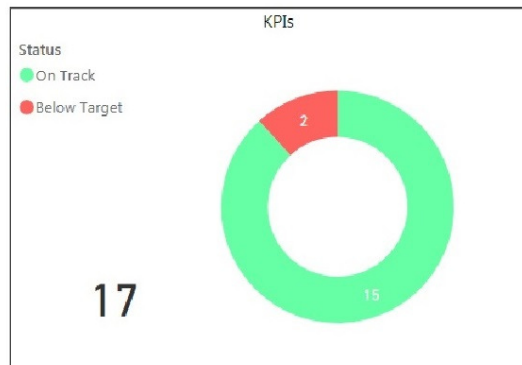
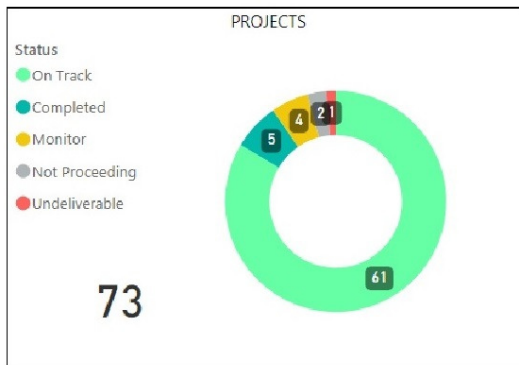




## 2019/2020 Operational Plan Quarterly Report

Quarter

1





## Quality Lifestyles (QL)

### QL1 - Residents are active and healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	Community Needs Planning	Deliver an annual action plan to prioritise and resource the implementation of the new Community Infrastructure Strategy (CIS).	June 2020	0	0	On Track

#### Interpretation and Response:

The Annual Action Plan for 2020-21 has commenced drafting. It is proposed to be delivered over 3 phases. Actions to date are:

- Phase 1 - Project Initiation and Scoping (Complete)
- Phase 2 - Prepare and Draft Annual Action Plan: Prioritisation criteria confirmed with consideration given to Community Infrastructure Needs Assessment and CIS, corporate priorities and other strategic links, and other available resources. CIS has been reviewed and priority projects identified. These projects have been given to the Community Infrastructure Working Group for review and finalisation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	Community Needs Planning	Develop a ten year capital program for community facilities prioritising items identified in the new Community Infrastructure Strategy (CIS) to meet the needs of the community.	June 2020	0	0	On Track

#### Interpretation & Response:

The Capital Works Program has commenced and is to be delivered over four (4) phases. The following actions have occurred so far:

- Phase 1 - Scoping and Initiation (complete)
- Phase 2 - Project identification, indicative timing and costings: Program project inclusions confirmed. Timing and types of projects confirmed. Consultation has occurred with all relevant branches within Council to identify other projects and commitments that require consideration in the program. Dependencies have been identified for each project.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	Capital Delivery	Deliver construction works of the new PCYC at Cronulla Park to increase participation in physical activity.	June 2020	0	0	Monitor

Interpretation & Response: Design is progressing to program.

The site is more contaminated than the early investigations predicted which requires some time to address.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	Capital Delivery	Commence construction of the Usher Park Rugby League Facility to increase participation in physical activity.	June 2020	1	1	On Track

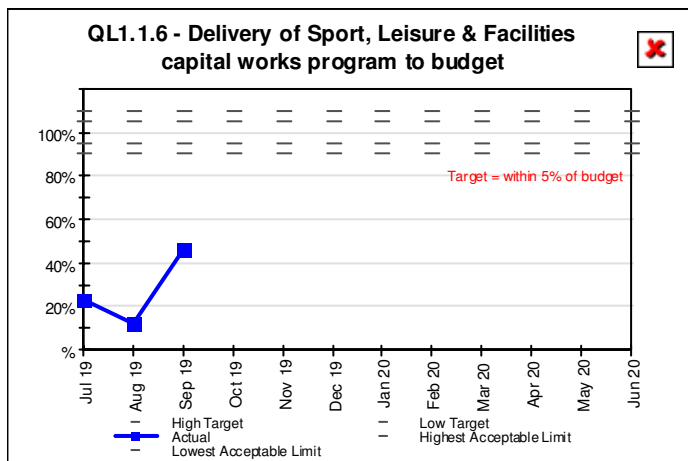
Interpretation & Response:

The tender for this project is due to close early October 2019. This project currently on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	Capital Delivery	Complete construction of the Underwood Park Multi Sport Development to increase participation in physical activity.	June 2020	0	0	Monitor

Interpretation & Response:

This project is being delivered by the State Government. Demolition works are in progress and the design is nearing completion.



Interpretation & Response:

A number of large projects have been delayed for various reasons such as the Kingston Butter Factory project and the Underwood Park project. When we receive the revised program for those projects the cash flow forecasts will be amended accordingly. All other projects are generally running to program, however as many are in design stage, there has not been large expenditure.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1	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 2020	0	0	Not Proceeding

**Interpretation & Response:**

A decision was made by the Executive Leadership Team (ELT) to move this project into the scope of a strategic review of accommodation arrangements for Council staff. The Strategic Accommodation Review is a project being managed internally at Council.

It is recommended that this project be removed from the Operational Plan 2019/2020, as it is being managed within the scope of the Strategic Accommodation Review project.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3	Community Learning and Support	Deliver early years services and the 'First Five Forever' initiative to support early years and literacy-based development for Logan families with children under five.	June 2020	1	1	On Track

**Interpretation & Response:**

First Five Forever facilitated a range of early years literacy development activities across the City in collaboration with community partners. Highlights for September included hosting of an under 5's colour fun space (in partnership with Logan City Council's Disaster Management team and Queensland Health's Perinatal and Infant Mental Health Team) at the Colour Blast Fun event held at Griffith University as part of ImagiNation Children's Festival and participation in the *Logan Get Together* initiative.

Total number of First Five Forever outreach activities for September 2019: 31.

Total number of participants for First Five Forever outreach activities for September 2019: 1,168.

**Quarter one summary**

Over the first quarter First Five Forever has completed the following action in support of the quarter one milestone:

A suite of written and illustrated printable poster resources have been developed by First 5 Forever Logan. The posters contain key messaging that highlights the importance of babies needing words every day. The poster illustrations and wording are in line with the State Library of Queensland First Five Forever key messaging that supports language as a priority. The posters have an acknowledgment that the publication is originally produced by Logan City Council Libraries and will form a part of the State Library of Queensland's shared resources for all Public Libraries and Indigenous knowledge Centres across the state. Posters will be downloadable and available through the State Library of Queensland drop-box.

Total number of First Five Forever outreach activities for Quarter One: 133.

Total number of participants for First Five Forever outreach activities for Quarter One: 4,175.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3	Community Learning and Support	Implement the Libraries Learning and Discovery Strategy to provide community learning, experience, innovation and creativity.	June 2020	1	1	On Track

**Interpretation & Response:**

Publication of the final version of the Strategy has been completed including the hosting of an electronic version of the Strategy on the Logan City Council website. Implementation at Libraries has commenced with Regional Librarians integrating the Strategy into their operational planning. The Library Client Services Program Leader presented the Strategy to the South East Queensland Library Programs Network on 20 September 2019.

**Quarter one summary:**

Over the first quarter the Libraries Learning and Discovery has completed the following actions in support of the quarter one milestone:

- Consultation with the Library's Young People's Liaison Officers regarding implementation of the Strategy into youth programming.
- Consultation with the Library's Business Innovation Working Group regarding implementation of the Strategy into business and innovation programming.
- Presentation of the Strategy to the teams at Logan Hyperdome and Jimboomba Library.
- Planning meeting with the Library programming team to integrate the Strategy into the Library Programming Plan and update reporting processes.
- Planning meeting with the Regional Librarians for implementation into Branch Library Action Plans.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4	Community Development Programs	Deliver the KRANK school holiday program to provide opportunities for school age young people to participate in affordable, healthy activities that connect them with each other and their community.	June 2020	1	1	On Track

**Interpretation & Response:**

The July KRANK School Holiday program ran from 1 to 14 July 2019. A total of 1,240 young people attended 90 activities during this time.

The September/October KRANK School Holiday program ran from 21 September to 6 October 2019 and delivered 127 activities to young people. Additional activities were programmed for this school holiday period for the 5-11 year old age demographic to address demand from the ImagiNation Children's Festival, which runs concurrently.

In conjunction with the ImagiNation Children's Festival, KRANK's first Colour Blast Fun Run ran on Saturday 21 September 2019 at the Griffith University's Logan Campus in Meadowbrook. Approximately 300 children and teenagers aged 5 to 17 years participated with their families.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4	Community Development Programs	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 2020	1	1	On Track

**Interpretation & Response:**

The new program for Live Well Logan for 2019/2020, along with its new look and feel, officially commenced on 1 July 2019. There are 123 weekly and one-off activities on offer throughout the 2019/2020 financial year.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4	Active Community Planning	Implement the Active Logan Strategy 2016-2028 to increase participation in physical activity.	June 2020	0	0	On Track

**Interpretation & Response:**

The *Active Logan Participation Study 2018* was received by Council at its 19/09/2019 Minutes No 168/2019. Council aims to advance women in sport by boosting participation on and off the field with the *Game On for Women Initiative*.

A report is prepared for Council providing an update on the successful delivery of the *Active Logan Strategy - Implementation Plan 2016-2020*.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5	Delivering Service Excellence	Implement a marketing campaign promoting pool safety across the City of Logan to help maintain healthy and safe places and spaces for residents, businesses and visitors.	June 2020	0	0	On Track

Interpretation & Response:

The 2019/2020 Pool Safety Education Program is due to commence Monday, 21 October 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5	Animal Public Safety & Nuisance Response	Deliver actions from the City of Logan Animal Care Strategy 2018 - 2022 including: - Expansion of the animal rehoming and sales programs - New services to assist reuniting animals with their owners - A responsible cat ownership education program.	June 2020	0	0	On Track

Interpretation & Response:

An update on each of the key actions for this project for quarter one include:

- Expansion of the animal rehoming and sales program - This piece of work is scheduled for implementation in the third and fourth quarter of 2019/2020.
- New services to assist reuniting animals with their owners - This piece of work is schedule for implementation in the third and fourth quarter of 2019/2020.
- A responsible cat ownership education program - This piece of work is schedule for implementation in the second and third quarter of 2019/2020

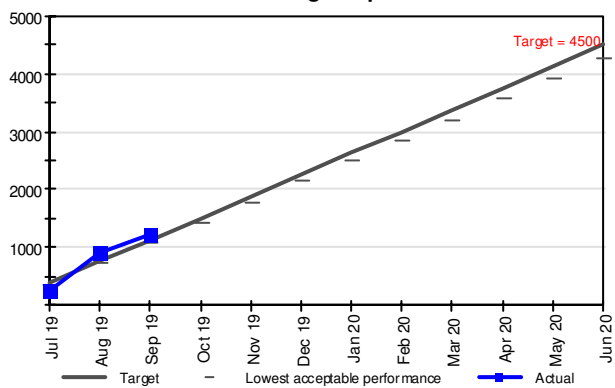
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5	Community Parking	Deliver a second Automated Number Plate Recognition Vehicle to enhance pedestrian and traffic safety in the City, in particular at School zones.	June 2020	0	0	On Track

Interpretation & Response:

All Automated Number Plate Recognition (ANPR) software, hardware, plant and vehicle ordered in the first quarter. This project is running on track.



**QL1.5.4 - Number of students participating in the Be Pet Smart Program per annum.**



**Interpretation & Response:**

During the first quarter, 1,203 students participated in the Be Pet Smart Program. This figure does not include any programs delivered in part at events or during school holiday programs.



## QL2 - Neighbourhoods are welcoming

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.1	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 2020	1	1	On Track

### Interpretation & Response:

During the first quarter of the 2019/2020 financial year the key aims of Creative city; Logan City Council Arts, Culture and Heritage Strategy 2018-2022 were met through events, activities, exhibitions and programs.

Logan Live Music Month was held during the month of July with over 40 musicians performing in 35 venues across Logan. Beenleigh Flash Fest Community Festival and the Logan Artworkers Networking Event was presented on 7 September 2019 which featured Logan Live musicians. Artwaves secondary schools exhibition featured works by over 150 students from 30 schools at Logan Art Gallery. Creative Industries staff presented at conferences in Cairns and Kyoto in September 2019. Logan Art Gallery won a 2019 Gallery and Museum Achievement Award for the fourth year running. Public art concept designs for the Kingston Butter Factory outdoor area were presented to the Public Art Advisory Panel. The Regional Art Development Fund bid to Arts Queensland was successful and the first grant round for this financial year was opened.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2	Delivering Service Excellence	Deliver the detailed design for the staged construction of the Council endorsed City Standards & Animal Care Masterplan for 213 Queens Road, Kingston.	June 2020	0	0	On Track

### Interpretation & Response:

The draft Detailed Project Scope for the detailed design was finalised in the first quarter. the project is running on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2	Library technology and support	Deliver improvements to library facilities, equipment and technology to support access and inclusion for the community.	June 2020	1	1	On Track

### Interpretation & Response:

During the first quarter, electric height-adjustable desks were ordered and installed at all libraries to improve access to resources and support inclusion for library visitors.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3	Road Safety Management	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 2020	1	1	On Track

**Interpretation & Response:**

During first quarter weekly traffic meetings occurred with the Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. Council Traffic Program took a lead role in coordinating expos and displays for road safety week in last week of August 2019, supported by Council's marketing team. The School Zone Pace Car was deployed start of new school term as joint operation with the City Standards Branch community parking team. Reporting for Speed Management Advisory Committee and Road Safety Working Group was also prepared for meeting organised first week of October 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4	Logan Safety Camera Program	Deliver the Logan Safety Camera Program throughout the City of Logan to increase community safety.	June 2020	1	1	On Track

**Interpretation & Response:**

The Logan Safety Camera Program has continued to be successfully delivered throughout the July - September 2019 period. Key highlights from this period in respect of the camera program capital works include:

- The installation of 1 new CCTV camera at Underwood Park, Priestdale;
- The replacement of 4 cameras throughout the Logan Central and Woodridge CCTV camera precincts;
- The addition of 6 multi-sensor cameras to existing camera poles, to provide for increased CCTV coverage, throughout the Logan Central and Woodridge precincts;
- An additional 5 camera replacements in the Council divisions of 3, 6, 11 and 12; and
- The addition of a multi-sensor camera to the existing camera pole in Hugh Muntz Park, Beenleigh.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4	Community safety programming	Deliver actions for implementing the City of Logan Safe City Strategy and Action Plan 2016-2020 to encourage safe places and spaces across the city.	June 2020	1	1	On Track

**Interpretation & Response:**

The Community Safety Program continued to successfully deliver the initiatives of the City of Logan Safe City Strategy and Action Plan 2016-2020. During the July - September 2019 period, the following significant achievements were made against the five key areas of interest of the strategy and action plan:

**Strategic approach:**

- Work completed on the project management plan and timings for development of the new City of Logan: Safe City Strategy and Action Plan 2021-2025.
- Work commenced on the development of the 2018/2019 City of Logan crime and safety profile and divisional profiles, which will be used to inform delivery of activities of the Community Safety Program into 2020.
- Work continued on the development of the possession of knives in public places prevention campaign, which is being delivered in partnership with the Logan District Police and will launch on 01/10/2019.

**Community confidence:**

- As mentioned in this update in another milestone, the 2019 Safe City Logan community survey was successfully completed during the month of September 2019.
- As mentioned in this update in another milestone, the Community Safety Program delivered a total of 13 divisional community-based crime prevention activities during this reporting period.
- Nominations were received for the 2019 City of Logan Safe City Awards throughout the July - September 2019 period. A total of 23 nominations were received and will be assessed by the awards panel in October, with the Awards Ceremony to be held in November 2019.
- The Community Safety Program continued to engage community at a number of events and activities through information displays throughout the July - September 2019 period to increase residents awareness and understanding of crime prevention tips and techniques they can employ.
- The Community Safety Program also continued to engage with stakeholder community groups, including Crime Stoppers and Neighbourhood Watch throughout the July - September 2019 period. This included support provided to these groups by way of attendance at events and assisting with Council queries.

**Places and spaces:**

- Ten Crime Prevention Through Environmental Design audits were completed across the City of Logan proactively or in response to Council



initiated or customer requests.

- A total of 18 mobile safety camera vehicle deployments (ute) were successfully undertaken.

**Partnerships:**

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

- Working with the Queensland Police Service on a number of different initiatives including the acquisition of DICIP funded all-terrain vehicles and the possession of knives in public places prevention campaign; and
- Working with the Logan Liquor Industry Action Group and other key stakeholders regarding a new Safe Night Out initiative Council is developing and will lead in partnership with these agencies.

**Communication:**

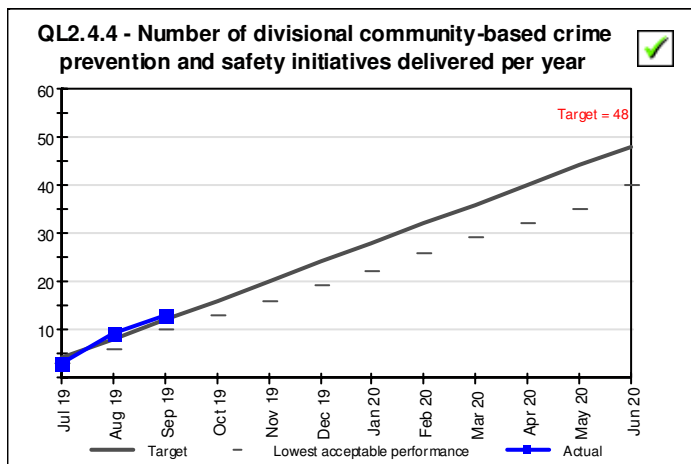
- The Community Safety Program committed to continuing to promote a safe and liveable community by keeping City of Logan residents informed of strategies that promote community safety and raise awareness of crime prevention. This occurred through advertising crime prevention information in the Our Logan magazine, promoting Safe City Logan activities via the Community Services and Safe City Logan E-Newsletters and promoting crime prevention information via Council's social media platforms.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4	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 2020	1	1	On Track

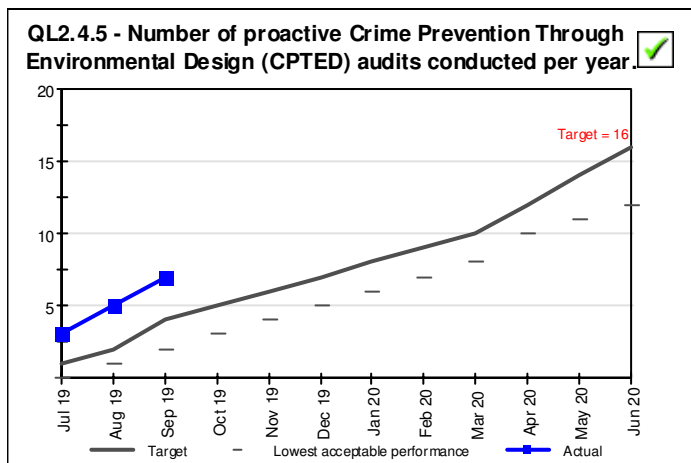
**Interpretation & Response:**

The 2019 Safe City Logan community survey was successfully undertaken throughout the month of September 2019. As at the time of reporting a total of 458 responses have been received, with some additional hard copies still expected to be received by mail. Work will commence by mid-October on the analysis of the 2019 survey results, with delivery of the Key Findings Report on track for release by the end of November 2019.



**Interpretation & Response:**

A total of 13 divisional community-based crime prevention activities were undertaken by the Community Safety Program throughout the July - September 2019 period. These activities included crime prevention information displays at local train stations, community events and Park Runs to promote the Eyes and Ears Out and About campaign as well as Safe PL8 events in partnership with police to prevent number plate theft.

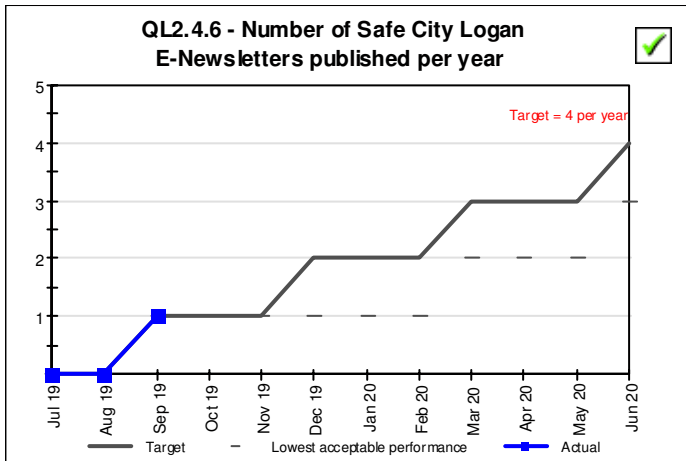


**Interpretation & Response:**

A total of 7 proactive CPTED audits have been completed by the Community Safety Program throughout the City of Logan during the July - September 2019 period.



**QL2.4.6 - Number of Safe City Logan E-Newsletters published per year**



**Interpretation & Response:**

For the July - September 2019 period a total of 1 Safe City Logan E-Newsletter was developed and sent (on 07/08/2019) to the E-Newsletter distribution list of more than 300 recipients. This E-Newsletter had 73 unique opens, equating to 25% of all recipients. The E-Newsletter featured stories on:

- Outcomes of the 2019 Safe City Logan Symposium;
- Information on business crime prevention;
- Upcoming City of Logan Safe City Awards;
- Upcoming Safe City Logan community survey;
- Safe City Logan community activities; and
- Information on the quick guide to community safety in the City of Logan.



## Conveniently Connected (CC)

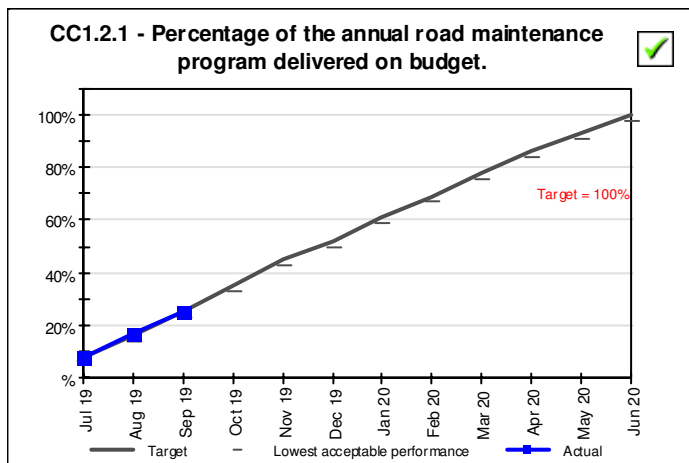
### CC1 - Integrated transport networks allow people to move around the city easily and conveniently

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1	Transport Planning	Implement actions from the plan for an integrated local transport network for Council-managed infrastructure to improve connectivity across the city.	June 2020	0	0	On Track

**Interpretation & Response:**

During the first quarter actions from the plan continued to be addressed with ongoing investigations, procurement of a service provider, network review or infrastructure planning. They include:

- **Action PT9** - a review of existing Translink bus services commenced to identify opportunities for immediate to short term efficiency improvements. Results are expected in the third quarter 2019-20. A separate larger study addressing the longer term outlook and multiple actions from the plan will be progressed following this network review.
- **Action PT18** - the 2019-20 package for accessible bus stop infrastructure upgrades was agreed with Translink and investigations finalised for delivery partners to progress the annual delivery program.
- **Action PT21** - following a 2018-19 review of the current Council Cabs service a service provider for the same operations model was sought through procurement partner Local Buy. The option for a different service offering shall be considered after the state government completes its Demand Responsive Transport trial in Logan.
- **Actions RF3, RF4** - planning investigations continued into the upgrade and alignment options of three major road links ranked high in Council's adopted prioritised lists. They include Wuraga Road (Prangley Road to Beaudesert-Beenleigh Road), Teviot Road (Middle Road to Greenbank Road) and Kenny Road / Kirk Road /Anzac Avenue. These project scoping briefs are planned to be completed in the third quarter 2019-20 financial year. Completion of investigations and scoping briefs will allow programming of detail design and delivery phases for subsequent financial years.



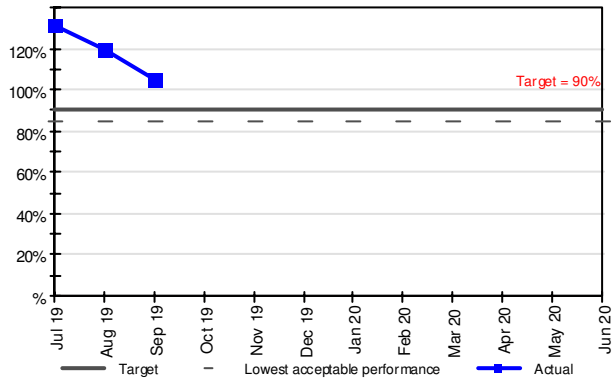
**Interpretation & Response:**

Target: 25%  
Actual: 25%

RCM Maintenance program is on target to meet the 2019/2020 financial year budget.



**CC1.2.2 - Percentage of annual road and drainage capital program delivered on schedule.**



**Interpretation & Response:**

Delivery of the Capital Roadworks and Drainage Program is above planned expenditure at 105% at the end of the first quarter.

**Notable projects under construction throughout the first quarter include:**

- Red Bridge Beenleigh - Bridge Rehabilitation
- Third Avenue Extension, Berrinba - PIA Road Project (\$5.3 Million)
- New Beith Road Stage 3 - PDA Road Project (\$15 Million)
- Chambers Flat Road Cycleway - PIA Project (\$1.6 Million)
- Camena Street Catchment Stage 1 & 2 - Master Drainage Project (\$1.6 Million)
- Dryandra Drive Catchment Stage 1, 2 & 3 - Master Drainage Project (\$3.2 Million)
- Kinloch Road Catchment - Master Drainage Project (\$1.0 Million)
- Reserve Road, Slacks Creek - Cycleway Infrastructure (\$0.5 Million)
- Numerous asphalt and spray seal works across the city, totalling \$4.1 Million
- Numerous bus stops, new footpath and rehabilitation across the city totalling \$0.93 Million



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3	Transport Planning	Deliver actions for improving Council's Cycle Network Infrastructure to maintain and improve active transport across the city.	June 2020	0	0	On Track

**Interpretation & Response:**

During the first quarter planning investigations were completed for provision of a shared use path along Cinderella Drive. The proposed infrastructure will replace a narrow pedestrian path connecting Springwood Road to Dennis Road. It consists of two separate projects listed in Council's prioritised Cycle Network Statement of Intent. A scoping brief was issued to delivery partners allowing them to program design and delivery phases for subsequent financial years.



## 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	Strengthen delivery of planned maintenance programs	Deliver wastewater treatment and conveyance infrastructure works in Greater Flagstone to improve services to the Logan South region of the city.	June 2020	1	1	On Track

### Interpretation & Response:

Construction of wastewater treatment and conveyance infrastructure are progressing to schedule.

Milestone 1 - Deliver the construction schedule, was achieved.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1	Strengthen delivery of planned maintenance programs.	Commence planning and design of the Waste Water Treatment Plant: Site B to improve services to the Logan South region of the city.	June 2020	0	0	On Track

### Interpretation & Response:

The planning and design stages for this project are expected to commence in quarter 3.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2	Strategic Land-Use Planning	Deliver an annual review of the Logan Planning Scheme 2015 to promote best practice urban design to meet the needs of residents and businesses.	June 2020	0	0	On Track

### Interpretation & Response:

A framework for an annual review of the Logan Planning Scheme 2015 has been established. This framework outlines a proposed schedule for when internal and external users and customers of the planning scheme are able to provide feedback about issues/comments related to the planning scheme. The proposed schedule also gives indicative dates for when the feedback will be analysed by the Team. For 2019 a review of the planning scheme has been undertaken and this review has resulted in a proposed Logan Planning Scheme 2015 amendment Version 7 being prepared for statutory submission.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3	Strategic Infrastructure Planning	Update the current Local Government Infrastructure Plan to reflect residential settlement patterns.	June 2020	0	0	Completed

**Interpretation & Response:**

The Local Government Infrastructure Plan Version 1 was reviewed and updated in 2019 to form Version 1.1. Version 1.1 is expected to go live in December 2019. Work is currently underway on Local Government Infrastructure Plan Version 2 which is required under State Government legislation to be in effect by May 2022.



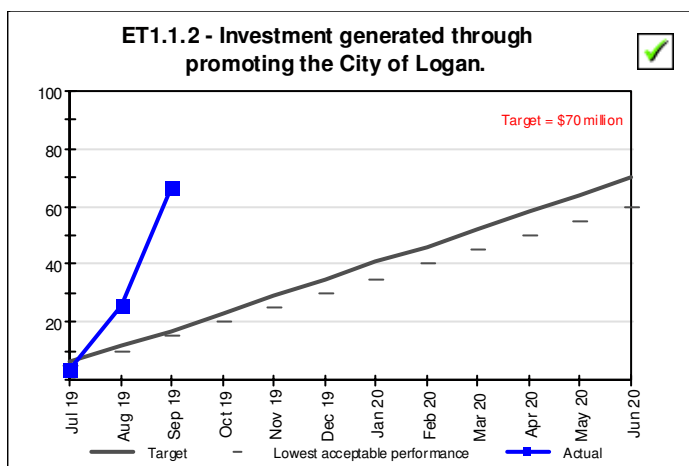
## Economic Transformation (ET)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1	Traineeships and Apprenticeships	Deliver the Youth Careers Expo to attract, develop and retain a valued and skilled workforce.	July 2019	1	1	Completed

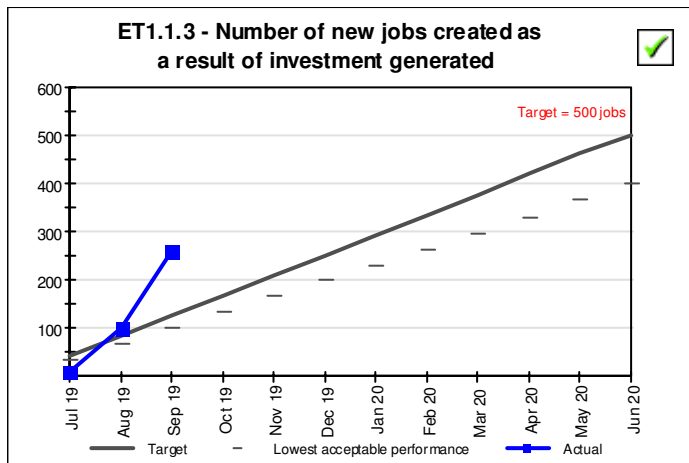
**Interpretation & Response:**

The Youth Careers Expo was held on the 30 July 2019. Project Complete.



**Interpretation & Response:**

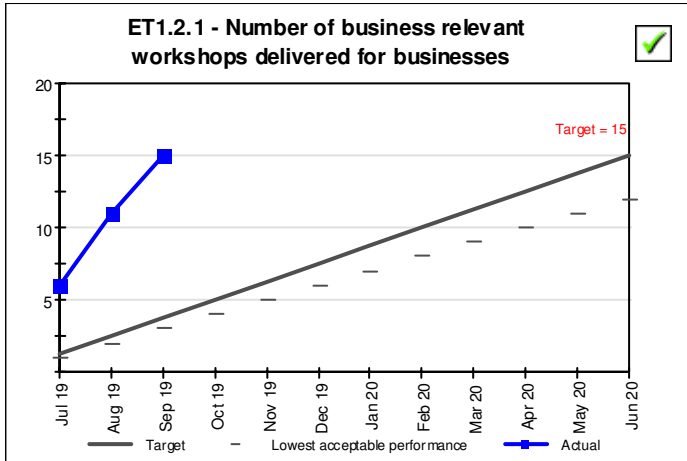
During the first quarter a total of \$66.3M investment into the city has been announced with the quarterly year-to-date target exceeded. This has included capital expenditure and land purchases for warehousing, hospitality, agribusiness and manufacturing facilities spread across the city at Meadowbrook, Berrinba, Eagleby and North Maclean.



**Interpretation & Response:**

During the first quarter a total of 258 jobs have either been created or retained in the city. These have included 158 jobs in September with a warehousing and distribution facility in Berrinba and an agribusiness expansion in North Maclean in addition to a head office function for a hospitality and manufacturing company and an electrical and automation contractor in the previous months. The year-to-date target has been exceeded.

It is recommended that the name of this KPI be renamed to 'Number of new or retained jobs created as a result of investment generated'. The number of retained jobs is part of the calculation for the total number of jobs for the KPI. The number of retained jobs is an estimate of existing positions within a client firm that were at risk of leaving the city but have been retained in the city in part due to services and support provided by Logan City Council.



**Interpretation & Response:**

A total of 15 business relevant workshops have been held in the first quarter exceeding year-to-date targets. In addition a further 7 Forums and Expos were supported in conjunction with key government and community stakeholders supporting both businesses and jobseekers.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4	Strategic Land-Use Planning	Deliver a review of the existing retail hierarchy in the City of Logan to identify major trends affecting the current and future retail market in Logan to support the development of city centres.	June 2020	0	0	On Track

**Interpretation & Response:**

A consultant was engaged in June 2019 to undertake a review of retail, including existing and future retail trends, the existing hierarchy of retail centres in Logan and a review of various Council policies related to retail centres in Logan. A final draft report was delivered to Council in October 2019. This report will inform Council's retail strategy.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3	Services Marketing	Deliver a marketing strategy to help establish and promote the Kingston Butter Factory Innovation Hub and Events precinct.	June 2020	0	0	On Track

### Interpretation & Response:

Continued to track progress of social accounts with a view to revisiting the existing marketing strategy once milestones finalised.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3	Capital Delivery	Complete construction of the redevelopment of the Kingston Butter Factory for the Innovation Hub and Outdoor Venues to increase access to innovation and entertainment opportunities.	June 2020	0	0	Monitor

### Interpretation & Response:

The scope of this project has changed with the Innovation Hub being delivered through other arrangements. Physical construction of the redevelopment of the Kingston Butter Factory venue is progressing.

It is recommended that the name for this project be amended to 'Complete construction of the redevelopment of the Kingston Butter Factory to increase access to business and entertainment and business opportunities'

It is also recommended that the priority area from Council's Corporate Plan 2017-2022 that this project delivers against, be moved under QL1.1 - Support Integrated Infrastructure and service delivery to encourage health and participation outcomes.'

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3	Strategic Planning	Endorse the operational model of the Kingston Butter Factory Innovation Hub for the efficient delivery of services to stakeholders.	August 2019	0	0	On Track

### Interpretation & Response:

The redevelopment of the Kingston Butter Factory is still underway, however Council has made the decision not to move forward with the permanent space for the Logan Innovation hub. Council has pursued innovation hub delivery options for start-ups and entrepreneurs without the need for a permanent physical location at this time. Moving forward Council has partnered with a Logan-based tech startup 'Go1' to create a CoLab for the Logan Innovation Hub. Please refer to council report #13005625 for more information.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4	Tendering and Contracting	Implement actions from the Social Procurement Strategy and Buy Local Strategy which promotes social inclusion and increases council spend with local suppliers.	June 2020	1	1	On Track

**Interpretation & Response:**

Discussions have been held with Strategic Projects on forming an internal working party to workshop ideas to further engage with Council staff around the importance of purchasing locally and engaging with social enterprises. Further meetings have been held with Marketing, Economic Development and Vendor Panel to implement a communication strategy to increase supplier awareness of Council's endeavours to increase its Local and social footprint within Logan.



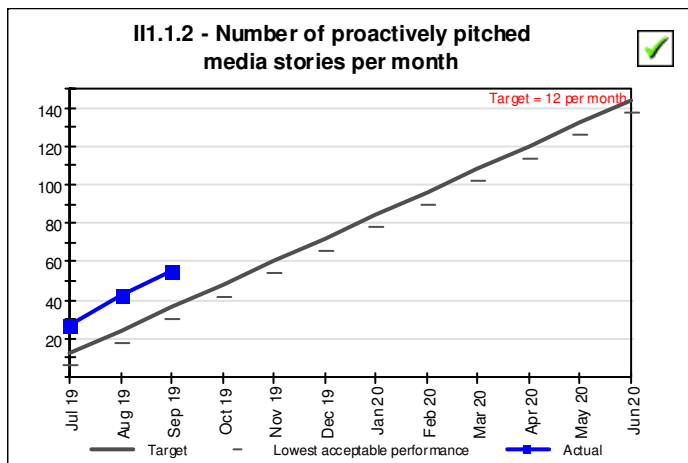
## Image and Identity (II)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1	City Image Marketing/ Branch and Design	Deliver a three year City Brand Strategy 2019 - 2022 and priority actions for the 2019/2020 financial year to position the city as an Innovative, Dynamic, City of the Future.	June 2020	2	2	On Track

**Interpretation & Response:**

RFQ developed and distributed to source a suitable creative agency to assist in the development of a high level road map which guides strategic marketing projects going forward until 2020/2021.



**Interpretation & Response:**

12 Pitches to various media outlets for the month of September.

- Top speakers for Eco Forum - JT Online
- Cedar Grove being toured by water industry officials - JT
- Biosolids announcement - ABC 612, Ch 7, Courier Mail and Landline
- Natasha Roebig as a contender for 2019 Rural Women's Award - JT and ALN
- Judy Nunn visit to Logan North Library - Sunday Mail/Courier Mail
- Citizenship Day at Beenleigh Events Centre - ALN
- Judy Nunn visit to Logan North Library - JT
- Water Tower - ABC

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.2	Delivery of Council's Advocacy Strategy and supporting Action Plan	Deliver the Advocacy and City of Choice Annual report to provide transparency in the delivery of the Advocacy Strategy and City of Choice initiative.	June 2020	1	1	On Track

**Interpretation & Response:**

Activities for the month of quarter one continue to be tracked in the register. The activity for quarter one is complete.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3	Strategic Planning	Implement key initiatives from the City Futures Strategy Implementation Plan to establish a direction for the city transformation agenda.	June 2020	0	0	On Track

Interpretation & Response:

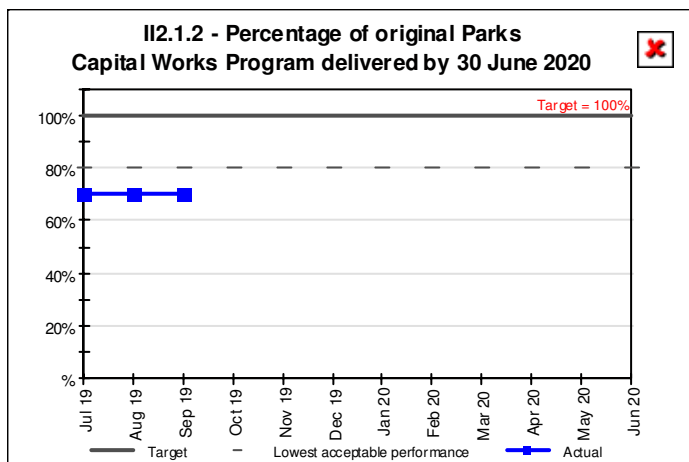
A key number of initiatives within the City Futures Strategy & Implementation Plan are underway and progressing as planned.

- Innov8 Logan has progressed with a number of activities and events delivered during quarter one. The program has identified positive attendant rate at events hosted across the city.
- A number of Smart City technology initiatives have been delivered and a number are still underway. Examples include free public wireless, smart water metering and smart parking.





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



**Interpretation & Response:**

There are 123 projects to be delivered as part of Parks Branch 19/20 Capital Works Program. As at end of September 21 projects have been completed which equates to 17% of the original program.

The targeted number of projects delivered at the same time is 30. Delivery of projects are currently behind schedule due to the delay in releasing the 19/20 funds. It is anticipated actual delivery will catch up to target project delivery numbers over the coming 6 months.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2	Community Events Support	Implement a Logan City Council Events Strategy 2019-2023 to guide the strategic direction of city wide events across a five year period.	June 2020	0	0	On Track

**Interpretation & Response:**

Further feedback has been provided to the consultant. A meeting is set for 7 November 2019 to review the document.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2	Event Attraction	Design a program for attracting small, medium and large scale events to the City of Logan to showcase the city as a thriving destination.	June 2020	10	10	On Track

**Interpretation & Response:**

The following events were hosted

- Qld Bush Poetry Championships (6 - 7 Sept) at Beenleigh Show Grounds - had 75 entries in 4 events across the weekend and had good spectator numbers throughout
- Classic Car Show (8 Sept) at Logan River Parklands - Great number of cars entered on the day. Approximately 10 community and market stalls. Further reporting to be received
- Centenary Plains Pro (28 & 29 Sept) at Waller Park - 15 elite competitors, 70 spectators. This event has assisted 5 additional riders to now register for the World Cup in China in November.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.3	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 2020	2	2	On Track

**Interpretation & Response:**

Following the RFQ process, a suitable creative agency was appointed to develop a high level road map to guide strategic marketing projects and priorities going forward until 2020/2021. Stakeholder workshops scheduled for October.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4	Services Marketing	Develop a 'green identity' for the city to encourage greater use by the community and greater visibility of Logan as a liveable city.	June 2020	2	2	On Track

**Interpretation & Response:**

Following the RFQ process, a suitable creative agency was appointed to develop a high level road map to guide strategic marketing projects and priorities going forward until 2020/2021. Stakeholder workshops scheduled for October.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.7	Strategic Infrastructure Planning	Implement priority actions for the 2019/2020 financial year from the Destination Management Plan to inform the future management of the City of Logan as a destination.	June 2020	0	0	On Track

**Interpretation & Response:**

Key prioritised actions were progressed this quarter including the finalisation of the Whitewater Park Pre-feasibility Study. This project is on track.



## Green and Renewable (GR)

### GR1 - A carbon neutral and green city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Total Fleet Asset Management	Develop a Sustainable Fleet Management Strategy to align Council with its goal to reduce and offset carbon emissions.	June 2020	1	1	On Track

#### Interpretation & Response:

Research and evaluation on a combination of different strategies and projects to match the Council's long term plan has taken place. The research was to establish a level of understanding as to whether they were achievable and can form part of the Sustainable Fleet Management Strategy. The project has also been discussed and listed in ELT 'Sustainability Position' under impact initiatives.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Mechanical Workshop	Update Council's annual Greenstamp Audit (GSA) processes to ensure compliance with the Queensland Department of Environment and Science and support a carbon neutral and green city.	December 2019	2	2	On Track

#### Interpretation & Response:

Two internal audits of the Greenstamp processes have been completed, with one audit completed ahead of schedule. The project on track for the next stage for a pre-external audit and an external audit.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Mechanical Workshop	Implement and obtain Environmental Management System ISO14001:2015 certification to support Council's Greenstamp accreditation and ensure business practices are environmentally sustainable.	December 2019	0	0	On Track

#### Interpretation & Response:

A recommendation was sought and provided from Motor Trades Association of Queensland (MTA Queensland) for an environmental audit and gap analysis provider. An external provider has subsequently been engaged with a quote pending to undertake a gap analysis between the Greenstamp Accreditation and ISO 14001:2015. This project is currently on track ready to commence the next stage.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Environmental Project Delivery	Deliver an emissions profile report to measure, track and reduce Council emissions.	September 2019	1	1	Completed

**Interpretation & Response:**

During the first quarter of 2019/2020, the 2018/2019 Emission Profile Report was developed to measure and track Council's emissions. This project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Environmental Project Delivery	Install solar photovoltaic (PV) systems at priority Council locations to reduce carbon emissions.	June 2020	0	0	On Track

**Interpretation & Response:**

During the first quarter of 2019/2020, a request for quote was developed, released and closed for the installation of solar Photo-Voltaic (PV) systems at priority locations. The review of submissions has commenced and the project is on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1	Environmental Planning, Policy and Advice	Develop a Climate Resilience Strategy to enhance climate resilience with Logan City Council.	June 2020	1	1	On Track

**Interpretation & Response:**

During the first quarter of 2019/2020, background research and a project plan was completed for the Climate Resilience Strategy. The project is on track.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2	Environmental Events, Activities and Education	Deliver an environmental events and activities program across the City of Logan to support the protection and enhancement of the natural environment across the city.	June 2020	1	1	On Track

**Interpretation & Response:**

During the first quarter of 2019/20, the following environmental events and activities were delivered:

- Walking on Country bush walk, Daisy Hill Conservation Park, Daisy Hill, where twenty-one adults and children were in attendance.
- Ignite Careers Expo, Logan Metro Sports and Events Centre, Crestmead, where around 4,300 people (mostly highschool students from the City of Logan) were in attendance.
- Junior Wildlife Science Workshop, Crestmead PCYC, Crestmead, where 13 children and 4 adults were in attendance.
- Resilient Rivers Initiative get together, Cochrane Bridge Park, Woodhill, where 13 landholders were in attendance.
- Kid's Nature Journaling Workshop and Nature Journaling Workshop, Dirram Yani Park, Jimboomba, where 4 kids and 12 adults were in attendance.
- Logan Eco Forum, Beenleigh Events Centre, Beenleigh, where close to 60 people were in attendance.
- Platypus Watch surveys, various locations on the Albert River, where 6 people were in attendance.
- Platypus Ponderings, the White House of Waterford, Waterford, where around 40 people were in attendance.
- Platypus Watch for kids, Beenleigh Library, Beenleigh, where 8 children and 6 adults were in attendance.
- Wildflower Walk, Plunkett Conservation Park, Cedar Creek, where 22 people were in attendance.
- Wildkids: River Investigators, Logan River at Jimboomba Lions Park, Jimboomba, where 9 children and a number of adults were in attendance.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.1	Environmental Project Delivery	Deliver on-ground wildlife movement solutions based on road kill hot spot prioritisation mapping to enhance road safety and reduce wild-life collisions.	February 2020	0	0	On Track

**Interpretation & Response:**

During the first quarter of 2019/2020, project planning was completed for the installation of three virtual fences at priority wildlife movement locations. In late September 2019, installation of the virtual fence at the first location at Cusack Lane, Jimboomba commenced and is on track to be commissioned during October 2019.



## GR2 - Our waterways and waterbodies are healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.1	Environmental Project Delivery	Deliver Belivah Creek Restoration Plan projects as a key tributary to the Albert River to improve water quality and waterway health.	April 2020	0	0	On Track

### Interpretation & Response:

During the first quarter of 2019/2020, completed planting sites along Belivah Creek have been maintained and project planning for the 2019/2020 revegetation works in priority locations was undertaken in accordance with the Belivah Creek Restoration Plan. The project is on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2	Environmental Planning, Policy and Advice	Develop an Albert River Accessibility and Connectivity Plan to increase activation of the river and enhance community connection with the river.	June 2020	2	2	On Track

### Interpretation & Response:

During the first quarter of 2019/2020, stakeholder engagement for the Albert River Accessibility and Connectivity Plan was undertaken and a draft Plan developed. The project is on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3	Environmental Planning, Policy and Advice	Develop a Logan and Albert Rivers Fish Habitat Improvement Implementation Plan to prioritise fish health and fish population enhancement projects.	April 2020	1	1	On Track

### Interpretation & Response:

During the first quarter of 2019/2020, project planning for the Logan and Albert Rivers Fish Habitat Improvement Implementation Plan was undertaken. The project is on track.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1	Waste and Recyclables	Deliver a contract commencement plan to the Health, Environment & Waste Manager to the Waste collection Contract to ensure a successful transition into the commencement of Council's new waste collection service.	June 2020	0	0	On Track

**Interpretation & Response:**

Assessment of tender submissions is progressing. Contract is on track and is to be awarded by the end of December 2019. Work on the commencement plan will then begin.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1	Waste Disposal	Deliver a report for Council consideration on the evaluation of the regional waste disposal and resource recovery to inform future waste management planning.	June 2020	0	0	On Track

**Interpretation & Response:**

Expressions of Interests closed 20 August 2019. Assessment of submissions by evaluation panel members is progressing. The evaluation panel is led by Logan City Council and includes a representative from each participating Council.



## 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	Customer Experience Improvement	Deliver the Corporate Website Transformation Project to support Council in becoming a Smart City.	December 2019	1	1	On Track

**Interpretation & Response:**

The Website Transformation Project is on track with go live scheduled for the end of November.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration to support the City of Logan becoming a Smart City	June 2020	0	0	On Track

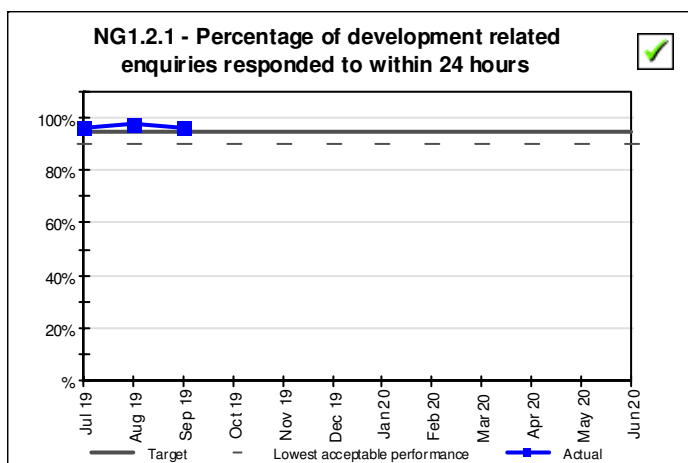
**Interpretation & Response:**

Logan City Council has been working with an awarded vendor to develop Council's Digital Strategy. The Digital Strategy will challenge and evolve the way that Council delivers ICT applications and services which is expected to enhance Council's provision of customer service and improve process efficiencies. The Digital Strategy will provide an opportunity for Council to demonstrate leadership by developing ICT initiatives to facilitate its digital transformation through:

- Investment of people, creating a skilled workforce;
- Supporting the convergence of all types of digital devices and services;
- Uplifting the central ICT services provided by the internal Information Services Branch; and
- Focus on business efficiency.

In the last financial year 2018/2019, the awarded vendor facilitated a number of internal workshops to gather information from internal stakeholders, including Managers and Digital Leaders, to analyse Council's current state of maturity. The awarded vendor has been working with the Information Services Branch to develop a three (3) year strategy with a supporting strategic roadmap and action plan to meet Council's vision of becoming a Smart City. An initial draft strategy and roadmap has been developed and circulated to internal stakeholders for review.

The final draft strategy is expected to be submitted to the relevant decision bodies, including Council, in Quarter 2 of 2019/2020 financial year.



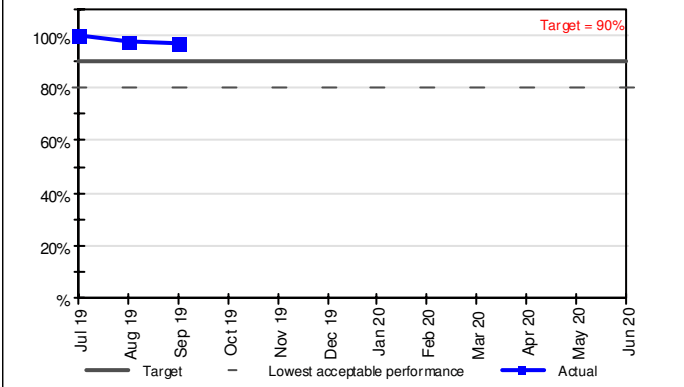
**Interpretation & Response:**

All months across the quarter were above the 95% KPI and the team will continue to meet the need of the customers.





**NG1.2.2 - Percentage of 'Construction Taskforce' customer enquiries responded to within 24 hours**



**Interpretation & Response:**

The Construction Taskforce continue to meet the high standards and remain committed to keeping our customers informed. They have exceeded the KPI for all three months of the current financial year.



**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	All Animal Care Program	Complete the final stage of the Community Engagement Program and deliver a local law amendment process based on a holistic review of the cat and dog keeping provisions of Council's animal management local law.	November 2020	0	0	On Track

Interpretation & Response:

Round two of community engagement was completed in quarter one, following a report to Council scheduled for August 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1	Engagement Support	Deliver actions from the Community Engagement Strategy 2017-21 to set the framework for how Council engages meaningfully with the community.	June 2020	0	0	On Track

Interpretation & Response:

The Community Engagement Program is driving continuous improvement and best practice engagement advice and support to Council Branches. A review of the Community Engagement Framework is currently underway.

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

Interpretation & Response:

In the first quarter the project was added as a top 10 priority for the Community Services Directorate. Research and Consultation milestone was achieved on time. The Business Plan is currently being drafted and is to be circulated to relevant stakeholders by end of October 2019.



**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	SAMMS Project Planning and Implementation	Complete implementation of Phase 1 of the Strategic Asset Management and Maintenance Project (SAMMS) for Water Branches and commence rollout to all asset classes to support our transition to a next generation government.	June 2020	1	1	On Track

Interpretation & Response:

SAMMS Phase One Water - the release 6 prototype was demonstrated to stakeholders on 6 September 2019. Following this, a draft scope and project schedule will be developed and provided to SAMMS Steering Committee for endorsement - scheduled for 11 October 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1	Tendering and Contracting	Deliver an innovative tendering and contracting framework and delivery model that supports Logan City Council to be an innovative, dynamic, city of the future.	June 2020	0	0	On Track

Interpretation & Response:

This project is awaiting decisions from the procurement review which will be available in quarter 3.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1	Branch Management	Develop and implement a Governance Framework to promote best practice for corporate governance.	December 2019	0	0	On Track

Interpretation & Response:

The Draft Framework has been developed. The project is currently running on track.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1	Branch Management	Develop and implement a compliance management system to ensure effective and accountable governance.	September 2019	0	0	Monitor

**Interpretation & Response:**

Work has been outsourced and supplier has been delayed due to other commitments.

It is recommended that the delivery date for this project be extended to March 2020, to allow for delivery by the supplier.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1		Implement and obtain Quality Management System ISO9001:2013 certification to demonstrate Council's excellence in its delivery of products and services of its plant and fleet.	June 2020	0	0	Undeliverable

**Interpretation & Response:**

Significant change in current business processes and new quality management procedures are being developed such as the National Heavy Vehicle Regulator Chain of Responsibility; fleet acquisition and disposal, procurement policy; new fleet washbay; greenstamp environmental accreditation and process requirements; new electronic oil management process; workplace heat and fatigue management.

All of these will need quality management procedures applied before audit and accreditation can be conducted.

Identification of appropriate providers of audit and accreditation services has proved time consuming and difficult as no appropriate providers available through Council's Local Buy arrangement.

The 2019/2020 Budget timetable has been released early which will require considerable resources to be applied to service enhancements and capital replacement consultation with other branches.

It is recommended to defer this project until 2020 /2021 financial year to allow for changes to quality management procedures to be managed, identify suitable accreditation services and accommodate the 2019/2020 budget timetable.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1	SAMMS Project Planning and Implementation	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.	September 2019	1	1	Completed

**Interpretation & Response:**

SAMMS Phase One Water - Release 5 went live on 13 August 2018 and successfully implemented a works order management system to Logan water Operations water Maintenance and Water Project areas. The project team provided warranty support onsite to the Water Operations team until 13 September 2019. All Water Operations Network Maintenance Crews (in the field) are now using the TechnologyOne system.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2	Delivery of Council's Advocacy Strategy and supporting Action Plan	Deliver the Annual Action Plan 2019/2020 to guide Advocacy Program priorities and activities for the 2019/2020 financial year.	June 2020	0	0	On Track

**Interpretation & Response:**

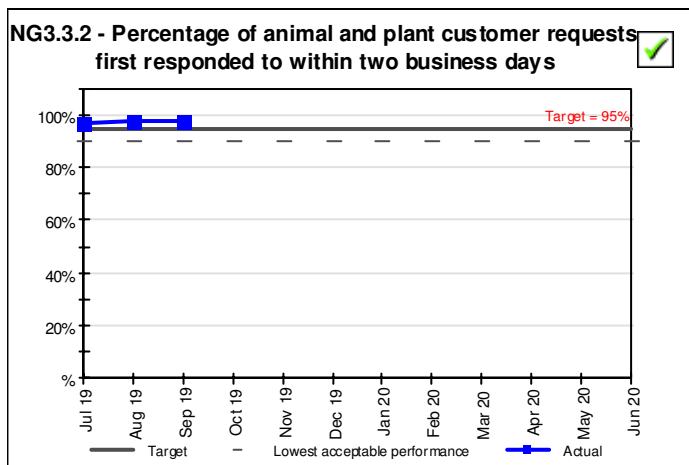
Activities continue to be delivered in accordance with the Advocacy Action Plan 2019/20.

The activities for Quarter one are complete with the progression of work on the South-East Queensland City Deal, the 2032 Olympic Bid and the City of Choice focus areas. Quarter one also included regular engagement with Local, State and Federal members and those Ministers with a specific interest in opportunities relevant to the City of Logan.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.3	City Animal & Plant Biosecurity	Deliver the 2018-2022 City of Logan Biosecurity Plan to manage invasive pests, plants and animals across the city.	June 2020	8	2	On Track

**Interpretation & Response:**

This project is currently running on track in the first quarter.



**Interpretation & Response:**

This KPI is tracking above target for quarter one.

- 27 requests received during September. 26 requests attended to within the target time frame.
- 52 requests received during August. 51 requests attended to within the target time frame.
- 32 requests received during July. 31 requests attended to within the target time frame.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1	People Plan 2018 - 2021	Deliver priority actions for the 2019/2020 financial year from the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valued and skilled workforce.		0	0	On Track

**Interpretation & Response:**

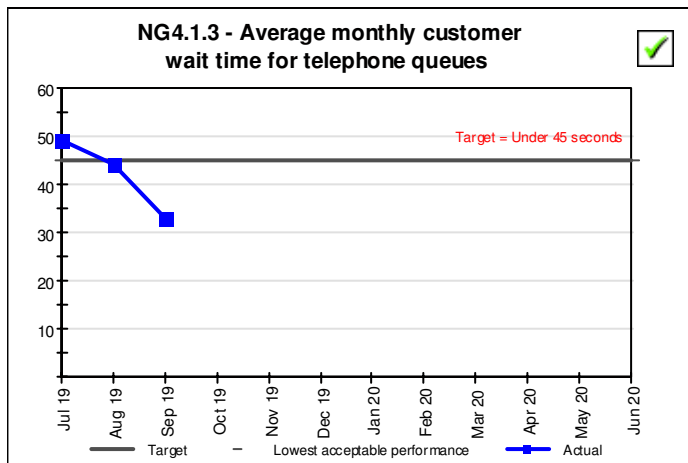
Six projects from this program of work are currently underway, all are progressing in line with agreed timelines.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1	A Great Place to Work	Implement actions to achieve Council accreditation as a White Ribbon Accredited organisation to ensure a safe and respectful workplace.	June 2020	0	0	Not Proceeding

**Interpretation & Response:**

The People and Culture Manager has decided that, rather than progress a piece of work in isolation largely on the basis that a lot of other organisations have done it, that a more strategic and considered approach be adopted. Consequently there will be a formal diagnostic piece of work undertaken to ensure an evidence-based approach is taken in both identifying the business drivers and in formulating the potential strategies and actions in response to the identified business drivers.

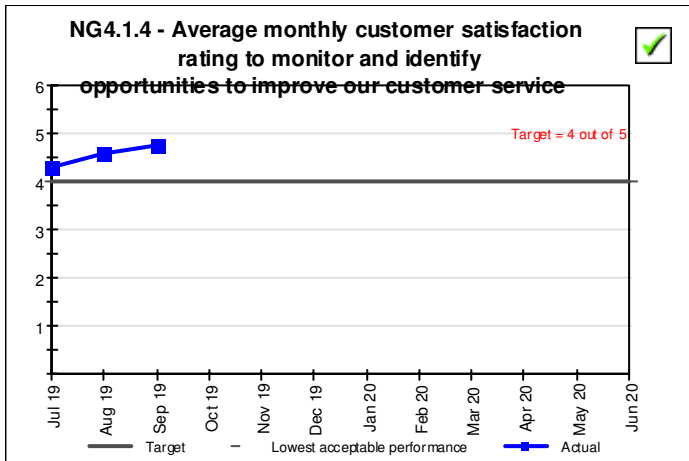
It is recommended that this project be removed from the Operational Plan 2019/2020 so that the team can focus on a more thorough approach towards inclusion and diversity at Logan City Council.



**Interpretation & Response:**

Council's average wait times were 49, 44 and 33 seconds respectively for July, August and September 2019. Results for two of the three months in the quarter were within the acceptable performance range against the target of 45 seconds.

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



**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 June, July and August 2019, customer satisfaction was at 4.30, 4.57 and 4.76 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	Business Efficiency and Resilience	Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events.	June 2020	0	0	On Track

### Interpretation & Response:

Incident Management System

Staff attended Guardian Conference in September 2019.

### Disaster Dashboard

Councils Disaster Dashboard in its existing form will no longer be available from November 2019 as it has been flagged to be transitioned to the new web platform. The Disaster Management Program have been working in consultation with Customer Experience & Community Engagement Branch and QITPlus to determine the expected deliverables of the project. The Disaster Dashboard project will deliver the following:

Customer Experience & Community Engagement Branch and QITPlus to determine the expected deliverables of the project. The Disaster Dashboard project will deliver the following:

- The ability for users to view flood watch and traffic cameras
- Road hazard and closure information for Local and State controlled roads
- The ability for users to view unplanned Energex power outage
- The ability to view the current observations and weather warnings from BoM
- The ability for users to view Fire Incidents provided by QFES
- The ability for users to view the location and status of flooded road warning signs
- The integration of the ReadSpeaker plugin
- Feeds from various social media accounts
- The ability to view river station information and metrics
- Integration with Google Translate plugin

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1	Prevention	Deliver an updated hazard and risk profile for the City to improve Disaster Management capabilities.	June 2020	1	1	On Track

### Interpretation & Response:

A review of the All Hazards Risk Assessment commenced in March 2019 with an intent to adopt the Queensland Emergency Risk Management Framework (QERMF) and to incorporate Climate Change Adaptation. A workshop with identified hazard owners, LDMG Members and key internal stakeholders was held on 09 May 2019.

Key representatives from numerous agencies provided input and experience during the review workshop and development of the overall hazard identification and risk assessment process. These included:

- GHD representatives
- Logan City Council and local disaster management representatives
- Utilities representatives (Logan Water, Energex and APA)
- State government agencies including Queensland Ambulance Service, Queensland Fire and Emergency Services, Queensland Police Service, Queensland Health, Queensland Department of Transport and Main Roads, Queensland Department of Agriculture and Biosecurity Queensland
- Red Cross

An All Hazards Risk Assessment Report has been produced which provides a detailed breakdown of each identified hazard including the description, likelihood, consequence and overall residual risk rating, identified seasonally where time of year is a factor an analysis of the decision making summary of results for each risk in terms of risk as detailed in the Hazard Risk Register.

Report was endorsed at the LDMG meeting held on 28 August 2019.

The Risk Register project is complete, with further work being undertaken in future quarters for community profiling.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1	Preparedness	Deliver the annual review of the Local Disaster Management Plan to ensure policies, practices and operational procedures align with agencies and identify opportunities for continuous improvement.	September 2019	3	3	Completed

Interpretation & Response:

Reviewed sub plans were re-endorsed by the LDMG on 28 August 2019. These include:

- Spontaneous Volunteers Sub Plan
- Utilities Sub Plan
- Transport Disaster Response Sub Plan
- Impact Assessment Sub Plan
- Flood Sub Plan
- Counter-Terrorism Sub Plan
- Heatwave Sub Plan
- Severe Weather Sub Plan
- Fire Sub Plan
- Tsunami Sub Plan
- Hazardous Materials Sub Plan
- Evacuation Sub Plan
- Community Information & Warnings Sub Plan
- Rapid Response Sub Plan
- Recovery Sub Plan
- Local Disaster Management Plan

This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2	Floodplain Management	Deliver updates to the Logan and Albert River Floodplain Risk Management Study to further build our resilience and recovery in the event of disasters.	May 2020	2	2	On Track

Interpretation & Response:

Delivery of the flood study update project is in progress and on track. Update of the Logan and Albert River Floodplain Management Study will commence following technical completion of Milestone 3.