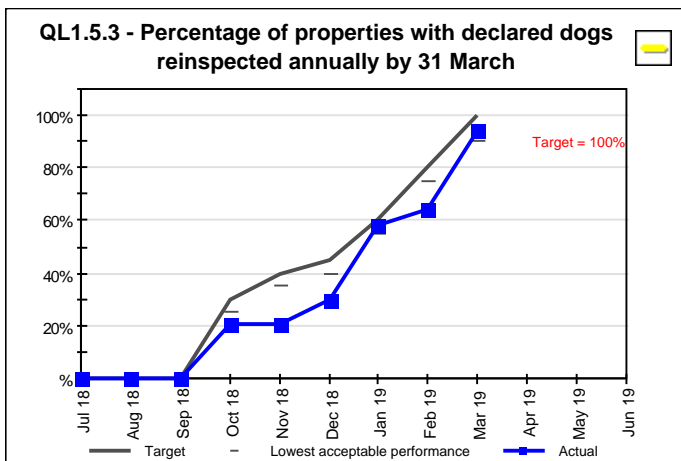
The project was completed in the first quarter of 2018/19.

The Environmental Health and Immunisation Program drafted a marketing action plan to promote immunisation clinics. The marketing action plan has been reviewed by the Marketing and Events Branch and is now finalised to implement the actions listed in the plan.

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	3	3	On Track

Interpretation & Response:

The Environmental Health and Immunisation Program completed the promotion component of this project in the second quarter. Key outcomes include an amended food business licence application form to help encourage new applicants to opt into the display of their Eat Safe Logan star rating and social media posts to promote consumer awareness of Eat Safe Logan star ratings which reached 18,817 people. The success of these outcomes will be measured in the coming months with a survey of food businesses and a review of the percentage of food businesses opting to display their Eat Safe Logan Star rating.

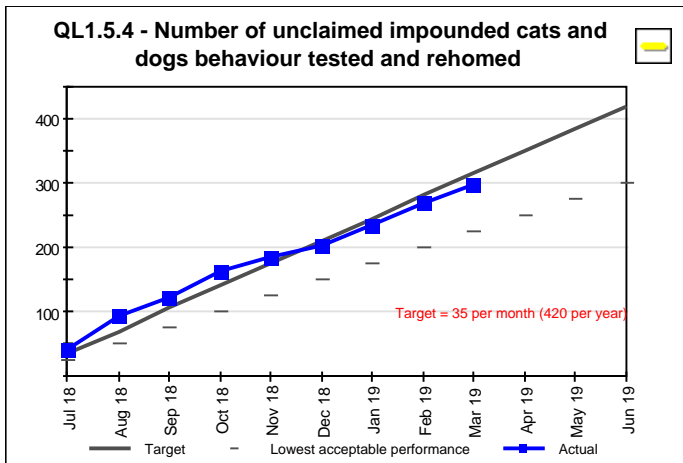


Interpretation & Response:

While we have not reach 100%, KPI has been exceeded. The reason for a small number of properties not being finalised is due to nil response from regulated dog owner. Advised - Fail to contact will result in enforcement action being undertaken.

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Interpretation & Response:

A slight decrease in the number of animals sold in March with a total of 296 animals sold in the current financial year. Monthly target not met (315). Consideration to be given as to why this is the case.

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	1	1	On Track

Interpretation & Response:

Round 1 of the 2019 Community Project Grants and Working Together Grants closed on 18 March with a total of 24 applications submitted for consideration.

Facilitated two Community Project Grants workshops at Jimboomba Community Centre and Logan North Library. 46 residents attended.

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	2	2	On Track

Interpretation & Response:

During the third quarter of the 2018/2019 financial year 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. Public art projects for Wineglass Drive precinct and Springwood are in development. Quota's mural for Beenleigh Town Square 'Tree of life' by Don Waters OAM was completed in March. Logan Live 'Boost' professional development series was fully booked within two weeks and commenced on 26 March. Logan Live website has been updated to receive applications from performers and venues to participate in Logan Live Music Month in July. Creative Markets held at Logan Art Gallery continue to showcase locally produced art and craft. Hirakata Children's Festival showcased student work from Logan as part of our Sister City cultural relations. 11 applications were received for Regional Arts Development Fund, with the assessment meeting scheduled for April. Environmental scan undertaken to gather new data and previous data reviewed to update the Cultural Map.

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	1	1	On Track

Interpretation & Response:

The Access and Inclusion Plan 2019-2022 and the Access and Inclusion Plan 2017-2018 Outcomes Report were adopted by Council on Tuesday 26 February 2019.

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	1	1	On Track

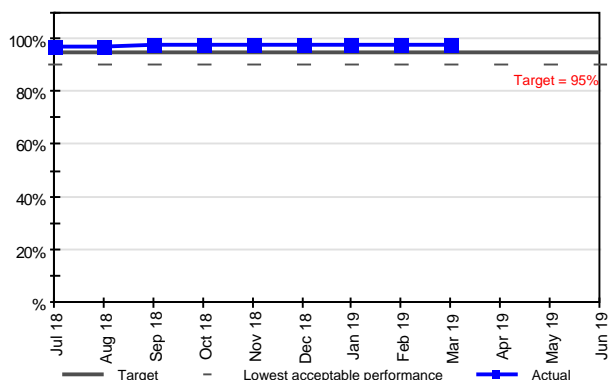
Interpretation & Response:

The Reconciliation Action Plan 2019-2020 was adopted by full Council on 19 March 2019.

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QL2.2.3 - Percentage of graffiti removal requests completed within 2 business days



Interpretation & Response:

109 Requests were received during March 2019. 107 were completed within the target timeframe.

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	1	1	On Track

Interpretation & Response:

During the third quarter, weekly traffic meetings continued with Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. The Road Safety Marketing Plan was updated along with regular road safety posts through Council's Facebook. 2019 school zone pace car calendar was completed. This was coordinated with the QPS and parking enforcement initiatives, as well as collaboration with the City Standards Branch community parking team during deployment at the start of the school term. Other road safety planning also occurred for Fatality Free Friday (May 2019) and Road Safety Week (August 2019).

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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	3	3	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 third quarter, the following significant achievements were made against the five key areas of interest of the strategy and action plan:

Strategic approach Planning for the 2019 Safe City Logan Symposium continued, with the topic for this symposium chosen as cyber safety. The 2019 symposium will be at Griffith University - Logan Campus on 27/06/2019.

Community confidence The Community Safety Program delivered 8 targeted divisional activities, including the delivery of the Don't be a Fool, Secure your Tools initiative and the Eyes and Ears Out and About initiative, throughout this period to raise awareness of crime prevention and community safety.

Places and spaces Six 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 26 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 on a number of different initiatives including the acquisition of a new Councillor funded all-terrain vehicle, the Youth Saver project, delivery of Coffee with a Cop initiatives and the commencement of a new campaign that will focus on reducing knife crime throughout the City of Logan;
- Working with Griffith University - Logan campus and other key stakeholders regarding the issue of substance use amongst young people in the City of Logan; and
- Partnering with the University of Queensland to deliver two student research project that will focus on the Logan Safety Camera Program and best practice monitoring techniques and reducing negative perceptions of crime and safety in new development areas of the city.

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	2	2	Completed

Interpretation & Response:

The 2018 Safe City Logan community survey was successfully delivered during the month of September 2018. The Key Findings Report regarding the outcomes of this survey were made publicly available on Council's website in December 2018. Included in the Key Findings Report are seven key action items that will be given priority throughout 2019 to address inaccurate negative perceptions of crime and safety in the City. These action items are in accordance with the City of Logan Safe City Strategy and Action Plan 2016-2020.

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	3	3	On Track

Interpretation & Response:

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

The Logan Safety Camera Program capital works schedule continued to progress as per schedule throughout this quarter, with the following works being completed:

- 1 New permanent CCTV safety camera operational at Passerine Park, Rochedale South;
- 1 New permanent CCTV safety camera operational at Mayes Park, Kingston;
- 1 New permanent CCTV safety camera operational at Albert Park, Woodridge;
- 1 New permanent CCTV safety camera operational at the corner of Omar Street and Ewing Road, Woodridge;
- 1 New permanent CCTV safety camera operational at the corner of Douglas Street and Smith Road, Woodridge;
- 1 New permanent CCTV safety camera operational at the corner of Camelia Avenue and Jacaranda Avenue, Logan Central;
- 1 New permanent CCTV safety camera operational at Noyer Park, Mount Warren Park;

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- | New permanent CCTV safety camera operational at Village Green, Logan Village;
- | New permanent CCTV safety camera operational at JJ Smith Park, Marsden;
- | New permanent CCTV safety camera operational at Alexander Clark Park, Loganholme;
- | New permanent CCTV safety camera operational at Riverdale Park, Meadowbrook;
- | New permanent CCTV safety camera operational at Middle Park, Boronia Heights;
- | New permanent CCTV safety camera operational at Wineglass Water Tower, Hillcrest;
- | New permanent CCTV safety camera operational at the entry to Logan Metro Sports Park, Heritage Park;
- | New permanent CCTV safety camera operational at Carinya Park, Crestmead;
- | New permanent CCTV safety camera operational at the roundabout at Hammel Street and James Street, Beenleigh;
- | New permanent CCTV safety camera operational at Hammel Park, Beenleigh;
- | New permanent CCTV safety camera operational at Logan River Parklands, Beenleigh; and
- | Seven permanent CCTV safety cameras successfully replaced throughout division 5.

Conveniently Connected (CC)

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

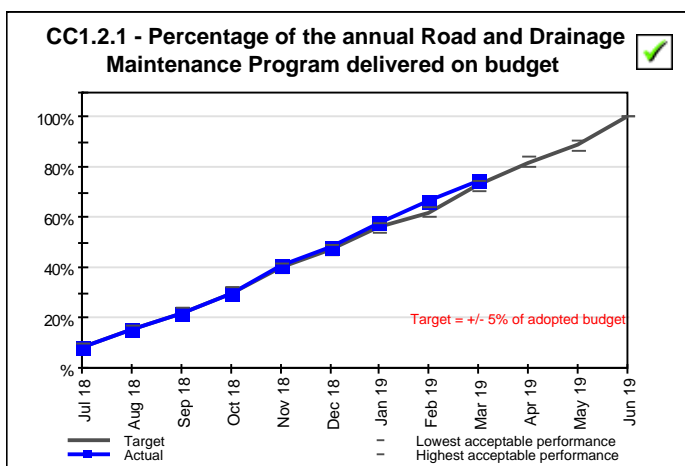
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1.1	Transport Planning	Prepare for Council endorsement, Way2Go, an Integrated Local Transport Plan.	December 2018	7	7	Completed

Interpretation & Response:

During the second quarter the second and final round of community engagement was completed on strategic document *Way2Go - Connecting Logan*. The consultation effort focussed on predetermined actions and their prioritisation and timing. Feedback received from community, stakeholders, and technical working group members enabled the development of an implementation plan for inclusion in *Way2Go Connecting Logan*.

The Roads and Water Committee considered the draft strategic document and requested several minor changes to provide more clarity on Council's role. Council at its meeting of 4 December 2018, Minute No 374/2018, endorsed the final version of strategic document *Way2Go Connecting Logan* as the Integrated Local Transport Plan for Logan.

At its meeting of 4 December 2018, Minute No 374/2018, Council endorsed the final version of strategic document *Way2Go Connecting Logan* as the Integrated Local Transport Plan for Logan.

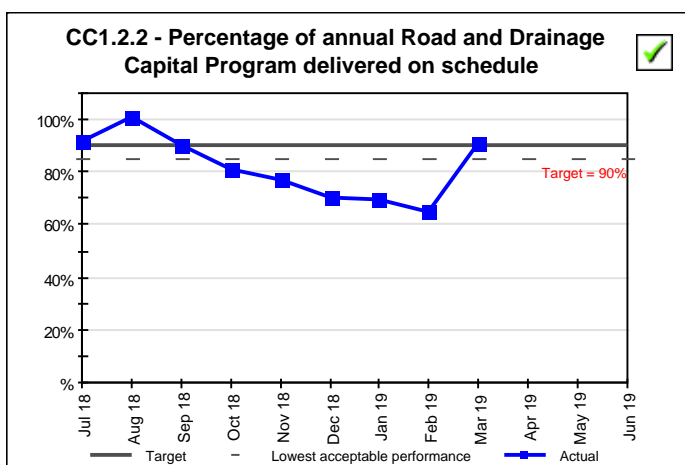


Interpretation & Response:

Target: 73%
Actual: 75%

The delivery of the road maintenance program is over budget due to contractor program of works being completed ahead of schedule and higher than anticipated internal dumping fees at Bega Road facility.

It is expected that the delivery of the road maintenance program will meet the 2018/2019 financial year budget.



Interpretation & Response:

Delivery of the Capital Roadworks and Drainage Program is in line with planned expenditure at 90.7% at the end of the third quarter for 2018/2019.

Notable projects delivered throughout the third quarter include:

- | Third Avenue extension and Wembley Road intersection, Berrinba (\$5.3 million)
- | Riverhills Road and Brigade Drive, Eagleby intersection upgrade (\$3.8 million)
- | Tygum Road, Waterford West, local road kerbing and stormwater drainage upgrade (\$1.8 million)
- | California Creek Road, Cornubia design and construction upgrade (\$1.3 million)
- | Red Bridge Rehabilitation and Repainting (\$2.45 million)
- | City-wide bus stop upgrades under the Public Transport and Accessible Infrastructure Program (total \$1 million)
- | City-wide asphalt and spray seal resurfacing program (total \$18 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	2	2	On Track

Interpretation & Response:

During the third quarter, investigation of the second of three planned cycle projects was completed. Its project scoping brief was issued to the delivery team to progress the detail design phase. This project provides cycle infrastructure between Kingston Railway Station and Queens Road via Augustus Park (Statement of Intent ID 77B and 77C).

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	3	3	On Track

Interpretation & Response:
The project has commenced construction and is currently progressing to approved schedule.

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	3	3	On Track

Interpretation & Response:
The project has commenced construction and is currently progressing to approved schedule.

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	2	2	On Track

Interpretation & Response:
A report recommending the preferred site is to be presented to the City Roads and Water Committee for a decision 8 April 2019 .

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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	2	2	Completed

Interpretation & Response:

The Jimboomba Summit was held on 21 March 2019. The formal summit program ran from 3:30pm to 6:00pm and then repeated from 6:00pm to 8:30pm. Over 280 people registered to attend the summit over two sessions, with drop-ins taking the estimated attendance over the two sessions to around 350-400 people. In addition to the formal program of speakers, a number of prototype streetscape improvements were displayed at the summit, allowing summit participants to view and interact potential improvements prior to giving feedback. Post the summit the 'Have your say' campaign will provide opportunity to the community to input into key place making initiatives for Jimboomba until 21 April 2019.

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	2	2	On Track

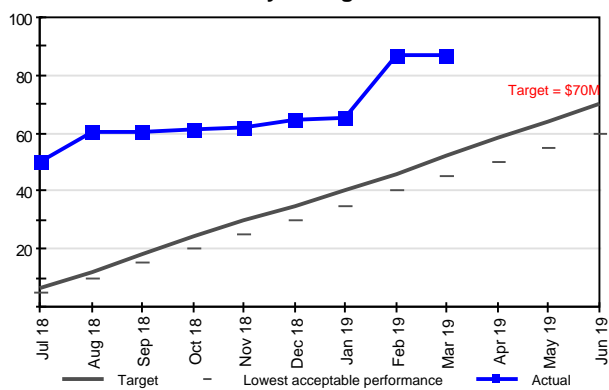
Interpretation & Response:

The networks are making good progress and Logan Water and the Parks branch have submitted their draft Statement of Works. A Request for Proposal (RFP) for the land valuation component has been issued and the tender period closes on 5 April 2019 (with the successful tenderer to be appointed in the week of 8 - 12 April 2019).

Economic Transformation (ET)

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

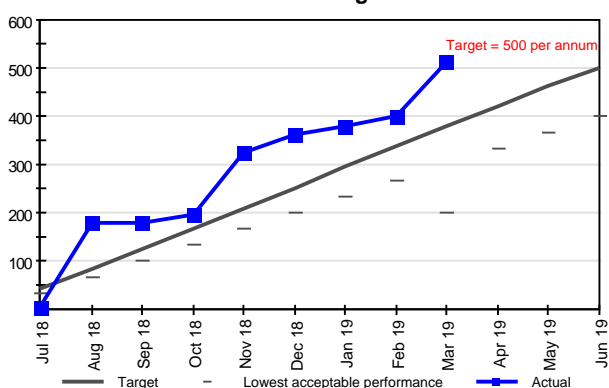
ET1.1.1 - Investment generated through promotion of the City of Logan.



Interpretation & Response:

During the third quarter a total of \$22.2m investments have been announced. These include a packing and distribution centre, a bottle recycling plant and the development of a 12,000sqm distribution warehouse. These investments bring the year-to-date total to \$87m exceeding the annual target.

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



Interpretation & Response:

During the third quarter, client projects have announced a total of 150 new or retained jobs in the city. These include 55 new and 60 retained at a technology company in Underwood, 10 new jobs at a packaging and distribution centre for vegetable boxes, 5 new jobs at a new bottle recycling plant in Slacks Creek and 20 new jobs at a new clean energy technologies company at Meadowbrook. Job numbers for the distribution warehouse investment in Berrinba will be announced in the next financial year. The year-to-date total is 513 and this exceeds the annual target.

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:

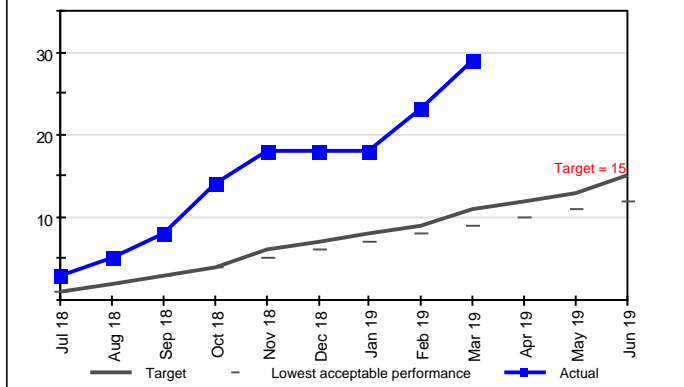
The City of Logan IGNITE Youth Careers Expo was held at Logan Metro on Tuesday 24 June 2018 and was a huge success. We estimate that approximately 3,200 to 3,500 students from 24 schools across Logan and Brisbane attended as well as in excess of 100 parents with youth who arrived at the event independently. 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.

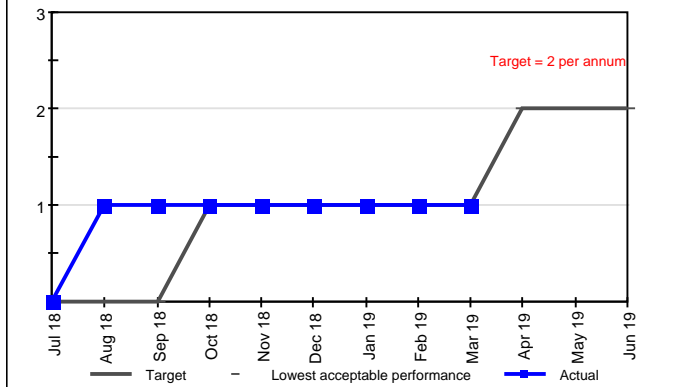
ET1.2.1 - Number of business relevant workshops delivered per annum 



Interpretation & Response:

During the third quarter, 11 business relevant workshops were delivered to Logan businesses covering topics such as tax essentials and record keeping, digital marketing, grant writing, energy savings (workshop 1 and 2), Mentoring for Growth and Sustainable Business Models. Workshops were delivered in Logan Central, Meadowbrook and Jimboomba. The joint Logan Office of Economic Development/Chambers of Commerce business breakfast was held in February with over 100 attendees. Satisfaction levels for all events measured were over 88%.

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



Interpretation & Response:

Planning for the second investment attraction event commenced in the third quarter. The event will be held in the fourth quarter.

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	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.	June 2019	5	5	On Track

Interpretation & Response:

Plans and activities are on track for the capital delivery of the Kingston Butter Factory (KBF) Precinct by February 2020.

Design works are in progress with concept plans for both Innovation Hub and Outdoor Venue now in schematic design phase. Construction is anticipated to begin in August 2019.

A number of actions in the KBF Communication and Community Engagement Plan were delivered including developing marketing collateral, planning for a sponsorship strategy, and building an interim project website.

In January 2019, a confidential deputation to the Image & Innovation Committee was presented on the 'Kingston Butter Factory Precinct Draft Business Plan'. The high-level presentation outlined general directions, indicative budgets and guiding principles for the operation of the innovation hub and to a lesser extent, for the outdoor event venue as well.

In late March 2019, a stakeholder workshop was convened to inform the operating model for Logan City Council's Kingston Butter Factory Innovation Hub, in anticipation of a new contractor being engaged to finalise the business case, business model and implementation plan.

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	1	1	Completed

Interpretation & Response:

The draft policy of the "Buy Local" and "Social Procurement Policy" was adopted by Council on the 26/02/2019.

Project Complete

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	3	1	Undeliverable

Interpretation & Response:

In Quarter 3 (Q3), the project delivered a review of the current draft city brand strategy and it was determined that a comprehensive revision and essentially 'new' strategy be delivered in 2020.

It is recommended that this project be carried over into the next 2019/2020 financial year to enable delivery a new, and revised City Branch Strategy.

Note: Undeliverable only means that the project won't be delivered this financial year.

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	2	0	Undeliverable

Interpretation & Response:

In Quarter 3 (Q3), it was confirmed by the Director, Community Services in consultation with the branch, that the development and delivery of this campaign be deferred until 2019/2020 to coincide with the delivery of the City Brand Strategy.

It is recommended that this project be carried over into the 2019/2020 financial year to enable the delivery of the external facing campaign, coinciding with the delivery of the City Branch Strategy.

Note: A status of Undeliverable only means that this project will not be delivered this financial year.

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	3	2	Undeliverable

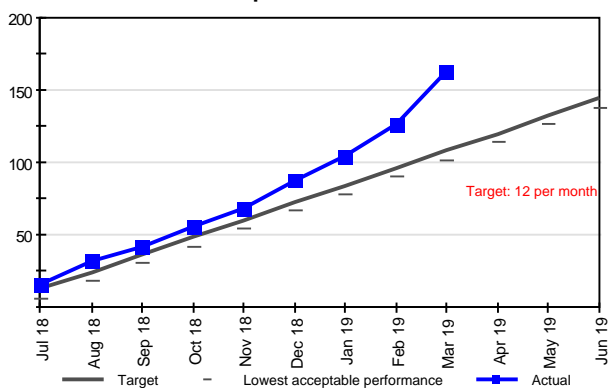
Interpretation & Response:

In Quarter 3 (Q3), it was confirmed by the Director, Community Services in consultation with the branch, that the delivery of this video suite be deferred until 2019/2020 to coincide with the delivery of the City Branch Strategy.

It is recommended that this project be deferred to the next 2019/2020 financial year to coincide with the delivery of the City Brand Strategy.

Note: A status of Undeliverable only means that this project will not be delivered this financial year.

II1.1.4 - Number of proactively pitched media stories per month



Interpretation & Response:

In the third quarter, the following media stories were proactively pitched:

- | Professional development workshops taking place at art gallery ahead of Logan Live Music Month in July.
- | MyGov workshops to be held at Logan libraries from late February.
- | Next round of gallery exhibitions occurring from March 8 to April 27 + Media alert to opening event issued
- | PCYC embrACE event launch - release by PCYC included Council quotes - issued it to Albert and Logan News
- | Environment offsets planting
- | Animal laws awareness
- | Logan Loves Volunteers - Nominations called for Logan Volunteer of the Year
- | Green stamp sticker accreditation for fleet services
- | Flagstone immunisation clinic pic and release
- | QTC Logan City Council credit upgrade
- | Logan Loves Volunteers - Media release calling for nominations
- | Updated Jimboomba summit release for Jimboomba Times w/ pics of Cr Schwarz and business owners
- | China Mayoral Mission 2019
- | Beenleigh Aquatic Centre official opening
- | Neighbour Day 2019 in Logan
- | Family fun day to open Beenleigh Aquatic Centre
- | Logan remembers Christchurch - Media release supporting Christchurch vigil on Wednesday
- | Red Bridge Rehabilitated, sent to full distribution list on Wednesday along with generic photos of the bridge (photograph of Councillors was cancelled due to rain)
- | JT has already run the story along with some historical Logan River shots from our archives
- | Funding for Logan Village Green update
- | Belivah Creek community planting
- | Jimboomba Summit - post event quotes from Cr Schwarz and pics sent to Refugee work experience and traineeship statement
- | Eats and Beats - 4th birthday celebrations for E&B at Beenleigh Town Square.
- | YES - Release announcing Logan's co-hosting of the Youth Entrepreneurship Summit in September.
- | Date claimer for LEAF announcing Costa as headline, sent March 28, along with photographs of Costa speaking at the 2018 event.
- | Animal Law review underway and character naming competition
- | Platypus in Albert River
- | Yahoo7 News re abandoned vehicle
- | School holiday show Jugg Life at Logan Entertainment Centre
- | Logan Live applications closing in early April
- | Queensland Boys' and Girls' Amateur Golf Championships
- | Windaroo Lakes to host QLD PGA trainee championship
- | Naomi Price joins the cast of *Want to Know What Love Is* at LEC

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	3	3	Completed

Interpretation & Response:

The activity was completed in February 2019 and no further work is required on this project.

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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	2	2	On Track

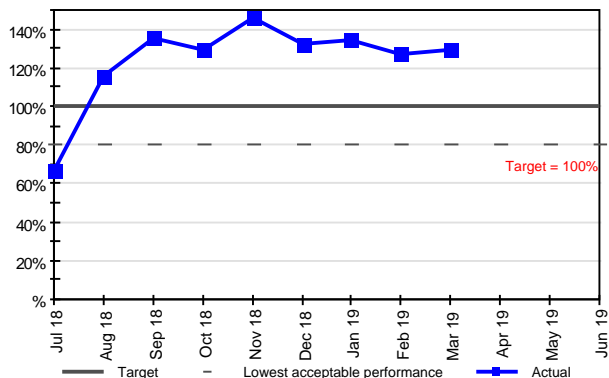
Interpretation & Response:

During the third quarter, the following actions that come under the City Futures Strategy Implementation Plan were progressed:

- 1 Activation of public Wi-Fi systems at Sturdee Park, in support of the park upgrade project led by the Parks branch, and at Springwood Park, in support of the Springwood Implementation Plan initiative led by the Economic Development & Strategy branch;
- 1 Program of Innov8 Logan related events and activities have continued to be delivered. Of note have been the delivery of monthly Community Coffee events every third-Thursday of the month in different locations throughout Logan. In addition to that, there has been a new monthly Meetup event series planned and due for launch in early April 2019;
- 1 Completion of the CityStudio Logan 'Global Food Markets Experimental Placemaking' project, with two installations of a pop-up urban street lounge. A first iteration running during the SBS MyMarketMenu filming on 10 February 2019 saw the YMCA students gathering insights for the final deployment and relaxing and interacting with market visitors. The final and enhanced version of the street lounge was installed two weeks after, on 3 March 2019. This project was undertaken in collaboration with officers from the Economic Development & Strategy branch;
- 1 Progression of the Internal Collaborative Network (ICN), with approximately 30 staff participating in four projects endorsed by the Executive Leadership Team, who continue to provide mentorship and support. Training opportunities afforded to ICN participants in the third quarter include "Innovation Accounting" and "intrapreneurship";
- 1 Support provided to other areas of Council in investigating and planning for the deployment of smart technologies including applications related to water metering and parking. City Futures have completed the Internet of Things Readiness Framework engagement activities and documentation, with the support and involvement of multiple branches across Council;
- 1 Testing and enhancements to the draft dashboards has been undertaken, as part of the project partnership with the University of Sydney researchers under the Smart Cities and Suburbs Program grant funded project on Community Participation in Smart Urban Planning for Logan & Canada Bay.

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 31 March 2019, 148 projects had achieved practical completion, representing 97.3% of original program for 2018/19. The target for the end of March was 114 projects achieving practical completion.

Since the program was signed off on 31 July 2018, an additional 104 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	2	2	Completed

Interpretation & Response:

Through joint partnership between Plant Fleet Services (PFS) and Parks Branch, this project is essentially complete with the following outcomes:

- 1 Performance Management and Resourcing - contractors identifying their progress on the mowing schedule can identify delays in the forecasting cut cycle and manage customer enquires in relation to this point.
- 1 We are now able to clearly benchmark what an honest days work looks like by being able to ascertain lineal meterage of mowing per unit per day.
- 1 Contract cost, value for money - this information will be useful in contract negotiations in informing cost of service. It will also be used to calculate the cost of service for new mowing sites/assets that come to council and to inform the budget process.
- 1 Customer Service - Telematics trackers have also been used to date to identify and confirm the locations of the mowing crew as well as the speed they were travelling; again used to manage customer complaints.
- 1 Resourcing efficiency - Staff are able to audit all parks and have conclusive data on mowing achievements.

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	2	2	On Track

Interpretation & Response:

In the third quarter and after extensive stakeholder engagement conducted by Luminair, the draft Directions Report of the Events Strategy framework was presented at the City Image and Innovation committee on Tuesday 19 February. This report was endorsed to develop the draft Event Strategy. The draft strategy has commenced and is being reviewed by the events team.

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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	25	25	On Track

Interpretation & Response:

In the third quarter of 2019 the events team have delivered 6 events including:

Australia Day Awards at the Logan Entertainment Centre, with a total of 15 nominations.

Eats & Beats at Logan Village, International Women's Day (internal event), in partnership with the CEO's office, Jimboomba Summit (assisting Economic Development & Strategy Branch), Beenleigh Pool Opening (assisting Major Venues & Facilities) Eats & Beats at Beenleigh Town Square. This was also the events team planning phase of the 2019 Events Calendar, confirming event dates and locations and researching guest speakers and theming opportunities, and investigating any collaborative opportunities. All events were delivered as part of the project plans and there were no reportable incidences.

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	37	37	On Track

Interpretation & Response:

In the third quarter of 2019 the team have been researching the use of SmartyGrants and coordinated the sponsorship of 6 events: Chinese New Year on Saturday 2 and Sunday 3 February at the Chung Tian Temple, the Chin National Day Celebration on Wednesday 20 February at the Logan Central Community Centre and QUOTA International on Saturday 23 February at the Beenleigh Events Centre, Deal with Debt Day at the Logan Entertainment Centre on March 4 March, coordinated by YFS and Prawn Day on Friday 8 March, feedback received was good with 630 people attending with 100 volunteers involved This event was coordinated by the Beenleigh Yatala Chamber of Commerce. All events were run successfully with no reportable incidences. No incoming sponsorships have been obtained in this quarter.

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	8	8	On Track

Interpretation & Response:

This quarter has seen the delivery of many secured events through Sports Marketing Australia. My Market Menu started the year and was a great collaborative success across several branches. Filming was conducted at the Global Food Village in Woodridge and other local producer's farms from Saturday 9 February and Sunday 10 February. The episode is to air later this year.

Touch Rugby League Championships held from 29-31 March 2019 at Bill Norris Oval in Beenleigh. This event brought in a lot of outside visitation and was a well-run event, approximately 1000 people attended.

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Innovative, Dynamic, City of the Future

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	1	0	Undeliverable

Interpretation & Response:

In Quarter 3 (Q3), it was confirmed in consultation with the Director, Community Services that the development of a plan to establish the City's sporting identity be deferred until 2019/2020 to coincide with the delivery of the City Branch Strategy.

It is recommended that this project be deferred to the next financial year to coincide with the delivery of the City brand Strategy.

Note: A status of undeliverable only means that the project will not be delivered this financial year.

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	1	0	Undeliverable

Interpretation & Response:

In Quarter 3 (Q3), development of a dedicated green identity for the city was deferred until 2019/2020 in consultation with the Director, Community Services, however promotion of the parks, nature reserves and nature is ongoing.

It is recommended that this project be deferred to the next financial year to coincide with the delivery of the City Brand Strategy.

Note: A status of Undeliverable only means that the project will not be delivered this financial year.

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	4	4	Completed

Interpretation & Response:

In Quarter 3, the project delivered confirmation of asset storage, payment finalisation and feedback capture for the Christmas streetscapes installation in 2018. A review of the project will soon be undertaken ahead of the 2019 process.

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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	3	3	On Track

Interpretation & Response:

The research paper was finalised in February 2019. There are two (2) hubs associated with this project, one for Greater Flagstone and the other for Yarrabilba. The consultant to undertake integrated service hub study for Greater Flagstone was appointed in March 2019, with community consultation currently occurring through April 2019. The consultation results will inform the feasibility and planning for the Greater Flagstone facility. A consultant for the integrated service hub study in Yarrabilba will be appointed in April 2019.

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	4	4	Completed

Interpretation & Response:

As at the end of the third quarter, all areas have been updated and greenstamp areas complete. Project Complete

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 third quarter, the installation of the solar power systems at Logan Metro, Marsden Depot and Beenleigh Library has progressed well and is on track for completion by 30 June 2019. From January to March the final roof assessments, installation plans and Energex agreements were completed for each site. The first 100kw solar system was installed at Marsden Depot in late March 2019. The next system to be installed will be at Logan Metro in early April 2019.

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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. This project has been completed.

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

- | Nature Journaling for Kids was held on Sunday 20th January at Reserve Park, Slacks Creek with 9 participants;
- | Nature Journaling was held on Sunday 20th January at Reserve Park, Slacks Creek with 16 participants;
- | All Abilities Wetlands Walk with Photography Workshop was held on Saturday 2nd February at Eagleby Wetlands, Eagleby with 8 participants;
- | Fauna Forensics was held on Saturday 23rd February at Crestmead PCYC, Crestmead with 17 participants;
- | Conservation Incentives Program Celebration Day at Eagleby Wetlands, Eagleby with 550 participants;
- | Belivah Creek Community Tree Planting Day at Belivah Creek, Belivah with 60 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 third quarter, the wildlife movement solutions project progressed well and the University of Queensland is currently engaged to develop a prioritisation framework for wildlife movement solution upgrade projects. This will determine the next site to deliver a project to reduce wildlife-vehicle collisions.

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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	2	2	Completed

Interpretation & Response:

The framework and design for the implementation of a private land conservation program to support landholders within Biodiversity Corridors to undertake conservation works has been completed. This Conservation Incentives Program, Habitat Connections, will be delivered in March 2019 to coincide with the annual Conservation Incentives Program event.

This project has been completed.

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	2	2	On Track

Interpretation & Response:

The draft asset register for Water Sensitive Urban Design (WSUD) Assets has been provided to Finance branch.

The asset renewal program of work has been progressed to deliver rectification works to contribute to 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 third quarter, the planting design and quotation process has been undertaken at the two identified sites for works within the Windaroo Creek Riparian Rehabilitation Project. In late March site preparation works begun including extensive weed removal.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.2	Biodiversity and Vegetation Management	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 third quarter, the Belivah Creek riparian rehabilitation project stage 1 planting has had its monthly maintenance works completed. Stage 2 works have included extensive weed removal, planting preparation and a community planting morning. The community planting within Willmann Park resulted in 3300 plants being put in the ground by 60 enthusiastic community members. Further plantings will occur in April 2019. A third site for rehabilitation has been identified with works awarded and planned to commence in April 2019.

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 third quarter, the Queens Road Fish-Way project progressed well. Delivery of the pedestrian/cycle way bridge across Scrubby Creek will be included in the Road Infrastructure Delivery 2018/2019 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 third quarter, the Logan Riverside Park projects has progressed well with the planting designs finalised and the procurement for the works in progress.

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 third quarter the Logan River Interpretative Trail project has progressed into stage 2 with the draft signage content for another five riverside parks being developed and Indigenous interpretive content is being distributed to Traditional Owners for comment. The installation of a bait station, movement of a bin and additional rehabilitation works has been completed at Larry Storey Park.

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	1	0	Not Proceeding

Interpretation & Response:

A decision has been taken to defer calling tenders for this contract until 2020 - due to the ongoing negotiations on the current recycling crisis with the current contractor - who may be the only tenderer.

It is recommended that this project be discontinued to allow for resolution of tendering issues.

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	5	4	Not Proceeding

Interpretation & Response:

Work has been undertaken over the course of 2018 to review and uplift Council payment services. As a result of this work, it has been determined that a formal Payment Strategy is not required, with further improvement opportunities to be pursued as part of standard operations.

Council endorsed a decision to discontinue this project at its meeting held 26 February 2019, Minute No 53/2019.

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	Completed

Interpretation & Response:

This project has been completed with the following outcomes:

Integration for Councils City of Logan Mobile App

- Users can report issues and create requests via the mobile app.
- System integration with the mobile app and pathways CityWatch
- My Property and Parkes GIS Online hero apps embedded into the application. Making information more accessible for users.

Smart Forms Project

- Business efficiency for 8 branches
- Reduction in operating costs
- Reduce PCI compliance risks
- Increased number of forms available for Self-service

Website transformation

Project and funds transferred to Customer Experience and Community Engagement Branch. This project is already captured under Operational Plan item NG1.1.4 - 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.

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	2	2	On Track

Interpretation & Response:

Briefing notes for distribution to the business stakeholders has been finalised and business stakeholder interviews are taking place.

Review of the ICT environment focussing on digital services, service delivery models and performance reporting, ICT governance framework and budgets and associated ICT portfolio of work is in progress.

A draft Review Findings Report is complete and has been delivered for review with work commencing on the Industry Trends and preparation of the Digital Strategy.

All staff workshops have been completed business and ICT teams.

The header features a dark blue background on the left with a green-to-blue gradient. On the right, there is a complex, futuristic graphic of concentric circles and arrows pointing outwards, resembling a data visualization or a city's infrastructure map.

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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	2	2	On Track

Interpretation & Response:

The information architecture of the redeveloped website has been finalised as well as the aesthetic design. The team have reviewed and are currently rewriting over 1000 pages of content into plain english, with the intent of achieving a plain english Silver Standard.

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.	March 2019	3	3	On Track

Interpretation & Response:

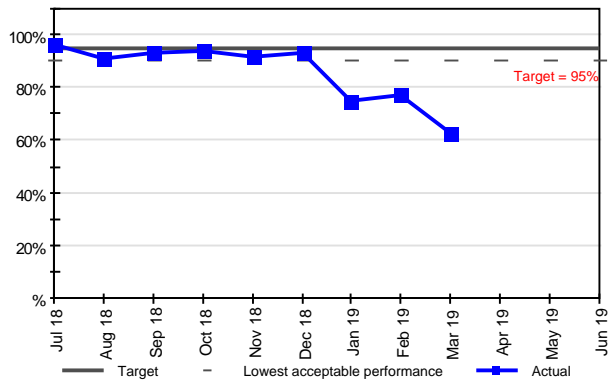
The system is in place and the officers have been finalised. Taskforce will be up and running fully by the end of next month.

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	4	4	On Track

Interpretation & Response:

Training is almost finished and officers that have been trained are now using the technology in the field.

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



Interpretation & Response:

The month of March was lower than normal due to elevated level of work experience staff requiring mentoring and a number of staff moving to their roles within the branch. It has been agreed that the Business Operations team will work with the new staff to ensure they understand the process and the importance of the 24 hour KPI.

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	2	2	On Track

Interpretation & Response:

During the third quarter, the media team continued to work towards the creation of an internal news portal by having continuous meetings with internal stakeholders and developing ideas and collecting information

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	3	3	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. In quarter 3 the Program supported developments in the Animal Local Laws Project as well as planning and advisory support of the Jimboomba Summit.

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	4	4	Completed

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 survey since the inaugural survey was conducted in 2010. The telephone survey was conducted from 27 August to 10 September 2018 and the online survey was conducted from 27 August to 24 September 2018. The results of the report were presented at a Councillor workshop and adopted by Council at its meeting of 23 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	3	3	On Track

Interpretation & Response:

SAMMS Water Release 4 Training Analysis and Plan has been completed.

SAMMS Water Release 4 Business Impact and Transition Plan has been completed.

SAMMS Change Management Lead and Data Lead positions have been filled, with existing resource contracts extended to 28 June 2019.

Release 4 is system ready and is expected to 'go live' in April after impacted stakeholders have been trained.

Stakeholder engagement and discussions are continuing with the Roads Management Team to assist with preliminary business requirements e.g. establishing Road's project governance structure as well as identifying high level process links between the branches.

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.	June 2019	4	4	On Track

Interpretation & Response:

Round one of community engagement has commenced with good attendance at multiple divisional events. The 'Have Your Say' survey has been distributed through several mediums and has had excellent uptake by community.

The community engagement activity is due for completion 4 May, 2019 with survey results to be evaluated and presented to Council after that time.

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	4	4	On Track

Interpretation & Response:

A report was submitted to the Executive Leadership Team (ELT) to provide a new vehicle selection policy. It was decided that a working group be created with key stakeholders from each Directorate involved in the vehicle selection making process.

Several working group meetings have been held and are progressing with intention of formulating and finalising the vehicle selection criteria.

The criteria takes into account whole of life costs for vehicles, safety and environmental ratings.

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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	3	3	Completed

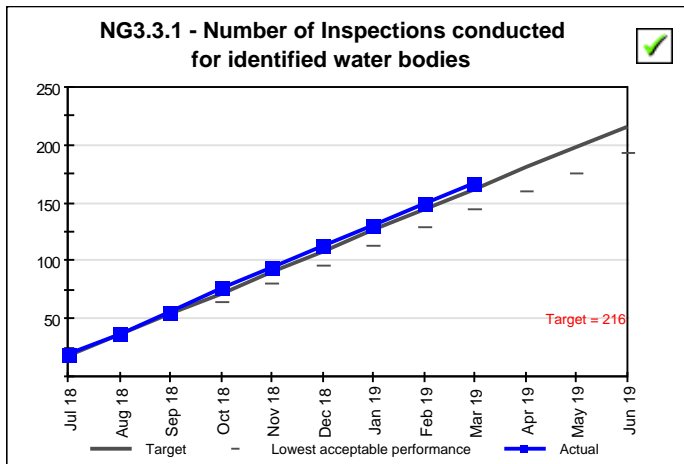
Interpretation & Response:

The 2019/20 Advocacy Action Plan was endorsed by Council on 19 March 2019. The advocacy program is now delivering on the priorities and activities within this Action Plan.

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	3	3	On Track

Interpretation & Response:

Grants continue to be tracked and monitored through the TechOne system in March. Training and education also continued to ensure the data collected is accurate and relevant. The report was run on the last day of the month and analysis will occur in April 2019.



Interpretation & Response:

Scheduled inspections conducted during March. A total of 167 inspections conducted to the end of the third quarter. The target KPI continued to be met during the third 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	3	3	On Track

Interpretation & Response:

In line with Council's People Plan, 2018-2021, the following progress has been made during quarter 3 on the respective projects.

Leadership and Accountability (LAA)

LAA1: Design and implement organisational architecture for LCC

This initiative will support our leaders to more clearly understand and demonstrate leadership at all levels, and as a result more effectively deliver team and organisational outcomes. Post project brief approval, exploratory work has commenced to ensure alignment with other People Plan initiatives to maximise the effectiveness of outcomes including outcome sustainability.

LAA2: Leadership Framework

This initiative will enhance the clarity of leadership expectations at Council and help our people to better understand their contribution to strategic outcomes. A project brief informed by contemporary practice research and relevant benchmarking has been prepared and is currently being reviewed for approval.

LAA3: Leadership Development

Leadership Exploration and Acceleration Program (LEAP)

LEAP has continued to progress this quarter, receiving very positive feedback from participants regarding learnings achieved and business outcomes delivered, specifically:

- 1 Three quarters of the program's group and one-on-one coaching sessions completed enhancing leadership awareness and skills required to navigate highly changeable working environments
- 1 Data collected to inform other People Plan initiatives, specifically the Leadership Framework Review and future leadership development at all levels
- 1 Projects using tools learnt throughout the program with a focus on collaborative processes are being implemented to resolve current Council issues, ensuring a concrete program return on investment (ROI)
- 1 Proactive cascading of concepts and practical tools to teams via leader participants

LAA4: Achievement and Performance

The 2017-18 project has been completed, and the collection of data to inform improvements in the 2018-19 process has commenced. Demonstrating the effectiveness of the 2017-18 process in enabling a highly skilled workforce, training and development requests have seen a significant increase on last year, with 95% of participants confirming that courses selected were highly and practically relevant to their roles.

Workforce of the Future

CML1: Develop and implement an organisational change framework

Following the successful completion of change support within Health, Environment and Waste branch, the recently developed framework has also been implemented to support the following branch and project purposes:

- 1 Sports, Leisure and Facilities: identify opportunities to improve current operating practices to better meet the evolving needs of customers and the community
- 1 Roads, Construction and Maintenance: to facilitate the improved delivery of identified business needs, predominantly city growth and the subsequent growth in asset base, through enhanced engagement and ownership of improved systems and processes.

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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	March 2019	4	4	Completed

Interpretation & Response:

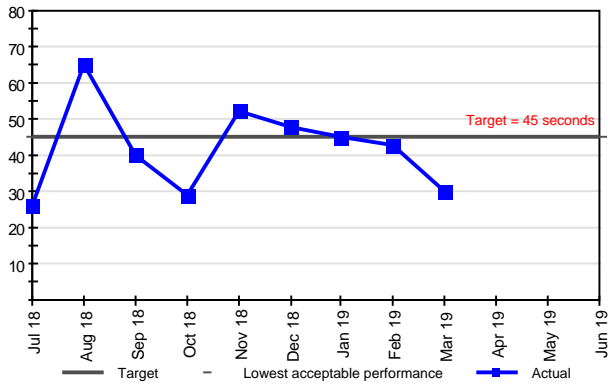
A draft Logan City Council Certified Agreement 2018 was lodged by Council and the unions with the Queensland Industrial Relations Commission (QIRC) seeking certification.

The QIRC formally notified Logan City Council of its certification of our new Certified Agreement 2018 (CA 2018).

The certification of the new CA 2018 culminates a significant period of negotiation between management and union representatives.

Project Complete.

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



Interpretation & Response:

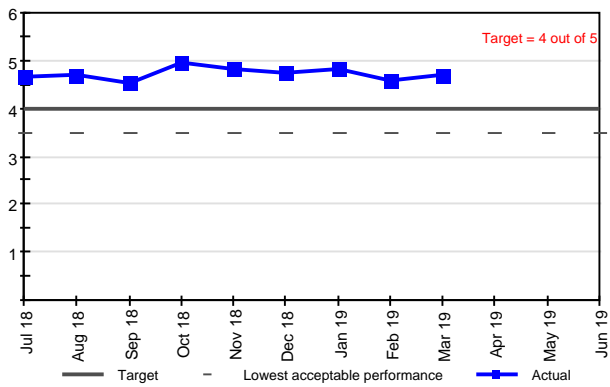
Council's average wait times were 45, 43 and 30 seconds respectively for January, February and March 2019. Results for each month in the quarter were within the acceptable performance range against the target of 45 seconds.

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:

The generation of customer satisfaction data will always be one month in arrears as the process includes distribution, return receipt and analysis of customer satisfaction surveys from the previous month. For the months of December 2018, January and February 2019, customer satisfaction was at 4.83, 4.58 and 4.69 respectively. This exceeded the target of 4.0 in each month.

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	3	3	Completed

Interpretation & Response:

In the third quarter this project was completed with the completion of Standard Operating Procedures (SOPs).

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 annual review of the Local Disaster Management Plan and associated sub-plans were completed and endorsed by the Logan Disaster Management Group.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2.1	Flood Disaster Management	Develop the Logan and Albert River Floodplain Management plan to support Council's commitment to flood risk management.	March 2019	1	0	Undeliverable

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 project description was reworded at Q2 to "Develop the Logan and Albert River Floodplain Management plan to support Council's commitment to flood risk management".

The flood study revalidation project has commenced, with delivery expected in late 2019, with the delivery of the FMS and FMP in late 2019/20 financial year.

It is recommended that this project be moved to the next 2019/2020 financial year in order to utilise the best available information (e.g. updated flood study) to better understand and manage flood provisions.

Note: A status of Undeliverable only means that this project will not be delivered this financial year (2018/2019).