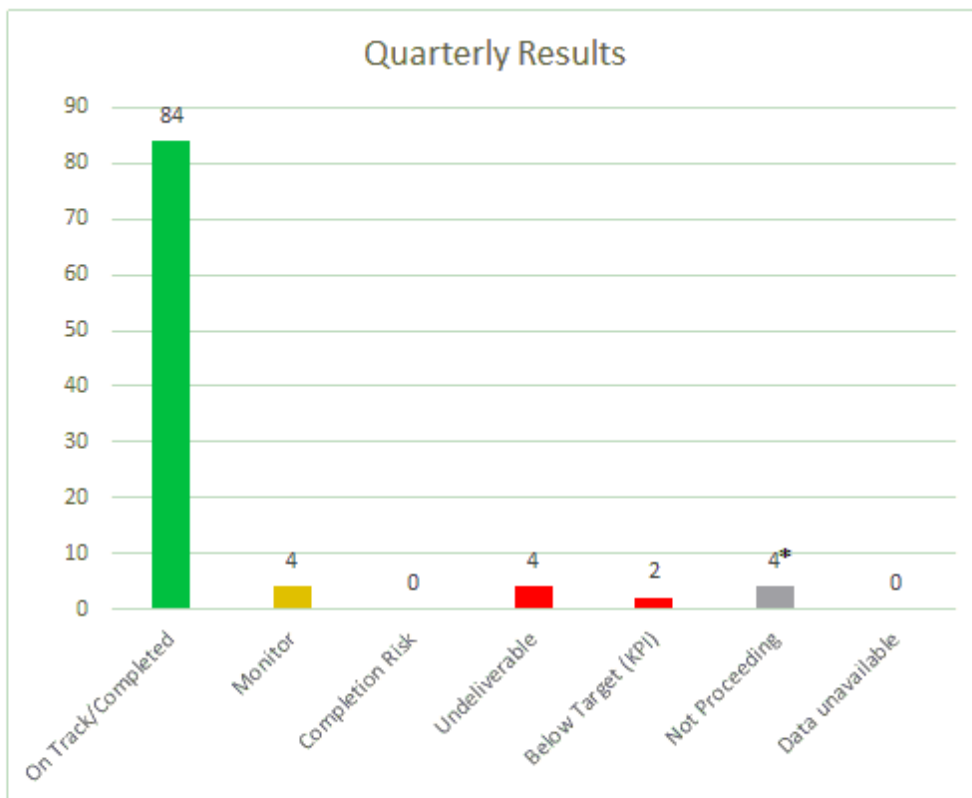


## Operational Plan 2017/18 Quarterly Report



\* A previous Council decision endorsed 2 projects as "Not Proceeding"

# 2017/18 Operational Plan Report

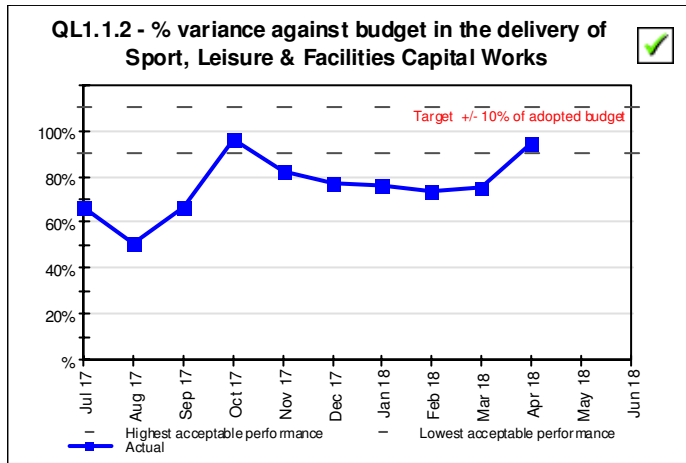
## Quality Lifestyles (QL)

### 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	Community Needs Planning	Deliver Phase 1 of the development of a new Community Infrastructure Strategy (CIS) to help plan and coordinate the delivery of future community infrastructure and service delivery across the city	June 2018	2	2	Completed

#### Interpretation & Response:

Phase 1 was presented to City Lifestyle & Customer Services Committee on 29 November 2017 for information and has now been completed.



#### Interpretation & Response:

Projects are generally running well. There were some delays in expenditure due to the large amount of rain so far this year.

The Logan Metro Sports Park project has been partially handed over with full completion expected in quarter 4, 2017/18.

The Waller Park BMX project is progressing with civil works nearing completion and building construction due to start in April 2018.

The Yarrabilba Sport and Community Hub building construction has commenced.

The 7 Get in the Game projects for the 2017/2018 financial year are all under construction and early planning has commenced for the 7 Get in the Game projects for the 2018/2019 year.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.3	Capital Delivery	Develop the sports fields and complete the new clubhouse facilities at Logan Metro Sports Park to increase participation in physical activity and events	March 2018	3	2	Monitor

#### Interpretation & Response:

The overall project is due to be completed in May 2018 after several partial handovers. The Northern precinct change rooms were handed over and the Roar have been training from the facility since early March 2018. The Southern Precinct change rooms and canteen have been handed over and several events have been held there since mid-March 2018. The final Northern Precinct building is due to be handed over by May 2018.

It is recommended that the target date for this project be extended to June 2018 to allow for final hand over of the Northern Precinct building. As at 21 May 2018, the final handover is on track for completion by end of May 2018.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Commence construction for the redevelopment of facilities at Beenleigh Aquatic Centre to increase participation in physical activity	June 2018	1	1	On Track

**Interpretation & Response:**

The tender process is continuing and taking longer than expected. The target commencement for construction is quarter 4, 2017/18.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.5	Capital Delivery	Commence construction for the redevelopment of facilities at Waller Park BMX to increase participation in physical activity	June 2018	1	1	On Track

**Interpretation & Response:**

The civil works are nearing completion, the building construction contract has been awarded and site works are due to commence.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.6	Capital Delivery	Commence construction for the redevelopment of facilities at Yarrabilba Sport & Community Hub to increase participation in physical activity	June 2018	2	2	Completed

**Interpretation & Response:**

Construction of the facility has commenced and is due to be completed to schedule. This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.2.1	Smart Cities Research and Development	Determine priority areas for connectivity and develop an Action Plan to deliver on the priority areas	June 2018	1	1	On Track

**Interpretation & Response:**

Responses to the request for quote issued in December were not accepted as they did not deliver the outcomes that were being sought. An alternative solution is being pursued internally using existing open data. A number of story telling visualisations have been created using this data to provide insight into the impact of poor connectivity on residents and businesses. City Futures will continue to work with Advocacy to refine the deliverables to ensure they are fit for purpose.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	Community Learning and Support	Deliver the 'First Five Forever' initiative to improve early literacy in children aged under 5	June 2018	3	3	On Track

#### Interpretation & Response:

##### Quarter 3 Summary

During Quarter 3, First Five Forever submitted its 2017 calendar year report to the State Library of Queensland. A 19% increase in the number of First Five Forever activities and a 29% increase in the total number of participants when compared to 2016 figures was reported. Several of Logan's First Five Forever projects featured in the QUT Digital Media Research Centre's report: *Evaluating the Impact of the First 5 Forever Initiative*. The report commended the initiative as a community facilitator and connector, supporting families and children through a culture of participation and lifelong learning. Over Quarter 3, First Five Forever continued to work with a number of community early years learning facilitators to develop strategies and programs for supporting the development of literacy skills for children under five and their families. This includes ongoing delivery of activities in the Yarrabilba, Mundoolun and Logan Village communities and with Kingston, Woodridge and Yugumbir State Schools.

Total number of engagement activities for Quarter 3: 120

Total number of attendees for First Five Forever activities for Quarter 3: 3,423

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.1	Community Development	Deliver the KRANK school holiday program to provide opportunities for young people to participate in affordable, healthy and fun activities that connect them with each other and their community.	June 2018	1	1	On Track

#### Interpretation & Response:

The KRANK School Holiday program ran for two weeks from Monday 8 January to Sunday 21 January 2018. During this period there were 76 different KRANK activities delivered across the City.

The Expressions of Interest for the 2018/2019 KRANK School Holiday program were finalised and the assessment of applications was completed. A total of 136 applications were received with 87 providers being funded to provide activities for the next KRANK program.

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

- Eagleby Family Centre Hub (14 February)
- Building Social Capital Hub sessions at Logan Central Library (26 and 28 February)
- Ladies Night Out (8 March)

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	Community Development	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 2018	1	1	On Track

#### Interpretation & Response:

The Live Well Logan program delivered 55 health and wellbeing activities during the January-March period.

The Expressions of Interest for the 2018/2019 Live Well Logan program were finalised and the assessment of applications was completed. A total of 124 applications were received with 119 providers being funded to deliver activities for the next program.

Chanel 9 News filmed Live Well Logan's Adult and Seniors Cooking Club on 13 February which was included in a special senior's segment about free and low cost activities in the City.

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

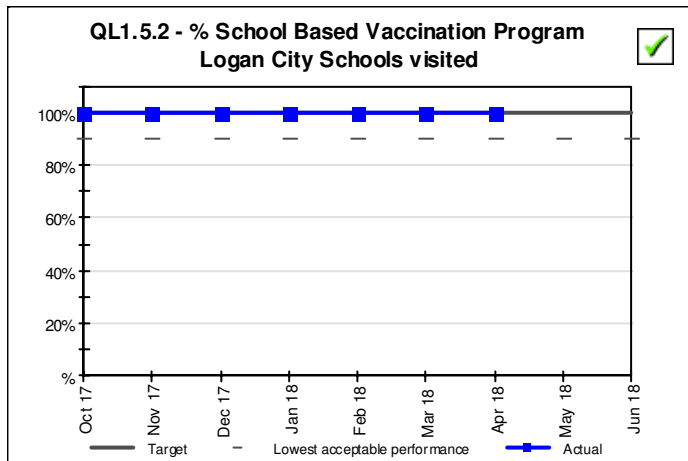
- Eagleby Family Centre Hub (14 February)
- Building Social Capital Hub sessions at Logan Central Library (26 and 28 February)
- Ladies Night Out (8 March)

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.1	Animal Care	Develop and implement the Animal Management Strategy 2018-2022 to promote public health outcomes and responsible animal ownership	June 2018	3	3	Completed

#### Interpretation & Response:

Community and industry consultation for the Animal Care Strategy has been finalised. Feedback was incorporated into the final draft of the Strategy for submission to Committee in January 2018.

This project is now complete.



#### Interpretation & Response:

In the third quarter the 2018 school program commenced with the immunisation team sending out approximately 7,500 consent forms to the School Coordinators of the 31 schools in Logan City Council. Of the 7,442 students 5,390 forms were returned for processing giving a return rate of 72% for both year seven and ten. This year's program will be delivered in two visits. The first visit has commenced in this quarter with year seven students receiving one of two doses of Human Papilloma Virus and one dose Diphtheria, Tetanus, Pertussis and the year ten students for the one dose of Meningococcal ACWY. Currently 20 of the 31 schools in Logan City Council have been visited giving 65% of schools in the first visit completed. The remainder is to be done in April 2018.

## QL2 - Neighbourhoods are welcoming, inclusive and safe

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.1.1	Cultural Development and Support	Develop the scope of the new Arts, Culture and Heritage Strategy 2018 - 2022 to improve community cohesion and the image of the city	June 2018	2	2	On Track

### Interpretation & Response:

Actions were achieved for the Arts, Culture and Heritage strategy 2014-2017 under key strategic outcomes of development, engagement, places and spaces, partnerships and communication during the third quarter of the 2017/2018 financial year.

### Highlights during this period include:

- 11 exhibitions at Logan Art Gallery, 69 public programs and outreach events, two Logan Artworkers Networking Events and three Music in the Gallery.
- Local artist Esther Austin launched her book Looking at art from within, coinciding with her exhibition at Logan Art Gallery and her imminent 90th birthday.
- Community consultation was undertaken on the draft Creative city: Logan City Council Arts, Culture and Heritage strategy 2018-2022.
- Concept design presentations were held for two public art projects funded through the Divisional Infrastructure Capital Improvement Program (DICIP): Wineglass Drive and Chester Park water tower.
- Public art and heritage trail Browns Plains - Berrinba to Meadowbrook is being designed in readiness for Divisional Councillor feedback.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.1	Community Development	Implement the Access and Inclusion Plan 2017-2018: An Action Plan for People with Disability, to improve accessibility for people living with disability	June 2018	1	1	On Track

### Interpretation & Response:

Briefings were held with Councillors to provide an overview of the impact of the NDIS rollout in the City of Logan.

Multiple meetings were attended to identify opportunities for Logan City Council to support the rollout of the NDIS including internal meetings and external meetings with Redland City Council, City of Ipswich, local networks including the Logan Disability Coalition and the National Disability Insurance Agency (NDIA).

Staff attended the Logan Dementia Friendly Community Steering Committee meeting to discuss and agree upon activities for 2018 and next steps for developing an action plan.

Staff met with HELP Enterprises to discuss ideas and opportunities for employment pathways for people living with disability in the city.

A presentation was arranged for the National Disability Insurance Scheme (NDIS) at the February 2018 City Lifestyle and Customer Service Committee, where a senior representative from the NDIS provided an overview of the roll out in Logan, and answered questions from Elected Members about the impact of the NDIS on the Logan community.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Community Development	Implement the Reconciliation Action Plan (RAP) 2015-2017 and investigate continuing actions for moving to the next phase of the RAP to achieve Council's vision for Reconciliation and to increase respect and understanding	December 2017	2	2	Completed

### Interpretation & Response:

The Reconciliation Action Plan (RAP) Progress Report and Next Steps report was adopted by Council on 8 November 2017. The project to implement the RAP 2015-2017 and investigate continuing actions is now complete.



# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	Road Safety Coordination	Implement the SafeRoads4Logan Road Safety Action Plan 2017-2021 to encourage safer transits for residents, businesses and visitors	June 2018	2	2	On Track

#### Interpretation & Response:

During the third quarter, the main focus of road safety activities were planning and support for Police campaigns and Commonwealth Games traffic impacts. Traffic data and some mapping for interception points assisted Police during the Christmas and Easter school holiday road safety campaigns. Council took the lead in arranging traffic management for the Queens Baton Relay event on 1 April 2018 through Daisy Hill and Beenleigh.

The Road Safety Working Group met on 31 January 2018 and weekly traffic meetings continued with Queensland Police and Department of Transport and Main Roads road safety officers. Other road safety actions included: updating road safety marketing action plan; promotion of Patrick Pace Car and deployment to school zones during school term; planning for Fatality Free Friday (May 2018) and Road Safety Week (August 2018); and commencement of fortnightly road safety facebook posts.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Community Safety Programming	Continue to implement initiatives to deliver on the City of Logan Safe City Strategy and Action Plan 2016-2020 and to provide a safe and liveable community	June 2018	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. For the quarter of January - March 2018, the following significant achievements have been made against the five key areas of interest of the strategy and action plan:

#### Strategic approach

The 2018 Safe City Logan Symposium was held with the focus on the illegal drug, Crystal Methamphetamine (ICE). Registrations opened on 16 March 2018.

#### Community confidence

The Safe City Logan perceptions video project has now been completed with the three videos reaching a combined audience of over 79,000 people on Council's Facebook page. In conjunction with the Queensland Police Service, personal safety talks were delivered to seven different primary schools across divisions 1, 8 and 10. This initiative engaged with approximately 600 students between the ages 5 to 9 years.

#### Places and spaces

During the January - March 2018 period, 10 Crime Prevention Through Environmental Design audits were completed across the City of Logan in response to Council initiated or customer requests. A total of 20 mobile safety camera deployments were successfully undertaken throughout the January - March 2018 period.

#### Partnerships

During the January - March 2018 period, significant collaborative work has occurred with the Queensland Police Service, including on a joint anti-robbery initiative with the Logan District Criminal Investigation Branch. This campaign focuses on reducing robbery offences in the Logan District. The key message underlying this campaign is 'Phone Down, Eyes Up' with the focus on the individuals who are being targeted in these robbery offences.

#### Communication

Throughout the January - March 2018 period, the Community Safety Program have 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.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	Community safety research and planning	Prepare an Action Plan on the results of the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan	June 2018	1	1	Completed

#### Interpretation & Response:

The 2017 Safe City Logan community survey closed on 10 October 2017 with the Key Findings Report being made publicly available on Council's website and promoted via a link on Council's Facebook page during the week of 18 December 2017. The Community Safety Program has drawn on feedback from the 2017 survey as well as the Queensland Police Service (QPS) crime statistics, to create an action plan for the delivery of activities and events in 2018, which will target the top offences occurring in each division.

This project is now complete.



# 2017/18 Operational Plan Report

## 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	Develop an Integrated Local Transport Plan to establish Logan's vision for all modes of transport	June 2018	8	5	Undeliverable

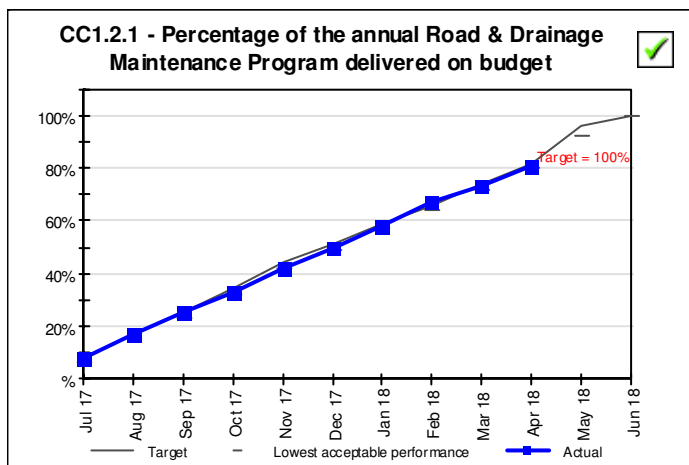
#### Interpretation & Response:

In the previous quarter it was reported the scheduled public release in August 2018 for 'Way2Go Connecting Logan', the branded integrated local transport plan, would not be affected by the delay in transport network modelling.

During the third quarter, it was confirmed the delay in modelling has affected the completion of options analysis and evaluation critical to the drafting of 'Way2Go Connecting Logan'. The revised public release date is now late October 2018 subject to successful community and stakeholder engagement to be completed in July 2018.

Looking ahead to the next quarter the project team plans to complete the draft plan 'Way2Go Connecting Logan'. Following Council approval, the draft plan will undergo public consultation.

Considering the project will not achieve its original target date (June 2018), it is requested that the project be removed from the 2017/18 Operational Plan and carried into the next financial year (2018/19 Operational Plan) with a target date of October 2018 to allow adequate time for transport modelling and community engagement prior to Council adoption and release to the public.



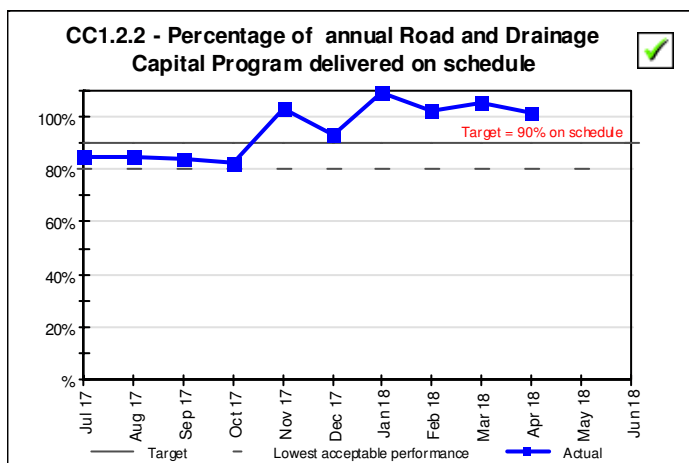
#### Interpretation & Response:

Third Quarter Reporting Target: 82%  
Lowest Acceptable Level: 80%  
Actual: 81%

The delivery of the road maintenance program is slightly below target for the third quarter due to a change in the calculation approach to the Restoration Provision for Bega Road resulting in additional operating revenue recognised.

Capital works expenditure is below expected targets as the Gravel Road and Shoulder Seal (GRASS) program for 2017/2018 experienced efficiencies in work practices. Additional projects have been negotiated and funding will be carried over to the 2018/2019 financial year.

During the third quarter, 96.63% of customer requests received were completed within target timeframe.



#### Interpretation & Response:

Delivery of the Capital Road and Drainage Program is meeting expected expenditure at 105.1% at the end of the third quarter.

Notable projects delivered throughout the third quarter include:

- Pindari Street Catchment Master Drainage Project Stage 1 and 2 (\$4.55 million)
- City-wide Bus Stop Upgrades (total \$2.5 million)
- Dennis Road Catchment Master Drainage Project (\$1.1 million)
- Woodlands Drive Catchment Master Drainage Project Stage 12 (\$1 million)
- City-wide asphalt and spray seal resurfacing program (total \$18 million)

Contribution towards Johnson Road and Stayplton Road intersection upgrade project has also progressed (\$7.6 million).

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3.1	Transport Planning	Complete investigations and scoping briefs suitable for detail design and delivery for a 3 year rolling program of the Cycle Network Infrastructure	June 2018	3	1	Monitor

#### Interpretation & Response:

During the third quarter investigations continued into a suitable project scope for cycle infrastructure along Daisy Hill Road, Daisy Hill. This project is identified in Council's Local Government Infrastructure Plan and extends from Chatswood Road to Winnetts Road. Community consultation was completed allowing finalisation of project scope including the extent of on-road cycle lanes and off-road shared paths. The project scoping brief will be completed early in the next quarter to progress to detail design phase. It is anticipated that the project's schedule will be back on track in the next quarter for on-time delivery of its target date of June 2018.

# 2017/18 Operational Plan Report

## 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	Delivery of Wastewater Infrastructure	Deliver an upgrade to the Flagstone Wastewater Treatment Plant, Jimboomba to improve services to the Logan South region of the city	June 2018	3	3	On Track

### Interpretation & Response:

The upgrade works on the Flagstone Wastewater Treatment Plant are progressing to schedule, with a forecast project commissioning completion date of May 2018. As at 21 May 2018, the upgrade has been completed and commissioned. It is currently in the testing and proving stage. The only physical work yet to complete on site is a final tidy up.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.1	Implementation	Implement specific projects and/or programs identified in the implementation plans for the Beenleigh, Springwood, Meadowbrook and Logan Central activity centres to improve the liveability of the centres and meet the needs of residents and businesses	June 2018	2	2	On Track

### Interpretation & Response:

On 20 February 2018, Council endorsed the primary actions and initiatives that were identified from the Beenleigh Summit for implementation, noting potential future budget consideration. The Beenleigh Implementation Plan has been updated to include key priority projects and programs that can be implemented in the short term, subject to final Council endorsement.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.2	Planning Policy	Prepare for Council consideration, the Park Ridge South General Planning Layout to better manage development in emerging communities	June 2018	2	2	Completed

### Interpretation & Response:

The draft General Planning Layout (GPL) was endorsed by Council in March 2018. The GPL will now be submitted to State for the first interest check.

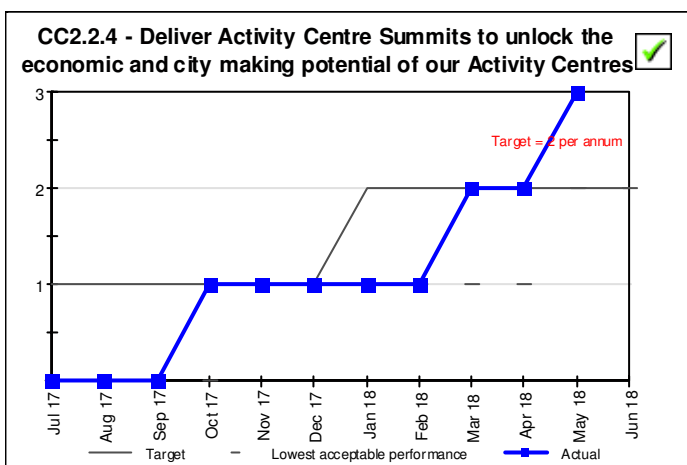
This project is now complete.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.3	Evolution Framework	Prepare a report that reviews the implementation for the Planning Scheme Evolution Framework and provides recommendations to improve the implementation process	December 2017	1	1	Completed

#### Interpretation & Response:

A report has been reviewed by the Director of Strategy and Sustainability outlining the outcome of the two Evolution Framework rounds. The report recommends that an annual review of the planning scheme is undertaken and that the Evolution Framework now also includes amendments to the Local Government Infrastructure Plan. This project is now complete.



#### Interpretation & Response:

The Logan Village Forum was held on 7 March 2018, with 122 people attending the morning session and 96 people attending the evening session. The Logan Village Forum website has been updated with videos of all the speakers, a video of key ideas from the community on the future of Logan Village as well as a fly-through 3D model of the future Logan Village centre. All of the ideas that were submitted at the Logan Village Forum and subsequent community feedback sessions, focus group meetings and through the online ideas portal as well as several emails, letters and verbal feedback, are being collated, categorised and summarised and will be submitted to a future City Centres Special Committee as key outcomes from the Forum. The Logan Central Summit was successfully held on 11th May 2018, with 190 people in attendance.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Long term infrastructure plan (LGIP)	Prepare a whole of Council long term infrastructure plan for Council consideration	June 2018	3	3	On Track

#### Interpretation & Response:

The goal with the 1st version of the Long Term Infrastructure Plan (LTIP) is to present the concept and layout. The current focus is therefore to improve the overall presentation (readability) of the draft LTIP by using infographics. As per the previous comments, the LTIP will ultimately reflect the long term infrastructure planning and strategies across the city, and networks have indicated that it will take about 1 calendar year to finalise their city-wide strategies. This means the LTIP will be populated with the long term city-wide strategies (and pipeline of projects) by the 4th quarter of the next financial year (2018/19).

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.2	Land valuation policy	Develop a robust and defensible methodology to establish the market value of trunk land to be acquired by Council for all Networks	June 2018	2	2	Completed

#### Interpretation & Response:

A report has been prepared for the Executive Leadership Team (ELT), seeking endorsement of the recommended methodology. Following this, the methodology will be submitted to Council for endorsement to be used when revising Council's Local Government Infrastructure Plan (LGIP). This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.3	Growth Infrastructure Fund (GIF)	Ensure that trunk infrastructure is delivered in a timely manner in the right place at the right time to support and unlock development	June 2018	4	1	Undeliverable

#### Interpretation & Response:

A meeting has been arranged with all the stakeholders to discuss the option to make a distinction between the 'extra' charges collected inside and outside the Priority Infrastructure Area (PIA). The extra charges collected outside the PIA can be used to fund trunk conditioned by Council, whereas the extra charges collected inside the PIA can be used to fund strategic trunk not included in the LGIP (i.e. items that appeared in the Priority Infrastructure Plan (PIP) but were postponed to post 2026).

We are currently awaiting State Government (department of State Development, Manufacturing and Planning) assessment and decision on the grant application. The outcome will determine the future direction of this project.

Given the decision from State Government is expected to be delivered at the end of June 2018, the project will not be delivered in the 2017/18 financial year. It is therefore recommended that the project be removed from the 2017/18 Operational Plan and, pending successful grant outcome, included in the 2018/19 Operation Plan.

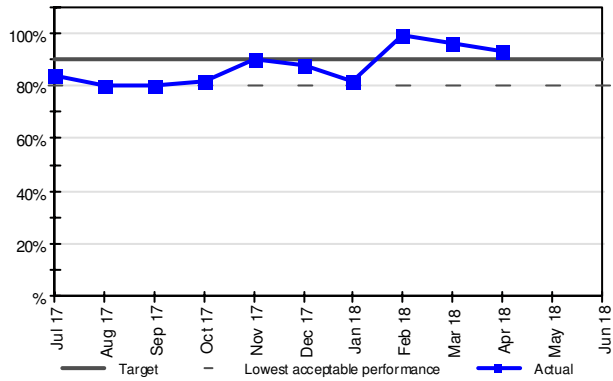
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.4.1	Adopt a planning scheme resolution	Amend the planning scheme Local Government Infrastructure Plan (LGIP) with revised Desired Standards of Service (DSS) to facilitate the combination of trunk infrastructure planning standards and the new population model	June 2018	3	3	On Track

#### Interpretation & Response:

Community consultation commenced on the 26th of February and ran until 23rd of March (no State review was required). The Planning Scheme will be amended following community consultation. It is anticipated this will be completed by end June 2018.

# 2017/18 Operational Plan Report

**CC2.4.2 - Percentage of the annual Water Infrastructure Capital Works Program delivered on budget**



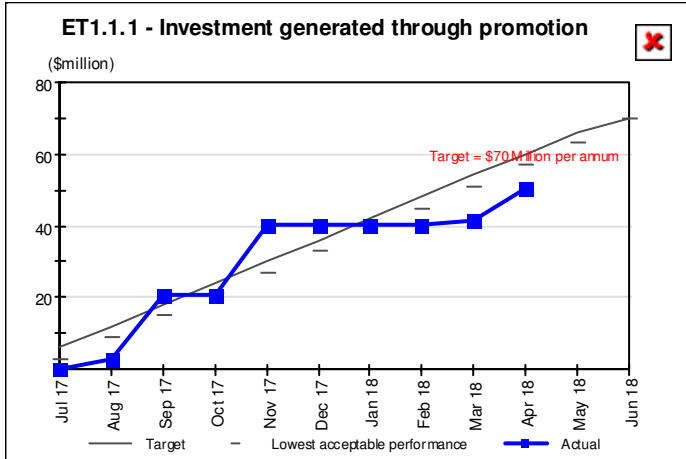
**Interpretation & Response:**

The year-to-date expenditure on the revised Water and Wastewater Capital Works Program for the 2017/18 financial year is tracking at 96% of the phased budget as at the end of March 2018. Various projects and programs in the construction phase are being driven full steam ahead to meet scheduled completion dates and it is anticipated that expenditure targets will be met at the end of the financial year.

## Economic Transformation (ET)

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

#### ET1.1.1 - Investment generated through promotion

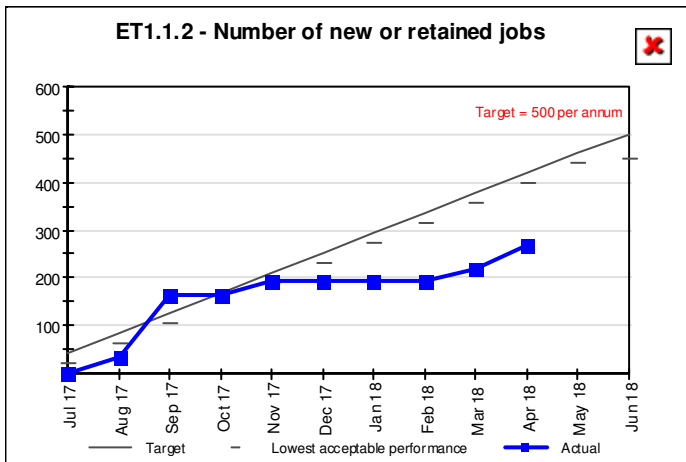


#### Interpretation & Response:

There was \$750,000 investment in automotive retail in the third quarter. Whilst the year to date target has not been reached, announcements in the fourth quarter are expected to meet the year end target.

Investment announced in April 2018 totals \$9 million, comprising \$7 million in capital expenditure for the construction of two buildings in Crestmead (5,000sqm in total), plus \$2 million in lease costs to occupy one of these (3,300 sqm) by a solar product and engineering consultancy.

#### ET1.1.2 - Number of new or retained jobs



#### Interpretation & Response:

During the third quarter 20 new jobs were created and 5 retained in the automotive retail sector. The year to date target has not been reached. The anticipated investment announcements in the fourth quarter will help bring the target towards the lowest acceptable level.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.3	Business Support	Develop a Food Capability Guide to raise the profile of the area for major contracts.	June 2018	2	1	Monitor

#### Interpretation & Response:

The review of the Food Capability Guide is complete and the document has been updated. The final publication is pending and will be completed in the fourth quarter.



# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.4	Investment Attraction/Business Support	Develop initiatives to increase international student participation in conjunction with local schools and tertiary institutions	June 2018	4	4	On Track

**Interpretation & Response:**

During the third quarter, engagement with local education institutions continued. Discussions with Griffith University were held to explore collaboration with Simon Fraser University in Surrey, Canada in relation to research and development. Introductions were made between Logan's private colleges and Trade and Investment Queensland Bangalore office to explore opportunities in India.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.5	Business Support	Develop and implement a marketing campaign for the online jobs portal to raise awareness of locally available jobs.	June 2018	3	3	On Track

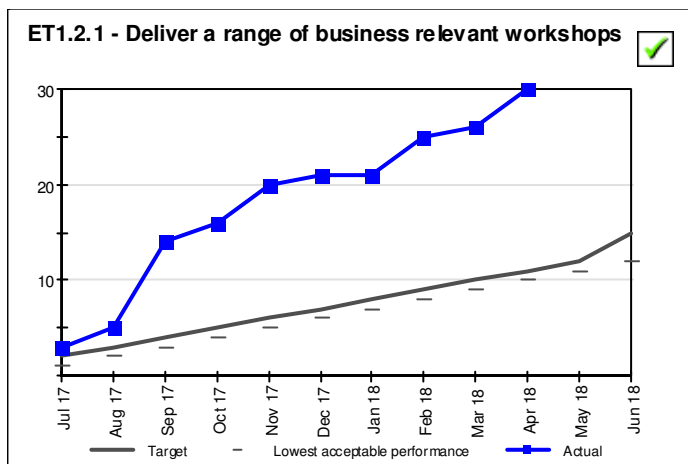
**Interpretation & Response:**

During the third quarter, a targeted Facebook campaign resulted in more than 83,700 impressions reaching more than 32,300 people. By the end of March 2018, registered jobseekers exceeded 4,000. A new resource hub was launched during the quarter providing information for jobseekers on finding a job, preparing to apply for a job and preparing for an interview. In conjunction with Workability Queensland, a breakfast event was arranged to provide information to National Disability Insurance Scheme providers.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.6	Corporate Property	Achieve unconditional contracts on all remaining South West 1 and South West 2 industrial lots to increase local job opportunities	September 2017	1	1	Completed

**Interpretation & Response:**

The final three (3) lots at SouthWest 1 settled in July 2017, under a transaction to Frasers.



**Interpretation & Response:**

During the third quarter, five (5) workshops were held including three in partnership with the Australian Tax Office, one in partnership with Griffith University as part of the Entrepreneurship Seminar Series and a business start-up for migrants workshop with Access Community Services. The year to date total is 26 workshops exceeding the target of 15.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.2.2	Investment Attraction	Implement actions identified in the Industry Development and Investment Attraction Strategy 2016-2021	June 2018	3	3	On Track

#### Interpretation & Response:

During the third quarter, activities included attending and exhibiting at the Australian Logistics Council annual forum in Sydney, the launch of the Investment Attraction Incentive Fund, meetings with developers across the city, attendance at the Future Foods Forum in Brisbane and hosting a meeting with flood affected farmers to provide information on current support programs available to them.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.3.1	Adopted Charges Resolution	Prepare amendments to Logan's Adopted Charges Resolution to establish the City of Logan as a competitive location for business investment and to establish economic development zones	June 2018	2	2	Completed

#### Interpretation & Response:

A report was endorsed by Council in March 2018, (Minute number 73/2018), adopting the creation of a Beenleigh Economic Development Zone. The Logan Charges Resolution (No 6) Version 4 was amended to incentivize development in the Centre Core, Civic and Community Precinct and Bellew Street precincts. This involved deferring infrastructure charges for specific uses (and satisfying specific requirements).

This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4.1	Implementation	Deliver projects identified in the implementation plans for the Beenleigh, Springwood, Meadowbrook and Logan Central activity centres to stimulate economic growth	June 2018	1	1	On Track

#### Interpretation & Response:

Detailed concept design and updated cost estimates for Springwood Priority projects have been finalised. The Beenleigh summit outcomes were endorsed by Council. Key priority projects to be implemented in the short term were identified, ranked and included in an updated Beenleigh Implementation Plan. A report is being prepared to a City Centres Special Committee to seek approval for the updated Beenleigh Implementation Plan and identified priority projects.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4.2	Implementation	Deliver initiatives and projects through the Springwood Implementation Fund to unlock the city-making CBD potential of the Springwood Activity Centre	June 2018	2	2	On Track

#### Interpretation & Response:

Detailed concept designs and updated cost estimates were finalised for all the Springwood Implementation Fund projects. A report is being prepared to a future City Centres committee to seek direction from Council on which projects will progress to final detailed design and construction.

# 2017/18 Operational Plan Report

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.1.1	Planning Policy	Develop a long term Employment Lands Strategy for the City of Logan to attract investment and provide a framework for community, businesses and investors in the city	June 2018	2	2	On Track

### Interpretation & Response:

The employment land audit report has been finalised and will be subjected to a peer review, to verify the integrity of the methodology, findings and conclusions, and the recommendations for the next steps.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.2.1	Invest Logan	Establish Invest Logan and once operational, provide quarterly reports to the shareholders	October 2017	1	1	Completed

### Interpretation & Response:

Invest Logan has been established. Quarterly reports will be provided to shareholders with the first report provided in January 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.2.2	Investment Attraction	Prepare for Council endorsement and commence implementation of a Council endorsed Economic Vision for the City of Logan	June 2018	3	3	Not Proceeding

### Interpretation & Response:

After reviewing the intent of the project it is recommended this project does not proceed. Preparation of an economic vision at this point is considered premature as Council's existing economic development strategies span 2016 to 2021 and this new vision may contradict existing endorsed strategies. In addition to this, the Economic Development and Strategy 2018/2019 Business Plan contains a project which seeks to develop marketing collateral for the promotion of the City of Logan to prospective business and investors. This project will partly fulfil the intent for ET2.1.

Given the intent to not proceed, it is requested that the project be removed from the 2017/18 Operational Plan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.1	Innovation Hubs	Prepare a feasibility study report for the implementation of innovation hubs across the city	June 2018	3	3	On Track

### Interpretation & Response:

The final draft of the feasibility study has been submitted by the contractor and reviewed by City Futures staff. A number of requirements from the brief have been identified as not being met in the draft. This is to be addressed with the contractor to ensure a further review of the deliverables is undertaken and the study is of an acceptable standard.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4.1	Traineeship	Prepare a tender for the Supply of Trainees for Council Traineeship Program, which will include specific requirements within the tender to provide significant social outcomes	June 2018	0	0	Not Proceeding

**Interpretation & Response:**

The tender process for the supply of trainees for the Council Traineeship Program will not be proceeding. A decision has been made to leverage the LocalBuy Managed Service Provider (Comensura) arrangements to source Council trainees. Moving to an arrangement where the Managed Service Provider (MSP) manages the supplier/s of trainees represents a significant reduction in Council effort. Representatives from P&C have discussed Council's specific requirements in relation to the provision of social outcomes with the MSP (Comensura). Under the new arrangements, Council's existing provider is still able to supply trainees.

# 2017/18 Operational Plan Report

## 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 Brand Strategy	Develop a Brand Strategy to drive a new city image campaign and other promotional elements to attract families, visitors and investment to the city	June 2018	13	10	Not Proceeding

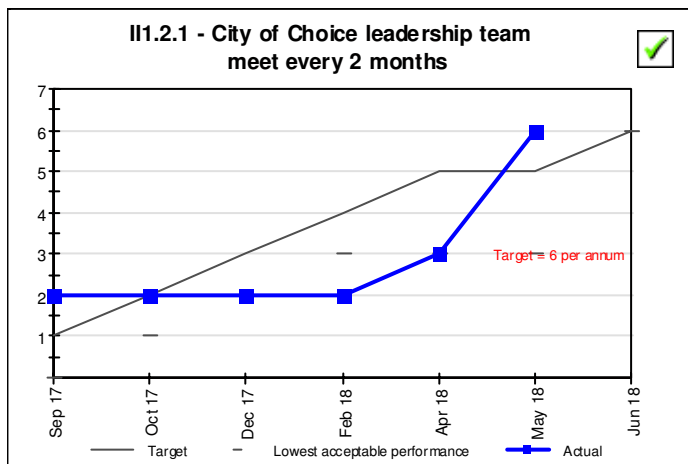
**Interpretation & Response:**

A decision was made by Council at its meeting of 20 March 2018 (Confidential Minute No 75/2018) to re-assess readiness to introduce a new brand and it is therefore recommended that the project be removed from the 2017/18 Operational Plan and carried into the 2018/19 Operational Plan with a target date of 30 June 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.2	Investment Attraction	Review and revise the "Visit Logan" website to support positioning the city as an innovative, dynamic, city of the future	June 2018	4	4	On Track

**Interpretation & Response:**

The VisitLogan website internal architecture updates were finalised in the third quarter and are now being implemented via an external contractor.



**Interpretation & Response:**

It took a number of months to recruit the full leadership team including Executive Leadership Team and Council endorsement and securing the commitment of all 15 members. This meant that the first full meeting of the newly formed leadership team was held on 23 March 2018 and was larger than anticipated. This was following one-on-one meetings with new leadership team members (co-chairs), through late February and March 2018.

A further full leadership team meeting was held on 18 May 2018 and three supporting workshops for all leadership team members occurred in the lead up to this meeting. Due to the workshops and further leadership team meeting, Council will meet and exceed the target of six meetings for this financial year.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Smart Cities Policy	Prepare for Council endorsement and commence implementation of a Council endorsed Smart City Strategy to support the achievement of identified city transformation outcomes for the City of Logan	June 2018	3	3	On Track

#### Interpretation & Response:

On completion of the public exhibition, feedback was reviewed and changes made to the City Futures Strategy to reflect the feedback. The City Futures Strategy was presented and endorsed by Council at its meeting of 17 April 2018 (Minute No 107/2018) At this point the project is back on track.

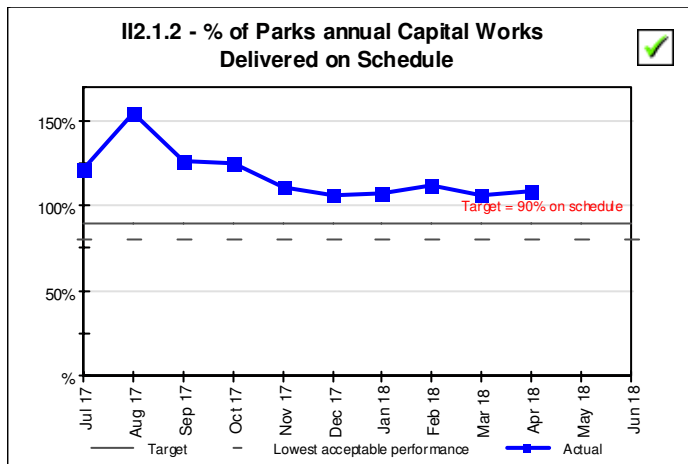
# 2017/18 Operational Plan Report

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.1.1	Park Design & Capital Delivery	Develop a Parks Heritage Plan to identify and promote cultural and heritage values of the parks throughout the City of Logan	June 2018	1	1	On Track

### Interpretation & Response:

Recruitment of planning resources was completed in March 2018. Since then stakeholders have been identified and initial discussions have been held on heritage values, infrastructure and facilities within parks. Example parks for review have been identified based on a variety of heritage aspects (i.e war memorials, historic buildings, historic cemeteries, historical monuments).



### Interpretation & Response:

As at 31 March 2018, 86 of 108 projects have reached practical completion, which is 80% of the original program for 2017/18. The target was 81 projects reaching practical completion. Since the program was signed off on 31 August 2017, an additional 42 projects have been added to the program.



# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	Community Events Support	Deliver an annual calendar of events to promote key assets or attributes across the city	June 2018	34	34	On Track

#### Interpretation & Response:

Events delivered this quarter included:

**Logan Village Summit, Logan Village Lions Community Hall (7 March):** The Events Team worked collaboratively with Economic Development and Sustainability (EDS) to plan, deliver, promote and manage the first Logan Village Summit. The event was well attended. EDS were extremely happy to have met their objectives and provided positive feedback to the Events Team.

**International Women's Day (8 March):** The Events Team promoted and delivered an internal event to draw awareness to International Women's Day. Packs were delivered to decorate office spaces, getting together for a morning or afternoon tea and to raise funds for the Logan Women's Health and Wellbeing Centre. The day was well received. Staff enjoyed getting into the spirit of the event celebration. Approximately \$100.00 was raised in donations.

**Mayor's Gala Ball, Logan Metro Indoor Sports Centre (17 March):** All event logistics, management and team collaboration between the Events Team and Major Venues and Facilities was successfully carried out. The venue layout, event theme concept and design worked well and within budget. The fundraising activities for the Mayor's Charity Trust went well and raised funds for the cause. A separate fundraising element was included to support the mother of a sick child to raise awareness of the child's rare condition. 400 guests attended the event. Positive feedback was received.

**The Exchange, Limelight Bistro (22 March):** This boardroom discussion involved members of the multicultural sector of Logan with the Mayor.

**Eats & Beats, Jimboomba (23 March):** All event logistics and management were conducted smoothly, timely and professionally. Some inclement weather was experienced in the lead up to the event. The Events Team reviewed the site and decided it was safe to continue. Event bump in was steady but there were a few soft boggy areas on site. The Parks Branch was notified and assisted with the situation. The event was well attended with over 5 000 patrons, All feedback was positive and the night was an overall success. The event included a celebration of Eats & Beats 3rd Birthday which included free donut giveaways with a social media engagement which was effective and boosted social media activity.

Outgoing Sponsorship delivered this quarter included:

**SEQ Expo (16 March)**

**Bridging Culture - Harmony Day (23 March)**

**2018 QLD State Lead Climbing Championships (March)**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.3.1	City Image Marketing	Develop a marketing and promotional campaign to highlight the City of Logan as a hub for sporting talent and activity	June 2018	3	3	On Track

#### Interpretation & Response:

During the first quarter of 2018, Council sponsored the Logan Inter City Cup 2018 Pre-Season Tournament for U9's to U16's soccer teams. Held over two weekends, end of January/February, the event attracted 40 teams across South East Queensland and over 5,000 spectators. On 31 March 2018, Council supported the Cook Island Easter Games, a mix of touch football, volleyball, netball and darts, which attracted over 1,500 participants and included a visitation from Gold Coast and Sunshine Coast.

The Roar has held seven home games this quarter. Council continues to leverage the Roar partnership, providing tickets to local soccer clubs to attend and inspire the youth. Wednesday 21 March 2018 marked a salient moment in the history of Council and Brisbane Roar Football Club with the club's state-of-the-art, City of Logan training base complete and ready for use. The new facility is the Club's first permanent base and will be home to both the Club's Football and Administration departments. Brisbane Roar Football Club Academy teams will also play the remaining 2018 National Premier Leagues Queensland home matches at the venue.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.1	City Image Marketing	Develop a marketing and promotional campaign to promote our natural environment, green spaces and parks	June 2018	6	6	On Track

**Interpretation & Response:**

The environmental Autumn Events Activities booklet was live from the 1 March 2018. 2,000 copies were printed and distributed to libraries, art gallery and community groups. Environmental events were updated on Council What's On Calendar along with ongoing direct marketing and digital campaigns.

This year's Conservation Incentives program for members with 6,000 hectares of bushland on private land in Logan increased participation by 80%, sharing knowledge, displays and motivating environmental practices.

Marketing continues to play a significant role in campaign planning and developing marketing materials to support the Environment team and the implementation of their activations to revegetate parts of the public land within the mapped ecological corridor along Belivah Creek.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.2	Park Design & Capital Delivery and Park Maintenance	Deliver a review on Council managed mountain bike trails, walking track infrastructure and signage to improve the quality of the infrastructure and increase usage of the assets	June 2018	2	2	On Track

**Interpretation & Response:**

The draft Operation Plan has been completed and is currently under review by management. The Plan was released to the external stakeholder for comment, together with an invitation to a feedback meeting. Allowing time for the external stakeholder to review, it is expected that the stakeholder meeting will be held in quarter 4, 2017/18.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.5.1	Brand and Design	Develop a project plan for the roll out of new major city entry signage, to clearly demonstrate the city boundaries and indicate to residents and visitors that they have entered the City of Logan	June 2018	6	6	On Track

**Interpretation & Response:**

A geographic analysis of 17 sites was completed. Of the 17 sites, 10 sites have been recommended for installation of major city entry signage. A service enhancement has been prepared and presented to Council for consideration.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.6.1	Innovation Hubs	Investigate the co-location of facilities and major centres to facilitate hubs of excellence across the city	June 2018	3	3	On Track

**Interpretation & Response:**

The final draft of the feasibility study has been submitted by the contractor and reviewed by City Futures staff. A number of requirements from the brief have been identified as not being met in the draft. This is to be addressed with the contractor in April 2018 to ensure a further review of the deliverables is undertaken and the study is of an acceptable standard.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.7.1	Investment Attraction/Business Support	Prepare a Tourism Destination Management Plan for the City of Logan for Council consideration	June 2018	5	5	Completed

**Interpretation & Response:**

The Draft Destination Management Plan was presented to the City Image and Innovation Committee under a confidential report on 13 March 2018. It was adopted by Council on 20 March 2018 Minute no: 75/2018.

# 2017/18 Operational Plan Report

## 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	August 2017	1	1	Completed

**Interpretation & Response:**

In the first quarter, the Logan City Council Emission Profile Report was delivered and a summary of the results was provided to Council via the Health, Environment and Waste Committee Monthly Report for July 2017 (Minute Number 249/2017).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	Carbon and Energy Management	Prepare a carbon reduction strategy and action plan to reduce and offset carbon emissions for Council consideration	January 2018	4	4	Completed

**Interpretation & Response:**

During quarter 3 of 2017/18 the Carbon Reduction Strategy and Action Plan was endorsed by Council at its meeting of 30 January 2018, Minute No 11/2018. The Strategy and Action Plan outlines a series of actions to deliver on Council's Corporate Plan Priority Outcome GR1 to become a carbon neutral and green city by 2022.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.1	Waterways and Catchment Management	Implement a community and schools waterways monitoring program to educate stakeholders on the protection of Council waterways	June 2018	1	1	On Track

**Interpretation & Response:**

During the third quarter of 2017/18 staff from Logan City Council's Health, Environment and Waste Branch and Parks Natural Areas section provided training to students and staff from Mabel Park High School and Windaroo Valley High School on the use of water quality monitoring probes and how to enter water quality data into the regional water quality database. A total of 10 students and 3 staff undertook water quality monitoring in Slacks Creek on the 21 February 2018.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.2	Conservation Partnerships & Special Projects	Host a City of Logan EnviroForum to support community environmental awareness and participation	November 2017	4	4	Completed

**Interpretation & Response:**

The inaugural Logan Eco Forum was successfully delivered on 27 October 2017 at the Beenleigh Events Centre. The forum was a great success with approximately 100 people attending.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.1	Park Planning & Design   Park Construction Management	Investigate improvements to parks linkages (e.g. Footpaths, bikeways) to create better connectivity between parks and pedestrian network infrastructure	June 2018	1	1	On Track

**Interpretation & Response:**

Recruitment and planning and asset management resources were completed in March 2018. Since then stakeholders have been identified and liaison will commence shortly to identify existing linkages between parks, missing links or improvements where assets are not fit for purpose (e.g. steps on a cycle path, narrow pathways etc).

Newly appointed staff have commenced mapping analysis and are identifying gaps in the existing trunk park network. This data is being compared against the trunk cycle network. GIS capabilities are also being explored.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.2	Biodiversity and vegetation management	Develop a priority biodiversity corridors mapping and decision framework to inform a city-wide vision.	September 2017	1	1	Completed

**Interpretation & Response:**

The Priority Biodiversity Corridor Maps and Decision Framework project has been completed. The Maps and Framework were endorsed and adopted by Council at its meeting of 17/10/2017 Minute No 312/2017.

# 2017/18 Operational Plan Report

## GR2 - Our waterways and waterbodies are healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.1	Waterways and Catchment Management	Prepare for Council endorsement and commence implementation of a Council endorsed Albert River Vision to identify opportunities to improve the accessibility, ecological health, recreational value and economic benefit of the asset	February 2018	4	4	Completed

### Interpretation & Response:

During the third quarter of 2017/18, the development of the Albert River Vision 2017-2067 and Albert River Vision 2018/19 Implementation Plan were completed and a report prepared for endorsement by Council. The Albert River Vision 2017-2067 and Albert River Vision 2018/19 Implementation Plan were endorsed by Council at its meeting of the whole on the 20 February 2018 (Minute No. 45/2018). Based on the direction from Council, a service enhancement will be prepared for the 2018/19 financial year budget consideration to fund the delivery of the Albert River Vision 2018/19 Implementation Plan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.1	Waterways and Catchment Management	Complete the recreational water quality sampling program 2017-2018 across the City's rivers and creeks to monitor recreational values of key waterbodies	June 2018	1	1	On Track

### Interpretation & Response:

During the third quarter of 2017/18, fortnightly water quality sampling rounds were undertaken at key waterbodies and river sites across Logan. A total of six sampling rounds were undertaken at four key waterbodies and six sampling rounds at three riverside locations. The results have been entered into Council's Recreational Health Water Quality database in order to build enough data for future analysis.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.2	Waterways and Catchment Management	Develop a localised state of the catchment report to benchmark the condition of Logan Rivers and Wetlands assets	December 2017	3	3	Completed

### Interpretation & Response:

The 2017 Healthy Land and Water Report Card was successfully launched on 2 November 2017. The localised State of the Catchments Report was included in this report card launch.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.1	Waterways and Catchment Management	Develop the Logan River Vision Implementation Plan 2018-2022 that identifies key on-ground projects to improve the accessibility, ecological health and recreational value of the Logan River for endorsement by the Executive Leadership Team	March 2018	4	4	Completed

#### Interpretation & Response:

During the third quarter of 2017/18, the development of the Logan River Vision 2018-2022 Implementation Plan was completed and adopted by Council at its meeting of 20 February 2018 (Minute No 46/2018).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.2	Waterways and Catchment Management	Develop and implement the Logan River Accessibility and Connectivity Concept Plan to improve accessibility and economic benefit of the asset	June 2018	2	2	On Track

#### Interpretation & Response:

During the third quarter of 2017/18, the first draft Logan River Accessibility and Connectivity Concept Plan (Concept Plan) was provided to Council in February 2018 for comment. Comments were provided on the draft and a second draft Concept Plan was received in March 2018. Final comments have been provided on the second draft Concept Plan with the final document expected in quarter 4, 2017/18.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.3	Waterways and Catchment Management	Install location signage at Logan Riverside parks on Rivers edge (visible from the River) to improve accessibility	June 2018	1	1	On Track

#### Interpretation & Response:

During the third quarter of 2017/18 development of the Logan Riverside Signage concept plan continued. A draft concept plan was received by Council in March 2018. Following internal review, comments on the draft concept plan were provided in March 2018 to inform the development of the final document.

## GR3 - We employ sustainable waste management and recycling practices

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.1	Waste and Recycling Collection	Prepare a project plan to facilitate the renewal of the waste and recycling collection and processing contracts for Council consideration	December 2017	2	2	Completed

#### Interpretation & Response:

In the second quarter, a plan for the 2021 Waste and Recyclables Collection and Processing Contracts Renewal was completed and included in the HEW Branch Monthly Report for September 2017, which was adopted by Council at its meeting of 8 November 2017 (Minute No 369/2017).



# 2017/18 Operational Plan Report

## 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	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration	June 2018	2	1	Undeliverable

**Interpretation & Response:**

Currently no consultant has been engaged yet. A draft request for quote (RFQ) is being prepared for advertising. Due to the delayed RFQ process this project will not be delivered in this financial year.

Therefore it is recommended that this project be removed from the Operational Plan and be included in the new 2018/19 Operational Plan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.2	Digital Innovation	Establish mobile self-service for Council service requests and payments	June 2018	2	2	On Track

**Interpretation & Response:**

Requirements are currently being collated for phase 3 and the project is on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.3	Park Planning and Policy Development	Deliver a review on the Logan City Council App to determine integration opportunities for Parks	June 2018	2	2	On Track

**Interpretation & Response:**

Since recruitment of planning resources was completed in March 2018, an initial review of the functionality of the Logan City Council App (App) has been completed and potential improvements to data on the App and website have been identified. The next step is to unpack the existing process of how Parks update platforms and improve data integrity.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.4	Library technology and support	Implement Radio Frequency Identification technology at all nine library sites for improved customer service and automated manual handling	March 2018	3	3	On Track

**Interpretation & Response:**

The Radio Frequency Identification (RFID) project was successfully implemented during Quarter 3 of 2017/2018 and officially launched at Logan Central Library on 21 March 2018. The self-checkout kiosks at all libraries have been embraced by library patrons with most loans transactions in March occurring at kiosks. Staff are realising time savings and reduction in repetitive tasks through the automation of returns and loans, allowing greater capacity to respond to customer requests.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.1	Delivering Service Excellence	Deliver mobility to Building and Land Use Investigation Teams to improve development assessment services to residents and businesses	April 2018	3	3	Completed

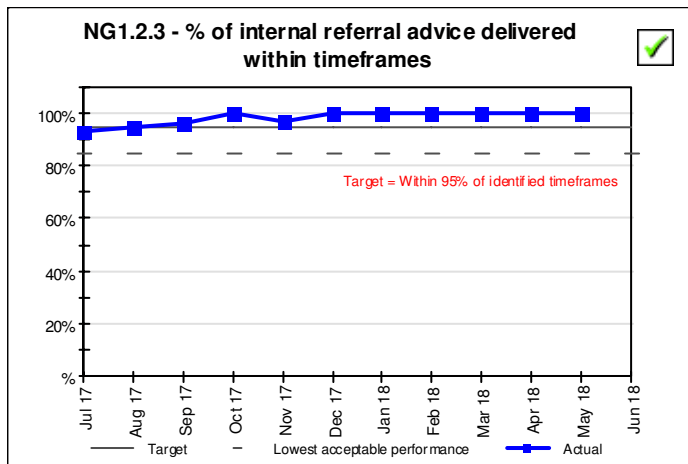
**Interpretation & Response:**

All officers are now using the mobility system in the field and have completed training.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.2	Delivering Service Excellence	Implement next generation branch reporting for use by Staff, Councillors, and Customers to improve the availability of information to support good decision making	June 2018	2	2	Completed

**Interpretation & Response:**

Next generation reporting is successfully being utilised. This project has now been completed.



**Interpretation & Response:**

The Technical Services Team had 32 applications in January 2018, 50 in February 2018 and 46 in March 2018. The Team continues to hit the desired 7 day KPI of 100% of internal referral advice being delivered within identified timeframes.

# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.4	Delivering Service Excellence	Implement the endorsed realignment of services in Council's Development Assessment Branch to support improved services to residents and businesses	December 2017	3	3	Completed

**Interpretation & Response:**

The report has now been signed off and the project is complete.

# 2017/18 Operational Plan Report

## 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	Engagement Advice and Support	Deliver training, advice, support and resources on projects that affect the future of the city and resident, to gain community input on council decisions	June 2018	3	3	On Track

**Interpretation & Response:**

Year to date activity shows 61 projects have been supported; 48 of these have had an online component.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.2	Customer Service Improvement	Implement a solution for Council to increase online community membership and online engagement	June 2018	3	3	On Track

**Interpretation & Response:**

The new software is providing a seamless approach to managing the online reference group.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Engagement Support	Develop and implement the Community Engagement Strategy 2017-2021 for Council consideration	June 2018	3	3	Completed

**Interpretation & Response:**

The final Community Engagement Strategy 2017-2021 has been formally adopted by Committee. Implementation of the strategy is under way.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.4	Engagement advice	Prepare for public consultation, Community Engagement Guidelines for Children, Youth and Young Adults.	September 2017	2	2	Completed

**Interpretation & Response:**

Community feedback has been reviewed and a report is currently being drafted seeking formal endorsement of the guideline through Council. This project is now complete.

# 2017/18 Operational Plan Report

## 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	Meetings Support	Implement a new Business Papers solution for Committee and Council meetings to provide an innovative online meetings management solution	June 2018	0	0	Not Proceeding

**Interpretation & Response:**

Project removed from the 2017/2018 Operational Plan by Council decision 05 December, 2017.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	SAMMS	Implement Phase One of the Strategic Asset Management and Maintenance Software (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body	June 2018	2	2	On Track

**Interpretation & Response:**

**Logan Water:** Solution design and system configuration activities are progressing well with a focus on financial design elements. Change management actions to ensure the Logan Water business can be ready for the system implementation are underway including business process change considerations and impact assessments on personnel. Interface design considerations between the SAMMS solution and other system applications has also started. General information about the SAMMS project can be found on Council's intranet site, with a progress report planned for submission to the City Image & Innovation Committee in quarter 4, 2018.

**Future Phasing:** Scoping, planning and budgeting activities to bring on the other branches beyond Logan Water's go-live have been put on-hold until quarter 4, 2017/18, due to considerations of staff availability during the Commonwealth Games period and year-end budget activities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.1	Advocacy Policy	Develop a three year Advocacy Strategy and implement a 12 month action plan focussed on building relationships with the State and Federal Government to influence policy and investment	March 2018	4	4	Completed

**Interpretation & Response:**

The Advocacy Action Plan was adopted by Council at its meeting of 20 March 2018 (Minute No 75/2018).

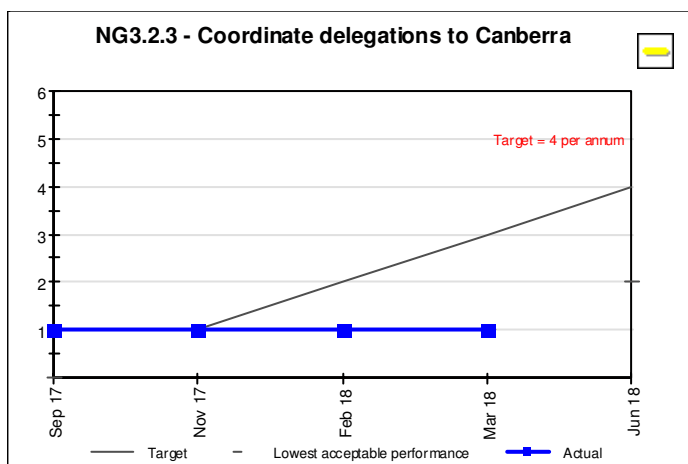
# 2017/18 Operational Plan Report

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.2	Advocacy Policy	Design and deliver a community campaign in the lead up to the State and Federal Election to advocate for the identified priorities	June 2018	4	4	Completed

#### Interpretation & Response:

Drafting has begun on a comprehensive evaluation report on the 25 November 2017 State Election campaign - FairShare4Logan.

This project is now complete.



#### Interpretation & Response:

In April 2018, Council made a written submission to the Senate Community Affairs Legislation Committee on the Social Services Legislation Amendment (Drug Testing Trial) Bill 2018.

The original purpose of the delegation in February was to advocate to the Federal Government prior to their budget deliberations on Council's infrastructure priorities and other matters. The Federal Government officially called for written submissions on budget matters and it was deemed appropriate to submit in writing rather than by delegation in this instance. The submission was adopted by Council at its meeting of 30 January 2018 Minute (No 7/2018).

Before the end of this financial year there will be one further delegation to Canberra in June for the Australian Local Government Association's General Assembly where four motions proposed by Logan City Council are scheduled for debate. This will mean that for this financial year the number of delegations will reduce from four to two. There have been a number of opportunities throughout the year to engage with the Federal Government through visits by Senators and Ministers to the City of Logan and through written submissions where appropriate.

It is therefore recommended that the delegations for this financial year be reduced from four delegations to two due to changing business needs that still allow for an appropriate level of engagement with the Federal Government in different forms.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.3.1	City Biosecurity Services	Develop and finalise the City Biosecurity Plan 2017-2021 for Council consideration and implement actions to manage invasive pests, plants and animals across the city	October 2017	3	3	Completed

#### Interpretation & Response:

The City of Logan Biosecurity Plan 2017-2022 was adopted by Council to commence operation 2 January 2018. Inspections and regulatory documents issued from 2 January 2018 take direction from the Biosecurity Plan under the Biosecurity Act 2014 as the head of power.

# 2017/18 Operational Plan Report

## 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	Prepare the final draft of the People Plan 2017-2020 for Executive Leadership Team (ELT) consideration	March 2018	2	2	Completed

### Interpretation & Response:

The People Plan 2017-2020 was endorsed by ELT at their meeting held on 22 February 2018.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	Certified Agreement	Implement new Certified Agreement to formalise employment conditions for the next three years	June 2018	3	2	Undeliverable

### Interpretation & Response:

The Certified Agreement negotiations have continued during the quarter with 5 Management/Union meetings being held.

Subject to negotiations continuing in May and June, and agreement with unions, it is anticipated that we may be in a position to take a draft agreement to members for voting. If successful, the final stage (implementation) will progress.

Implementation of the Certified Agreement is not anticipated by the target date of June 2018. It is therefore recommended that the project be removed from the 2017/18 Operational Plan and included in the 2018/19 Operational Plan.



## 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	Develop and maintain local disaster management plans	Implement recommendations and lessons identified from ex Tropical Cyclone Debbie debriefs to enhance operational capability	June 2018	2	2	On Track

### Interpretation & Response:

A complete review and revision of the Recovery Plan has been undertaken and a draft version has been distributed to key stakeholders as part of the official consultation phase. Feedback has been received and appropriate amendments have been made. A final draft has been distributed for feedback to finalise the consultation process. It is anticipated that the Recovery Plan will be officially re-endorsed by the Logan Disaster Management Group by quarter 4, 2017/18.

As of 15/03/2018 - 46 recommendations are complete, 10 are underway, and 8 are yet to be commenced.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.2	Council's Corporate Plan	Introduce smart technologies to enhance disaster operations and recovery	June 2018	3	3	On Track

### Interpretation & Response:

#### Logan Early Warning

The Logan Early Warning Upgrade has been completed. Release of new functionality to the Logan Community occurred in February 2018 without fault.

#### Guardian

Migration to the cloud has been completed for Guardian software including the Road Closure module. All testing is complete. Guardian software is now live.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.3	Council's Corporate Plan	Further develop and implement community engagement strategies to improve community resilience	June 2018	1	1	On Track

### Interpretation & Response:

#### Bushfire Review

Ongoing. Further work is being undertaken to develop bushfire specific education materials.

#### Community Engagement

Business resources are to be translated into a number of languages. The Tourism resource is approved and in design. Staff attended the farmers community BBQ on 28 March 2018, for the anniversary of Ex-Severe Tropical Cyclone Debbie.

#### Get Ready Queensland Grant

Activities are being delivered as part of the Get Ready QLD grant program and include the bushfire management review, tourism resources, a heatwave promotional item and ongoing promotion in the Our Logan magazine.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2.1	Flood Disaster Management	Finalise the Logan and Albert River Floodplain Management study and plan for Council consideration	June 2018	2	2	On Track

### Interpretation & Response:

Development of the strategic implementation plan is in progress and on track for completion in quarter 4, 2017/18.