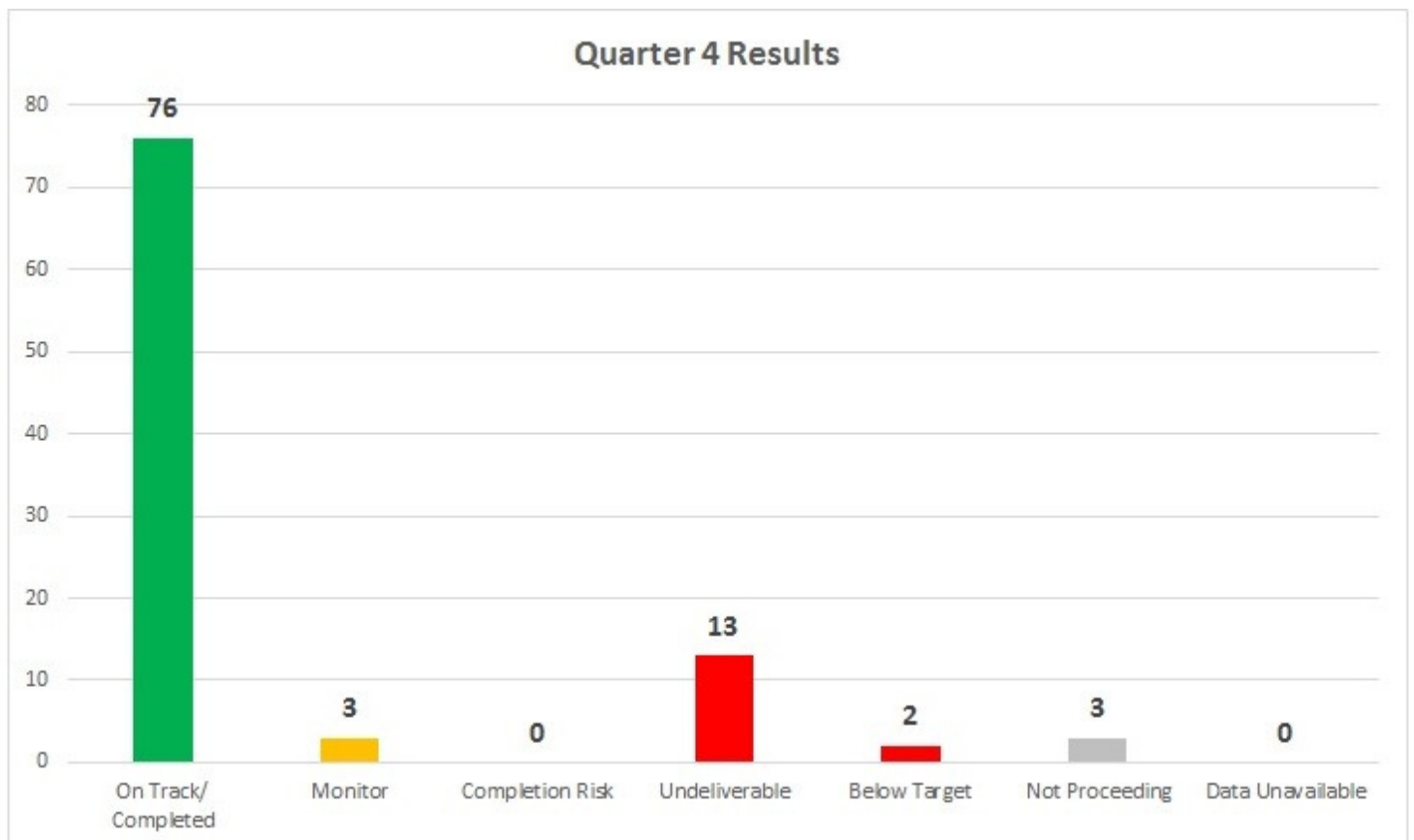


2018/2019 Operational Plan Quarter 4 Report



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	4	3	Undeliverable

Interpretation & Response:

Over 270 individual parcels of land in the South West Logan locality have been assessed for potential purchase but none were assessed to be completely suitable with access to road, water, telecommunications and power infrastructure and services.

It is recommended that this project be continued into the next financial year and Operational Plan 2019/2020 with a completion date of June 2020.

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

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	3	3	Completed

Interpretation & Response:

Phase 1 and Phase 2 of the new Community Infrastructure Strategy was completed for the financial year of 2017/2018. The completion of the new Community Infrastructure Strategy (CIS) was anticipated for the financial year of 2018/2019. This includes Phases 3, 4 and 5 of the project.

Phase 3 of the CIS was the Needs Assessment. 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 occurred throughout October, the final Needs Assessment presented to the LI Committee on 7 November 2018. The Needs Assessment was adopted by Council at its meeting of 13 November 2018, Minute No. 362/2018 for the purpose of informing Phases 4 and 5 of the new CIS.

Phase 4 and 5 of the CIS involved the network and implementation planning. 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. Final changes were made to the draft network and implementation planning in May, and the Community Infrastructure Strategy was presented to Council at the LI Committee on 18 June 2019.

The new **Community Infrastructure Strategy 2019-2041** was adopted by Council at its meeting of 26 June 2019, Minute No 134/2019, and endorsed for implementation.

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	2	2	Completed

Interpretation & Response:

Phase 1 of the funding and delivery model is a thorough discussion paper regarding the framework of options Council have to fund community infrastructure projects. It will be largely guided by community facilities and implementation actions identified in the adopted Community Infrastructure Strategy 2019-2041.

This discussion paper is intended to be distributed to ELT, and subsequently the public for further discussion and outcomes in its second phase. This was finalised end of June 2019. Further work will be progressed in the 2019/20 financial year.

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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	Undeliverable

Interpretation & Response:

This project is being delivered by Building Asset Services (BAS) and is currently about 6 weeks behind schedule. It is anticipated the schedule will be recovered during the construction phase. A design and construction contractor has recently been appointed.

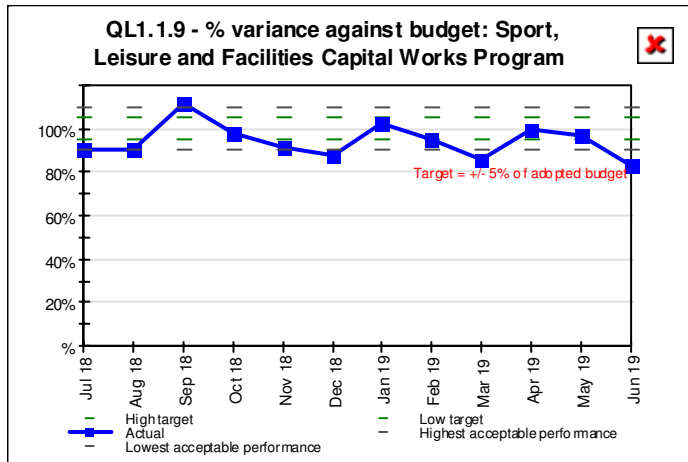
It is recommended that this project be moved to the next 2019/2020 financial year with an expected target date of March 2020.

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

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	Completed

Interpretation & Response:

This project is running to schedule with the Schematic Design having been presented. Site remediation investigation has been completed and is being considered in the overall site concept design.



Interpretation & Response:

Expenditure is reasonably close to forecast. Delays in the Underwood Park and Kingston Butter Factory (KBF) projects have impacted the June figures. All projects are on track including Underwood Park and KBF with their revised dates.

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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	3	3	Completed

Interpretation & Response:

During quarter four, the upgrade to public Wi-Fi services across the Logan City Council Library service was successfully completed with all available locations transitioned to the National Broadband Network (NBN). Currently, NBN services are not yet available in the areas servicing Greenbank and Beenleigh libraries, however public Wi-Fi at these sites will also be upgraded when the NBN becomes available. The upgrade to public Wi-Fi services has been greatly welcomed by library customers who are now enjoying access to faster Wi-Fi facilities.

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	4	4	Completed

Interpretation & Response:

Highlights for June 2019 include events supporting community run playgroups, NAIDOC celebrations in early childhood and education care services, supporting an expectant mums group, support at three early years network meetings across the City and partnering with Logan City Council's Community Services branch at the National Reconciliation event held at Logan Brother's Rugby League Club. All events were facilitated in collaboration with community partners.

Highlights from quarter four include professional development training facilitated for the First Five Forever's Little Learning Stars program.

Total number of First Five Forever outreach activities for quarter four: 171, which includes 60 during June 2019.

Total number of participants for First Five Forever outreach activities for quarter four: 4,639, which includes 1,508 during June 2019.

2018/2019 Financial Year Summary

Total number of First Five Forever outreach and library activities for 2018/2019: 531.

Total number of participants for First Five Forever outreach and library activities for 2018/2019: 16,701.

- First Five Forever participated in 2018 NAIDOC events at Logan Gardens, Daisy Hill State School and the Kingston C&K NAIDOC Celebration;
- First Five Forever participated in the launch of the ImagiNation Festival and at the Mud World dirty play event;
- Appointment to the position of Early Years Library Services Coordinator in December 2018;
- Ongoing workforce development of library staff to better support the delivery of First Five Forever;
- First Five Forever facilitated a range of early years literacy development activities across the City, including co-facilitation with the Department of Education a professional development event for educators from the Yarrabilba area and facilitating six community partnership meetings across the City to support organisations in the promotion of early language development;
- New suite of children's books added library collections available for parents and carers to borrow that support conversations with children around natural disasters and dealing with emotions. The 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.

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	4	4	Completed

Interpretation & Response:

During quarter four the Libraries Learning and Discovery Strategy has progressed through the completion of:

- Endorsement by the City Lifestyle and Community Committee for public consultation;
- Undertaking public consultation between 18 April and 18 May;
- Incorporation of feedback into the strategy and preparation of the final draft;
- Submission of the final draft of the Strategy for endorsement by the City Lifestyle and Community Committee for approval and to make the Strategy available for public access and viewing.

2018/2019 Financial Year Summary

Council formally endorsed the Library Learning and Discovery Strategy 2019-2023 on Tuesday 25 June 2019. Implementation of the Strategy will now commence and the Strategy will be available for public access and viewing. The project is completed and the Strategy will be implemented into library service delivery.

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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	2	2	Completed

Interpretation & Response:

The KRANK School Holiday program ran from 6 to 18 April 2019. A total of 1,699 young people attended 97 activities during this time.

In the 2018/19 financial year, a total of 7,425 young people attended KRANK activities.

The 2019/20 KRANK program has 39 providers and will deliver 393 activities across four school holiday periods.

Staff attended over 10 community events in the last 12 months to promote the KRANK School Holiday program.

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	2	2	Completed

Interpretation & Response:

In the 2018/19 financial year, more than 6,000 people attended Live Well Logan activities.

The 2019/20 Live Well Logan program has 44 providers that will deliver 102 activities, with a four week break from 16 December 2019 to Sunday 12 January 2020.

Staff attended over 10 community events in the last 12 months to promote the Live Well Logan program.

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	3	3	Completed

Interpretation & Response:

Scheduled actions for the 2018/2019 financial year from the Active Logan Strategy Implementation Plan 2016-2020 have been achieved. The project has delivered outcomes on 93% of the actions identified in the strategy for the 2018/2019 financial year.

A Council report with key findings from the Active Logan Participation Study is being prepared and is due for submission in the next 2019/2020 financial year.

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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.

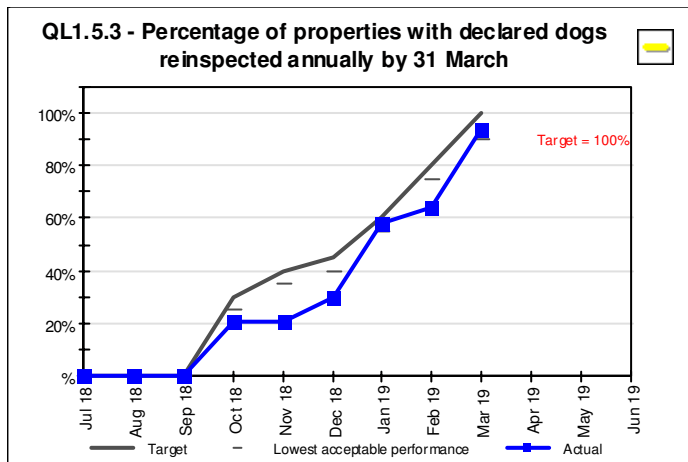
The Environmental Health and Immunisation Program drafted a marketing action plan to promote immunisation clinics. The marketing action plan has been reviewed by the Marketing and Events Branch and is now finalised to implement the actions listed in the plan.

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	4	4	Completed

Interpretation & Response:

In 2018/19, 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.

In the fourth quarter, food businesses were surveyed to seek their views on Eat Safe Logan and to identify any barriers to displaying star ratings. The main response identified a lack of understanding by customers regarding the meaning of star ratings in relation to food safety practices. The Environmental Health and Immunisation Program has included a project in the 2019/20 business plan to address customer knowledge of Eat Safe Logan and the star ratings system.

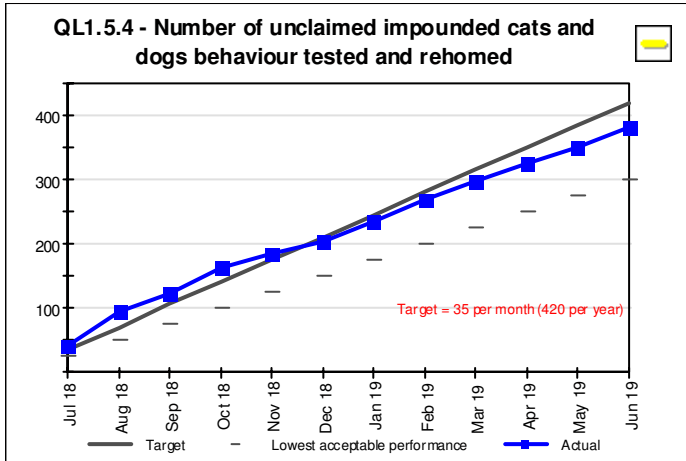


Interpretation & Response:

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

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Interpretation & Response:
397 animals sold year to date with 31 sold in the month of June 2019. Still down 20% for the financial year's target.

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	2	2	Completed

Interpretation & Response:

Awarded \$89,418 to 14 community organisations under Round 1 2019 of the Community Project Grants and Working Together Grants. These projects will deliver meaningful outcomes for the Logan community over the 12 month period from 1 July 2019.

In the 2018/19 financial year, we awarded \$150,954 to support 24 meaningful community projects under the Community Project Grants and Working Together Grants.

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	3	3	Completed

Interpretation & Response:

During 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.

2018/2019 Financial Year highlights included:

- He kakano ahau (I am a seed) exhibition won a Museums and Galleries Australia National Award for best Temporary or Travelling Exhibition in May 2019;
- Logan City Council's Public Art and Heritage Trails was awarded winner at the state-wide Gallery and Museum Awards in December 2018;
- Artwaves 2018: Logan and adjacent areas secondary school art exhibition attracted over 500 people to the opening night;
- Japanese exchange student from Hirakata Sister City assisted at Logan Art Gallery during September 2018;
- Two Regional Arts Development Fund rounds were completed and 12 projects were approved for funding;
- Creative Industries staff provided drop-in ImagiNation school holiday workshops at Logan Art Gallery;
- Seven Logan Artworkers Networking Event and seven Music in the Gallery events were held;
- 800 people attended the family fun day celebrating Maori arts and culture at Logan Art Gallery on 17 November;
- ChangeFest conference was launched at Logan Art Gallery on 19 November with over 250 attendees;
- Two Creative Markets were held at Logan Art Gallery showcasing locally produced art and craft;
- Public art project for Wineglass Drive precinct 'Shake your tail feather' completed;
- Creative Industries worked with Junior Quota to develop a mural by Donald Waters OAM for Beenleigh Town Square;
- Logan Live 'Boost' professional development series completed on 16 April 2019 with over 25 emerging and professional musicians completing the series;
- Applications were received from performers (80) and venues (35) wishing to participate in Logan Live Music Month in July 2019;
- Public art opportunities for Kingston Butter Factory were promoted through Facebook and direct email to local public artists and 45 applications were received.

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	Completed

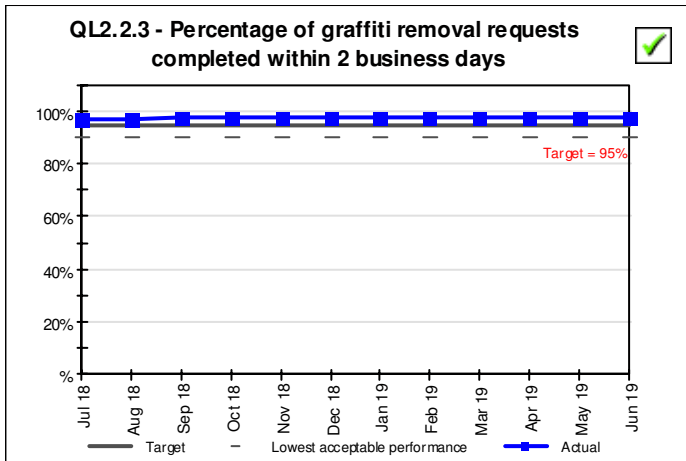
Interpretation & Response:

Launched Council's Access and Inclusion Plan 2019-2022 on 7 May 2019. The plan includes 84 actions that will guide our practices across the organisation and in the community. With a vision to provide opportunities for people of all abilities to fulfil their potential in the City of Logan.

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	Completed

Interpretation & Response:

Launched Council's Reconciliation Action Plan 2019-2020 at a National Reconciliation Week event held on 5 June 2019.



Interpretation & Response:

74 requests were received during June 2019. 72 were completed within the target timeframe. The final quarter results have been consistently within the 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	2	2	Completed

Interpretation & Response:

During the fourth quarter, weekly traffic meetings occurred with the Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. Fatality Free Friday event was successfully held outside Grand Plaza Shopping Centre on 31 May 2019, including driver simulator and other road safety displays. The School Zone Pace Car continued to be deployed during school term, with planning undertaken for joint operation with the City Standards and Animal Care Branch community parking team at the start of next school term. Planning for road safety week in August 2019 has also been undertaken with support of Council's marketing team. Road Safety Marketing Plan was updated along with regular road safety posts through Council's Facebook. Other elements of the Road Safety Strategy will be discussed at the next quarterly working group meeting with road safety partners, proposed in September 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	4	4	Completed

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. For the 2018/2019 financial year the following significant achievements were made against the five key areas of interest of the strategy and action plan:

Strategic approach

- The 2019 Safe City Logan Symposium was held on 27 June 2019 and focused on the topic of cyber safety. A total of 108 people attended this free community event. Feedback from attendees was extremely positive, including that 98% either agreed or strongly agreed that the symposium met or exceeded their expectations.
- The development of an annual crime profile for the City of Logan, which will outline historic, current and trending crime statistics for the city was completed. This profile will be utilised to plan crime prevention and community safety projects and activities to be delivered in targeted areas of the City, as well as City-wide Safe City Logan initiatives, throughout 2019.

Community confidence

- The annual Safe City Logan community survey closed on 30 September 2018, with 680 responses being received. The survey Key Findings Report was made publicly available in December 2018.
- The 2018 City of Logan Safe City Awards ceremony was held on 20 November 2018, with approximately 85 people in attendance. The awards ceremony acknowledged the work of many within the City of Logan who helped to make our city even safer.
- Throughout 2018/2019 a total of 59 targeted community safety activities have been undertaken, with the aim of engaging residents from across the City of Logan regarding community safety and crime prevention. These activities have included the 'Don't be a Fool, Secure your Tools' initiative, the 'Eyes and Ears Out and About' initiative, a youth engagement barbecue, face-to-face engagement with businesses regarding crime prevention and delivery of domestic and family violence information to hair salons.

Places and spaces

- A total of 43 Crime Prevention Through Environmental Design audits were completed across the City of Logan.
- A total of 100 mobile safety camera deployments (ute / van) were successfully undertaken.
- More than 40 new permanent CCTV cameras were installed throughout the City of Logan.

Partnerships

- The Queensland Police Service and Council's Community Safety Program have, in partnership, worked on a number of initiatives throughout 2018/2019, including:
 - Acquisition of Council funded all-terrain vehicles for the police;
 - The Youth Saver project;
 - Delivery of Coffee with a Cop initiatives; and
 - Delivery of the Logan City 30 years of Neighbourhood Watch celebratory event.
- Council's Community Safety Program have worked in close partnership with the University of Queensland to deliver two student research projects that 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.
- In partnership with Beenleigh and Logan City Probation and Parole, the Community Safety Program have continued to deliver the Building Social Capital Hubs project throughout 2018/2019. A total of 734 clients of Probation and Parole have been proactively involved and attended these hubs with a total of 69% being directly linked into a referral pathway for further support.

Communication

The Community Safety Program have continued to promote a safe and liveable community by keeping City of Logan residents informed of strategies that promote community safety.

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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 closed on 30 September 2018, following a comprehensive marketing campaign on social media and at community-based events undertaken during the month long period that the survey was open.

A total of 680 people completed the survey, similar to the results from the 2016 and 2017 surveys, results from the 2018 survey indicate that factors including location, time of day and stories seen or heard in the media, all contributed to how safe individuals perceived their local neighbourhoods and the City of Logan to be.

Overall, results from the 2018 survey were not as positive as the results from the 2017 survey, with a general decline in the percentage of residents who feel safe living in the City of Logan (43.7% compared to 58.8% in 2017).

The 2018 Safe City Logan community survey Key Findings Report was made publicly available on Council's website in December 2018. The Community Safety Program has drawn on feedback from the 2018 survey as well as Queensland Police Service (QPS) crime statistics, to create an action plan for the delivery of activities and events throughout 2019, which also targeted the top offences occurring in each Council division. Following development of the action plan a comprehensive project plan for the delivery against these survey results was developed.

This project was completed by December 2018.

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	4	4	Completed

Interpretation & Response:

Throughout the 2018/2019 year, the Logan Safety Camera Program continued to be successfully delivered to encourage community safety.

The Logan Safety Camera Program capital works schedule has completed as per timeframes in 2018/2019, with the following works being completed:

- The installation of more than 40 new permanent CCTV safety cameras in locations throughout the city, utilising both Council and external funding sources (Federal Government's Safer Communities Fund Round 1 and 2);
- The replacement of more than 15 existing permanent CCTV safety cameras in locations throughout the city; and
- The integration of 62 corporate CCTV cameras at six sites across two Council branches.

Additionally, the Logan Safety Camera Program has captured a total of 1,942 incidents throughout 2018/2019 and has assisted the Queensland Police Service with 401 requests for footage throughout the year.

Conveniently Connected (CC)

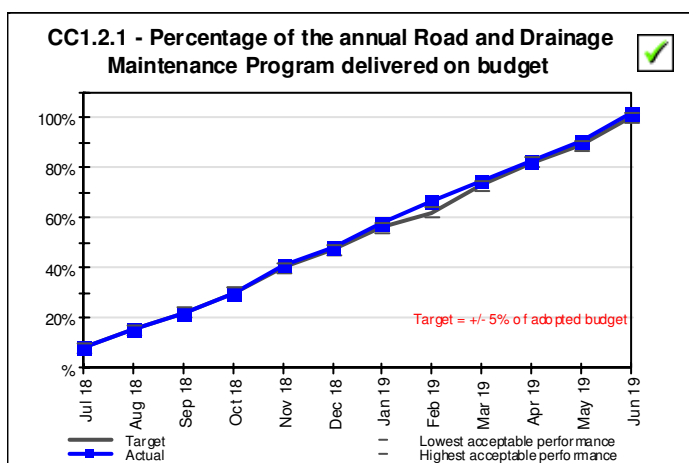
CC1 - Integrated transport networks allow people to move around the city easily and conveniently

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.

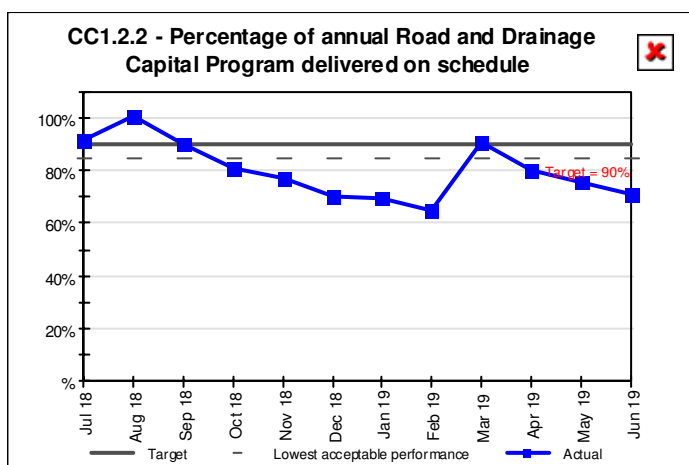
The City Roads and Water Committee considered the draft strategic document and requested several minor changes to provide more clarity on Council's role. Council at its meeting of 4 December 2018, Minute No 374/2018, endorsed the final version of the strategic document Qay 2 Go - Connecting Logan as the integrated Local Transport Plan for Logan.



Interpretation & Response:

Target: 100%
Actual: 102%

The delivery of the road maintenance program was slightly overspent but within 2018/2019 budget variance parameters. The overspend was attributed to high priority contractor works (linemarking and pavement repairs) and the Restoration of Essential Public Assets (REPA) works associated with Ex TC Debbie.



Interpretation & Response:

Delivery of the Capital Roadworks and Drainage Program is below planned expenditure at 70.7% at the end of the fourth quarter for 2018/2019.

Although below target expenditure, the procurement of a number of projects under the new Civil Construction Services Panel has been finalised. Contracts, worth a total of \$31M, were awarded in June and July 2019 with delivery to commence early in the first quarter of 2019/2020 Financial Year.

Notable projects delivered throughout the fourth 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 (\$3.9 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	3	2	Undeliverable

Interpretation & Response:

During the fourth quarter, investigations continued on the third planned cycle project to provide a shared path along Cinderella Drive between Springwood Road and Dennis Road (Statement of Intent ID 25 and 26). Delivery is expected by October 2019.

It is recommended that this project be continued into the financial year 2019/2020 Operational Plan to track delivery of the third planned cycle project, with an expected target date of October 2019.

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

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	4	4	Completed

Interpretation & Response:

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	4	4	Completed

Interpretation & Response:

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	Completed

Interpretation & Response:

Council has selected a preferred site for the city's newest wastewater treatment plant. The project is now in the planning stage, which will involve property acquisition and a range of technical studies and the establishment of a Community Reference Group.

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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 actions and initiatives that were identified from the Jimboomba Summit were endorsed by Council on 26 June 2019 (Minute No 135/2019) for implementation subject to budget consideration. On 24 June 2019 Council also approved budget for the design of priority projects for Jimboomba.

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	3	3	Completed

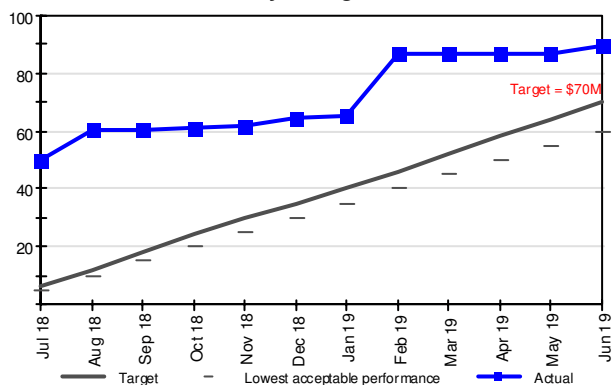
Interpretation & Response:

All the technical work is complete.

Economic Transformation (ET)

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

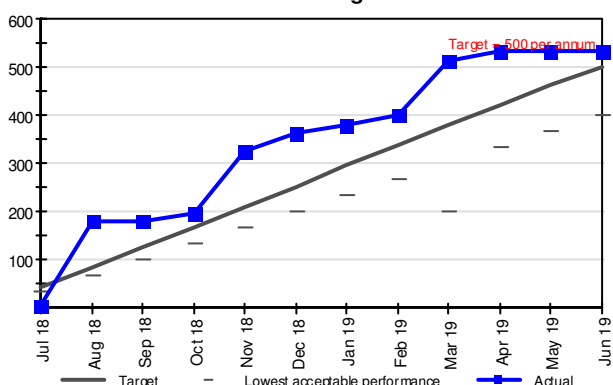
ET1.1.1 - Investment generated through promotion of the City of Logan.



Interpretation & Response:

During the fourth quarter a \$2.7m investment was announced in the health supplements sector bringing the annual total to \$89.7m which exceeds the annual target. Investments throughout the year have been in distribution and warehousing, recycling, manufacturing, information technology and health.

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



Interpretation & Response:

In the fourth quarter client projects have announced 20 new or retained jobs bringing the annual total to 533 which exceeds the annual target. New and retained jobs created in the year are in the technology, transport and logistics, manufacturing, recycling, traffic management and health sectors.

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:

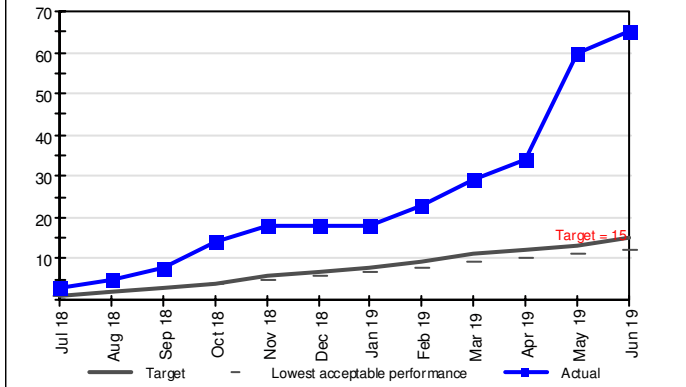
The City of Logan IGNITE Youth Careers Expo was held at Logan Metro on Tuesday 24 July 2018 and was a huge success. We estimate that approximately 3,200 to 3,500 students from 24 schools across Logan and Brisbane attended as well as in excess of 100 parents with youth who arrived at the event independently.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

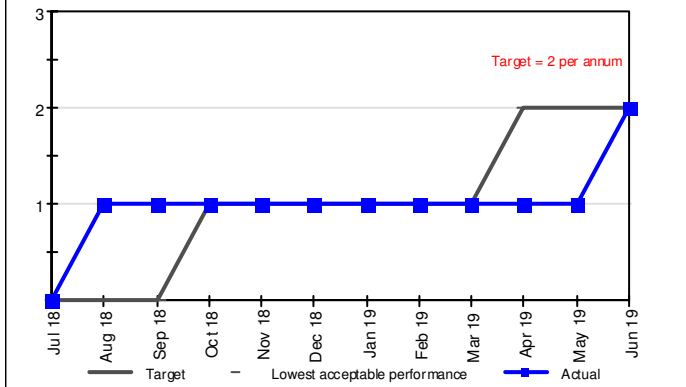
ET1.2.1 - Number of business relevant workshops delivered per annum 



Interpretation & Response:

Five business relevant workshops were held in June together with the joint Logan Office of Economic Development and Chambers of Commerce breakfast with guest speaker Tom Potter. Both the quarter and annual target were exceeded. Topics covered throughout the year included Tax relevant workshops, marketing and digital marketing, finance, human relations topics, mentoring for growth and the three joint Chambers of Commerce breakfasts.

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



Interpretation & Response:

A second investment attraction event was held in June. Recycling and sustainability companies that are looking to establish themselves or expand in the city were hosted at a climate change event. The target of two events for the financial year were met.

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	7	7	Completed

Interpretation & Response:

A number of key targets have been met in the delivery of the Kingston Butter Factory Precinct Redevelopment (KBF) Project. The high level operating model was presented and endorsed by Council in January 2019 (Min no: 12/2019). The precinct design was endorsed by the KBF Project Steering Committee in February 2019 and approved by Council in March 2019 (Min no: 71/2019). Following Council endorsement of the high level business model and concept designs for the precinct, significant work has continued on the project including:

- Targeted and ongoing engagement with internal stakeholders on the business model, precinct designs, operational plans and partnership opportunities.
- Targeted engagement with national and international experts in the development of innovation hubs.
- Commencement of testing with the customer target market.
- Finalisation of the Outdoor Events business plan.
- Preparation for procurement for delivery of the construction phase.

At the end of the 2018/2019 financial year, this phase of the KBF project has been completed.

Phase two of the KBF project will be tracked through three new projects in the 2019/2020 Operational Plan. These projects will have a focus on precinct construction, finalisation of the detailed Innovation Hub operational model and a marketing strategy for the precinct.

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:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019. A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).

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:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019. A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).

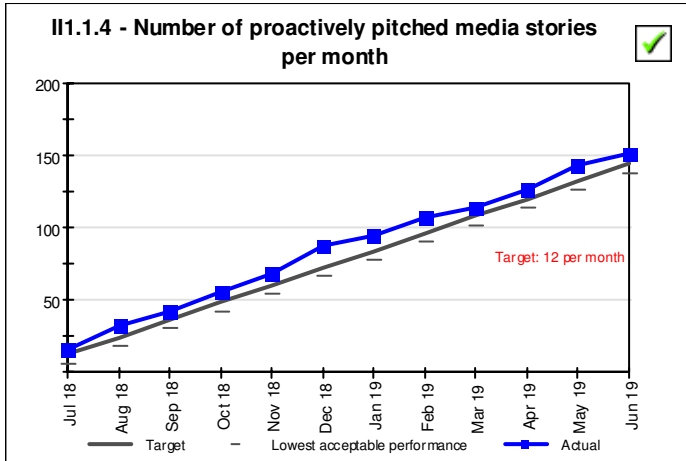
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.3	City Image Marketing	Deliver a City Advocates video to demonstrate the opportunities available to individuals and businesses and why they choose to call Logan home	May 2019	3	2	Undeliverable

Interpretation & Response:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019. A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).

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Interpretation & Response:

Proactive stories pitched for the month of June include:
 Moon landing anniversary events at Logan libraries to Channel 9 News (1)
 Logan Live Music to 101FM, The Gold Coast Bulletin, Albert and Logan News, The Jimboomba Times, ABC Radio (5).
 This KPI has met its target for the 2018/19 Financial Year
 * Number for this KPI have been corrected to only show proactively pitched media stories rather than all Media Releases

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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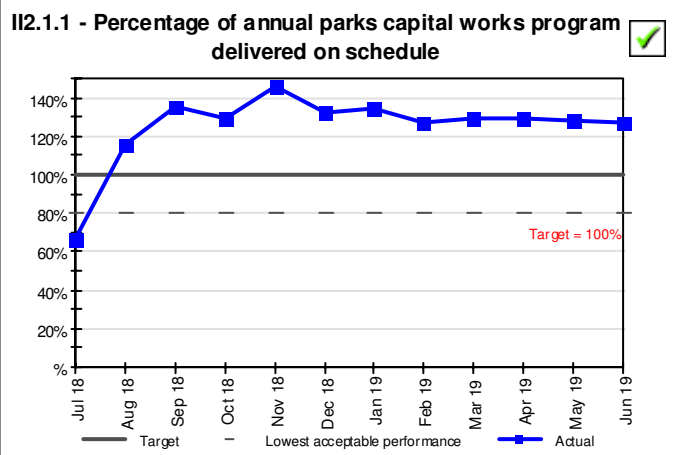
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Strategic Planning	Implement actions from the City Futures Strategy Implementation Plan to progress the City of Logan's transformation agenda of being a smart city.	June 2019	4	4	Completed

Interpretation & Response:

Work on delivering the City Futures Strategy Implementation Plan has progressed over the financial year. Some of the key highlights for Quarter 4 include:

- The delivery of a program of events and activities for Innov8 Logan. This included monthly meet up event series which has been successful in bringing the community together to see a showcase of local businesses focussed on innovation and how the community can get involved. Community Coffee events are also held every third Thursday of the month in different locations throughout the City of Logan. Sponsorship and participation in various hackathon events has also increased the involvement of the community to discuss city challenges.
- CityStudio Logan has identified five key projects around STEAM (Science, Technology, Engineering, Arts and Maths) which will be explored in the new financial year. Two students from QUT have worked on an effective outreach and engagement with local youth project. The findings were presented to the City Futures team in early June 2019.
- The Smart Urban Planning for Logan and Canada Bay partnership project has reached the closure phase. The final round of feedback was completed in May 2019 and presented to Sydney University.
- Internet of Things planning has commenced on the high priority activities identified from the gap analysis. These include the operating model for smart city technology initiatives and asset custodianship frameworks. A number of initiatives were utilised to support the shaping of these activities such as smart poles and smart parking for the City.

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



Interpretation & Response:

As at 30 June 2019, 193 projects had reached practical completion, representing 127% of the original program for projects achieving practical completion.

Since the program was signed off on 31 July 2018, an additional 127 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:

- 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.
- We are now able to clearly benchmark what a days work looks like by being able to ascertain lineal meterage of mowing per unit per day.
- 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.
- 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.
- 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	4	4	Completed

Interpretation & Response:

The final draft of Logan City Council Events Strategy 2018 - 2022 is being presented by an external vendor (Luminair) 10 July 2019 for review. Development work on this strategy is complete.

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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	31	30	Completed

Interpretation & Response:

In the fourth quarter, the Events team delivered one event:

- Eats & Beats (28 June 2019) at Underwood Park - approximately 4,000 people in attendance. The Facebook event page had a reach of 115,500 and engagement of over 7000. Event ran smoothly with positive comments received from the community on the night and post.

The Budget Breakfast scheduled for 25 June 2019 was cancelled.
Project Complete.

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	46	46	Completed

Interpretation & Response:

In the fourth quarter the Events team coordinated sponsorship of the following events:

Griffith Sport Logan Fun Run, Griffith University, Logan Campus & Riverdale Park (Sunday, 9 June 2019). The event promoted healthy and active communities by offering an event that encourages and celebrates fitness and family togetherness. There were 416 registered participants. (\$2,500 sponsorship).

Logan Business Distinction Awards, Logan Entertainment Centre (Friday, 28 June 2019) was coordinated by Logan Chamber of Commerce Inc (representing the Combined Chambers of Commerce of Logan City). There were 450 people in attendance. (\$10,000 sponsorship).

Queensland Junior Squash Championship, Daisy Hill Squash Racquet Club (30 June - 7 July 2019) was coordinated by the Daisy Hill Squash and Racquet Club. This event included both the team and Individual competitions with categories for U13, U15, U17 and U19 Boys and Girls. There was also an awards and presentation dinner held at the end of the competition. The event attracted around 600 people across the seven days. (\$3,500 sponsorship).

PCYC embRace, Bill Norris Oval, Beenleigh (Sunday, 9 June 2019) was hosted by PCYC Beenleigh. This event was the ultimate fun challenge and helped to raise funds for PCYC Queensland. Participants had one hour to embRACE the challenge - taking on giant obstacles and fun challenges over a 2.5km course. The event hosted more than 600 participants with many families attending to spectate and support their teams.

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	12	12	Completed

Interpretation & Response:

The following events were secured in the fourth quarter:

- 2019 Touch Rugby League (TRL) Australia Queensland State Championships (17 - 19 April 2019), Bill Norris Oval - 1,100 competitors/officials expected
- 2020 Tag20 World Cup (across 1 week, October 2020) - 2,150 competitors/officials expected
- 2020 Royal Rumble (24 - 26 April, 2020) - 450 competitors/officials expected

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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	2	0	Undeliverable

Interpretation & Response:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019.
A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).

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	2	0	Undeliverable

Interpretation & Response:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019.
A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).

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:

A review of the Christmas Streetscapes project will soon be undertaken so that early planning can get underway.

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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	4	4	Completed

Interpretation & Response:

This project commenced in late 2018 after recruitment for an additional Social Planner. Councillor engagement was completed in December 2018, with a research paper completed in February 2019. There are two (2) hubs associated with this project, one for Greater Flagstone and the other for Yarrabilba.

Greater Flagstone

The consultant to undertake integrated service hub study for Greater Flagstone was appointed in March 2019, with community consultation occurring through April and May 2019. The feasibility study and recommended options was completed for this hub in June 2019. Progression of the outcomes of this study will occur throughout the 2019/20 financial year.

Yarrabilba

A consultant for the integrated service hub study in Yarrabilba was appointed in April 2019, and focused on an 'outcomes based infrastructure' approach. The final study with recommended options and outcomes was completed in June 2019, for further progression in the 2019/20 financial year.

Both studies for Greater Flagstone and Yarrabilba incorporated similar approaches and outcomes for the integrated hub concept, and will be used to inform and progress future projects in the 2019/20 financial year.

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	2	2	Completed

Interpretation & Response:

During the fourth quarter, the installation of the solar power systems at Logan Metro, Marsden Depot and Beenleigh Library was completed. The last two 100kw solar systems were installed Logan Metro, Browns Plains and Beenleigh Library in April and May 2019. All systems have been inspected and approved by Energex and are operational.

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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	2	2	Completed

Interpretation & Response:

During the fourth quarter of 2019, the following environmental events and activities were successfully delivered:

- *Nature Journaling for Kids was held on Saturday 6th April at Boronia Bushlands Reserve, Boronia with 14 participants;
- *Nature Journaling was held on Saturday 6th April at Boronia Bushlands Reserve, Boronia with 17 participants;
- *Richmond Birdwing Butterfly Vine Planting Day was held on Saturday 11th May at Noyer Park, Mount Warren Park with almost 30 participants;
- *Logan Eco Action Festival was held on Sunday 26th May at Griffith University Logan Campus, Meadowbrook with around 9,000 attendees;
- *Rural Essentials Workshop was held in partnership with Healthy Land and Water on Tuesday 18th May at Munanjali Hall, Beaudesert with 20 participants;
- *Marine and Mangroves Discovery Session was held on Saturday 8th June at Berrinba Wetlands, Browns Plains with 37 participants; and
- *Walk Among the Birds was held on Saturday 22nd June at Eagleby Wetlands, Eagleby with 12 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	2	1	Undeliverable

Interpretation & Response:

The wildlife movement solutions project was partially completed with the University of Queensland completing a prioritisation framework for wildlife movement solution upgrade projects. On-ground wildlife movement solution upgrades are planned for Crowson Lane North Maclean and Rosia Road, Park Ridge to reduce wildlife-vehicle collisions and pre-installation survey work has been completed. Due to delays in supplying the virtual fence materials, installation of the virtual fence will now be completed between July and October 2019.

It is recommended that this project be continued into the financial year 2019/2020 Operational Plan to track delivery of this project with a target date of December 2019.

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

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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	4	4	Completed

Interpretation & Response:

Final asset database has been developed. Work will continue as part of business as usual to maintain an efficient asset register. The whole-of-network strategic plan has been scoped. Finalisation and implementation of the plan will be completed following recruitment into the Water Sensitive Urban Design (WSUD) Asset Management officer role (expected in early 2019/20).

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	3	3	Completed

Interpretation & Response:

During the fourth quarter, 3,769 plants have been planted at two sites within areas adjacent to Windaroo Creek at Mt Warren Oval and Noyer Park, Mount Warren Park. Each site will have a 12 week establishment period and then continue on to a 21 month maintenance period.

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	2	2	Completed

Interpretation & Response:

During the fourth quarter, the Belivah Creek riparian rehabilitation project stage 1 planting has continued to have its monthly maintenance. Works completed for Stage 2 have included establishment of the community planting at Willmann Park, Belivah planting of 2,306 plants in the Southern section and 1,500 plants within the Northern section of Alexander Watt Park, Bannockburn. Each site will have a 12 week establishment period and then continue on to a 21 month maintenance period.

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	2	1	Not Proceeding

Interpretation & Response:

Delivery of the Queens Road Fish-way project did not proceed in the 2018/19 financial year due to the uncertainty related to the scope of works of the Loganlea Road upgrade. It is expected that the project will recommence when further clarity around the delivery of the Loganlea Road upgrade and any potential conflict are better understood.

It is recommended that this project be discontinued from the 2018/2019 Operational Plan, pending the outcome of the delivery of the Loganlea Road upgrade and identification of any potential conflicts.

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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	2	2	Completed

Interpretation & Response:

During the fourth quarter, the Logan riverside planting sites at Malling Park (Waterford), Newstead Park (Buccan) and Cochrane's Bridge Park (Woodhill) have been planted and are now in the establishment period with a 21 month maintenance period to follow. A total of 8,123 plants were planted. Follow up weed works have been completed at Lake Breeze Park (Loganholme), however due to wet access paths planting will be delayed till September 2019.

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	2	2	Completed

Interpretation & Response:

During the fourth quarter stage 2 of the Logan River Interpretative Trail project has seen the sign design completed. A quotation process was received and has allowed for budget to be allocated in the 2019/2020 budget for installation early 2020. The stage 1 trail that includes signage at five parks and trail brochure has been promoted through Logan City Councils website and at Logan's Eco Action Festival.

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	2	0	Not Proceeding

Interpretation & Response:

A Council decision was made to remove the delivery of this project from the Operational Plan 2018/2019. Minute Number 126/2019.

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.

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 Council's 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 Parks 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	4	3	Undeliverable

Interpretation & Response:

Currently there is a draft short version for review of the Digital Strategy.

Senior Managers and Program Leaders will be invited to attend a briefing session to get an overview of the Digital Strategy, prior to having an opportunity to provide feedback.

The project schedule has been delayed due to the revision of the draft complete design and layout of final strategy and marketing materials with required approvals from the Innovation and City Transformation Service Delivery Coordination Team (ICT SDCT), Executive Leadership Team (ELT) and Committee/Council.

It is recommended that this project be moved to the 2019/2020 financial year, with an expected date of September 2019.

Note: A status of 'Undeliverable' only means that this project won't be delivered 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	4	4	Completed

Interpretation & Response:

All development tasks for the development of the website transformation project scheduled for June 2019 have been completed. The project is on track to be delivered by December 2019.

90% of the website's content has been re-written in plain english to a silver standard. The website is being developed with the intent of achieving a AA standard for accessibility.

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	Completed

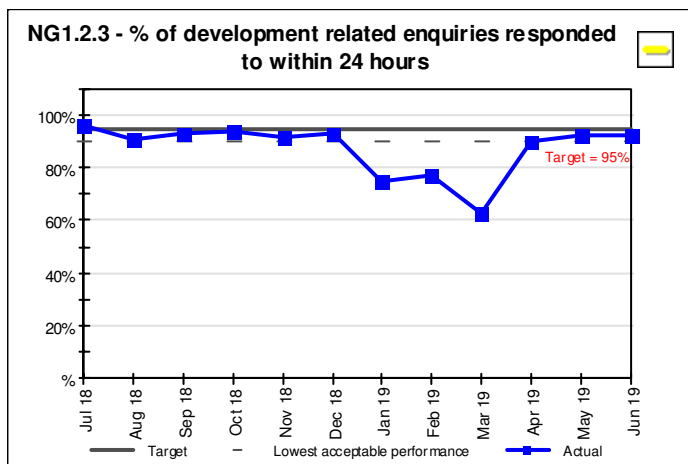
Interpretation & Response:

The project has now been completed and the Construction Taskforce are fully functional in the city.

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	Completed

Interpretation & Response:

The system is fully functional with field officers being trained. The mobility has proven to be successful and well received by the Officers.



Interpretation & Response:

The fourth quarter was lower than normal due to a high level of changes in roles within the branch. 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	4	2	Undeliverable

Interpretation & Response:

Development of the Internal News Portal is progressing in collaboration with Council's Website Transformation Project (NG1.1.4). Part of this project - delivery of the Internal News Portal is being managed within the scope of the Website Transformation Project. Delivery of a News Portal for external media outlets is being managed by Media Branch.

It is recommended this project be moved into the 2019/2020 Operational Plan for delivery in the next financial year, with the revised scope of the Media News Portal for external media outlets with an expected delivery date of December 2019.

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
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	4	4	Completed

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 the fourth quarter the Program supported further developments in the Animal Local Laws Project and supported a community perceptions survey for our Choose Tap initiative while also providing support to other key projects.

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	5	4	Undeliverable

Interpretation & Response:

Target completion date for release 5 has been delayed due to business resource availability, it is anticipated that release 5 will be completed in September 2019. Activities completed during quarter 4 include:

- Design and Configuration for Logan Water Phase One (P1) Release (R) 5 has been completed.
- Logan Water P1 R4 defects have been resolved and the solution has been implemented to the business to allow plant allocation to work orders.
- Change Management approach and plan for R5 has been completed, including scope of change, stakeholder mapping, stakeholder analysis, and initial business impact and readiness assessments.
- Testing activities have commenced, including development of test cases and scenarios, system testing, and regression testing.
- Training activities have commenced, including training needs analysis, training schedule, training material developments (cheat sheets, user guides), and session material development.

It is recommended that this project be moved to the next financial year for delivery, with an expected target date of September 2019.

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

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	5	5	Completed

Interpretation & Response:

A report regarding animal management local law amendments has been drafted for submission to Council for consideration by the Interim Administrator. This is based off the work conducted over the financial year where an extensive program of community engagement was conducted throughout the third quarter. Data collected was analysed, with some consistent themes and messaging provided by the community. This information helped form a position for the proposed changes of Local Laws.

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	Completed

Interpretation & Response:

A second report was submitted to the Executive Leadership Team (ELT) by the Special Purpose Working Group with two vehicle list options presented:

- Option 1 - Significant Vehicle Selection List
- Option 2 - Reduce Vehicle selection List

Option 2 was approved for further work to take place to be delivered by the Finance Branch in collaboration with Plant Fleet Services Branch as well as People and Culture Branch. Option 2 leveraged a different methodology which reduced the vehicle selection. Project Complete.

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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

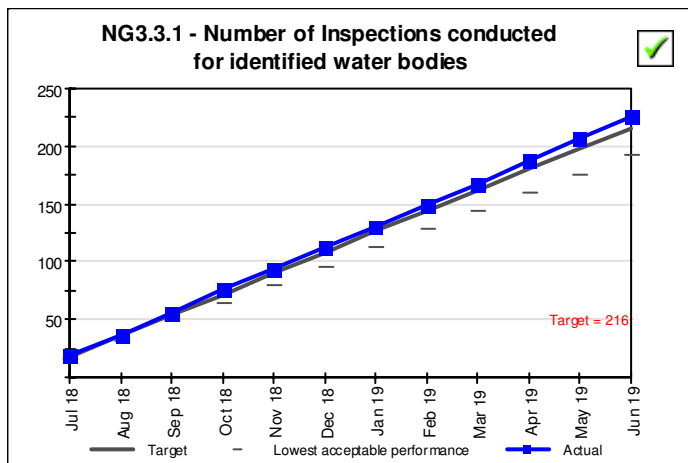
Interpretation & Response:

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	Completed

Interpretation & Response:

The quarterly Executive Leadership Team report for the April to June 2019 period is being prepared and will be circulated in July 2019 including consolidated analysis for the 2018/19 financial year.



Interpretation & Response:

Scheduled program inspections conducted, reaching a total of 226 inspections for the year. The target KPI achieved.

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	4	4	Completed

Interpretation & Response:

Scheduled actions have been implemented for this financial year. In line with Council's People Plan 2018 - 2021, the following progress has been made during the fourth quarter:

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. A project brief has been prepared and approval given by the project sponsor to progress into the design phase. A draft organisation design framework will be presented to ELT early September for approval to move into implementation phase. This project will provide a framework to guide decisions around design and restructures as the need is identified

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

Across this quarter, the 110 participants of the Leadership Exploration and Acceleration Program (LEAP) have continued their LEAP journey completing the final workshop (number four), as well as their third and final Life Styles Inventory coaching session designed to embed learning.

LAA4: Achievement and Performance

A series of information briefing sessions were held in June for Managers and supervisors, across Council. The key message for these sessions was a focus on the underlying reason "Why" we participate in AP&Rs, to complement the focus of last year which was to focus on having 'meaningful conversations'. An interesting statistic is that 80% of attendees reported this year that they had had a positive AP&R experience, a significant increase on the 25% reported last year.

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 Branches and projects:

- Sport, Leisure and Facilities: Identify opportunities to improve current operating practices to better meet the needs of customers and the community
- Road 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:

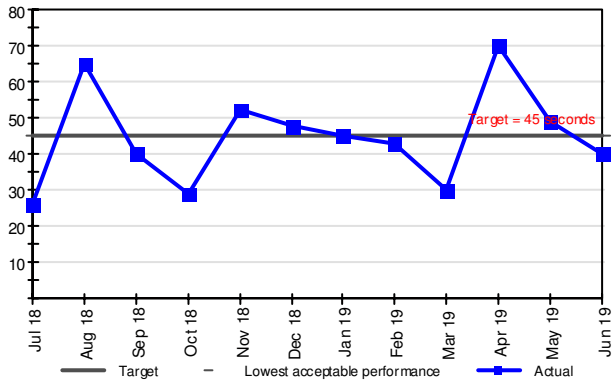
A draft Logan City Council Certified Agreement 2018 was lodged by Council and the unions with the Queensland Industrial Relations Commission (QIRC) seeking certification.

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

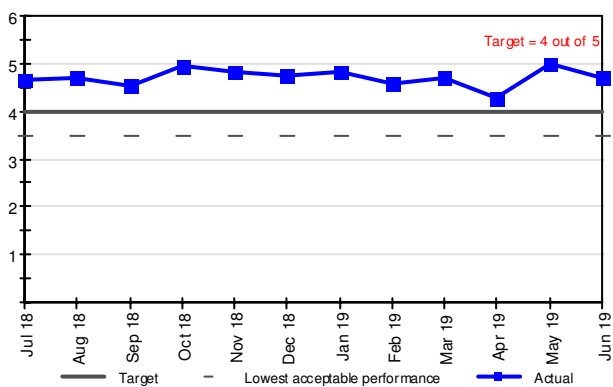


Interpretation & Response:

Council's average wait times were 70, 49 and 40 seconds respectively for April, May and June 2019. Results for one of the three months (June) was within the acceptable performance range against the target of 45 seconds.

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

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 March, April and May 2019, customer satisfaction was at 4.3, 5.0 and 4.68 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:

All project milestones were completed in the second and third quarter.

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	4	1	Undeliverable

Interpretation & Response:

A Council decision was made to move the delivery of this project to the next financial year (2019/2020). Minute Number 126/2019. A status of Undeliverable means that this project will not be delivered this financial year (2018/2019).