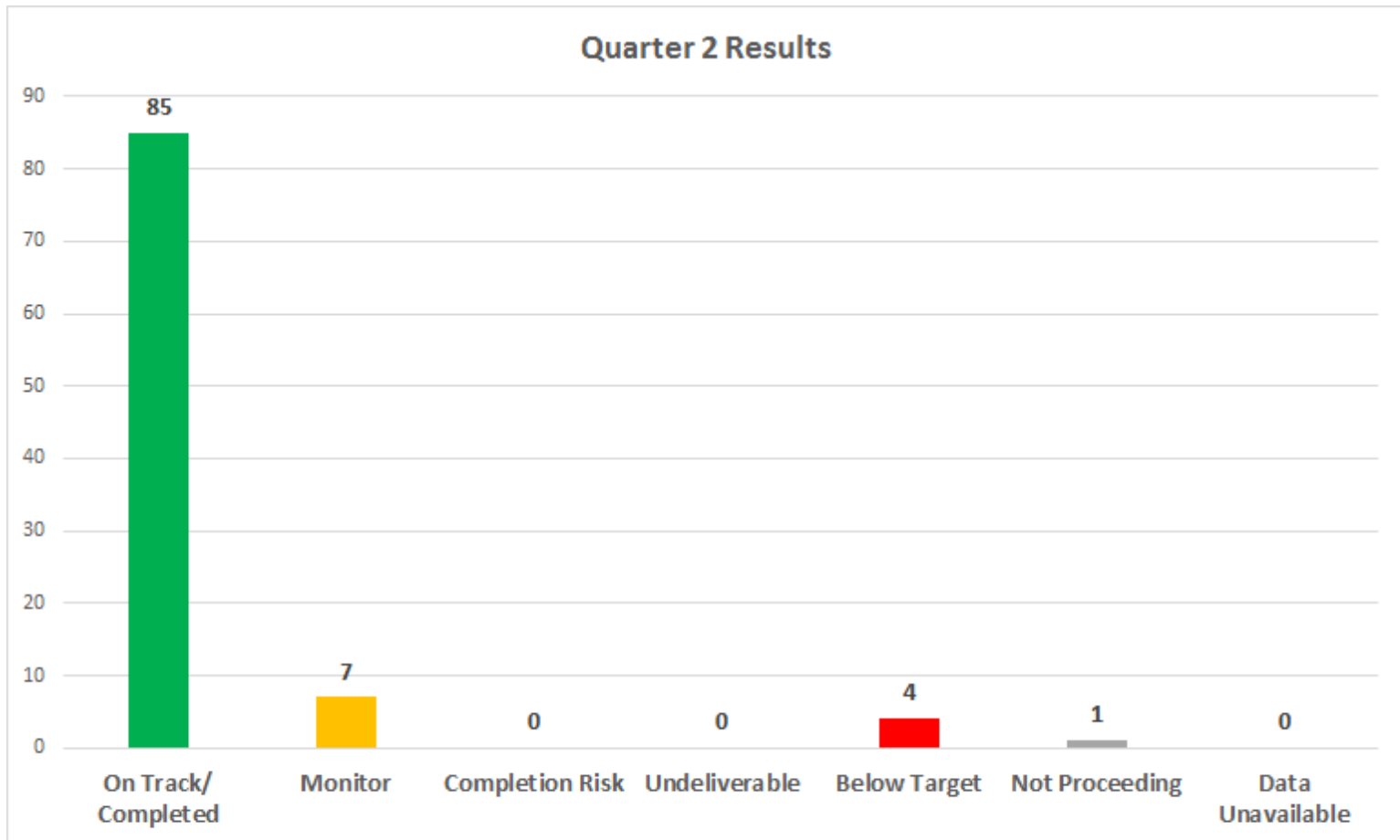


2018/2019 Operational Plan Quarterly Report



Quality Lifestyles (QL)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	Delivering Service Excellence and Business Efficiency	Identify and acquire suitable land in south-west Logan to establish a satellite City Standards & Animal Care facility with other co-located depot facilities in the City of Logan	June 2019	3	3	On Track

Interpretation & Response:

Investigation of suitable locations and initial consideration of options occurred in December, involving the Branches in partnership for this co-location project. Four sites are highly ranked for their suitability. One (confidential) site is under particular consideration and is being investigated for its suitability for construction of associated buildings, the size of a building footprint and appropriateness of the facility in that locality.

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

Interpretation & Response:

The Community Infrastructure Needs Assessment (Needs Assessment) was presented to the City Lifestyle & Community Committee on 7 November 2018, and was subsequently endorsed by Council at its meeting of 13 November 2018, Minute No 362/2018. The Needs Assessment will now be used for the purpose of informing the development of Council's new Community Infrastructure Strategy.

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

Interpretation & Response:

No changes from last quarter. The funding and delivery model is dependent on the final Community Infrastructure Strategy (CIS). As current, the CIS is on track and the timing for completion dependent on consultation with Councillors. It is still anticipated to be complete by March 2019, therefore this project will not commence until after March 2019.

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

Interpretation & Response:

Construction is nearing completion on site. The buildings are at lock up stage with internal fit-out works and external works in progress. The project is on track for completion in early 2019.

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

Interpretation & Response:

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

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

Interpretation & Response:

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

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

Interpretation & Response:

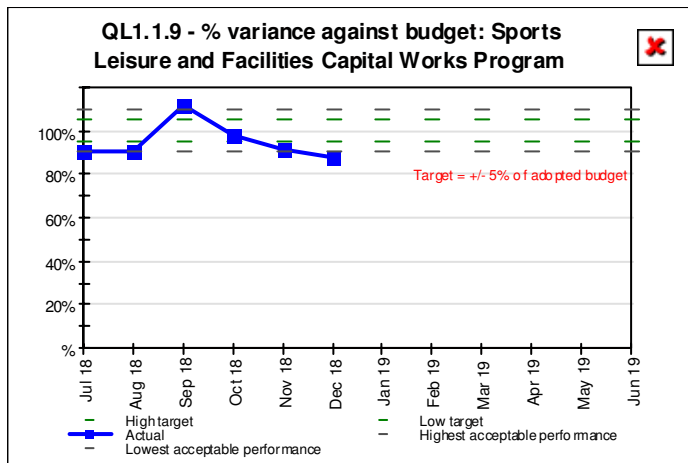
The project is being delivered by Building and Asset Services (BAS) on behalf of Sport, Leisure and Facilities (SLF) Branch. BAS are developing a Request for Quotation for new consultants and investigating methods of procurement for the main contractor.

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

Interpretation & Response:

Quotations have been received for the design services for the PCYC and Masterplan Concept Design. It is anticipated this will be awarded by end of January.

Consultants for the site remediation have provided quotations to carry out field works which are under review.



Interpretation & Response:

Expenditure is tracking slightly lower than previous months as the Beenleigh Aquatic Centre progress claims and invoices slow down with structure/civil works completed. This is expected to pick up again in the next quarter with fitout works being undertaken.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.2.1	Library Technology and Support	Upgrade public Wi-Fi to enable innovation and meet needs of library customers	June 2019	2	2	On Track

Interpretation & Response:

During the second quarter, works were completed to connect further libraries to the National Broadband Network (NBN). At the end of December 2018, public Wi-Fi services at Logan Village, Jimboomba and Logan West Libraries were successfully upgraded to the NBN. Works to upgrade public Wi-Fi services at Logan Hyperdome Library and Greenbank Library to the NBN are in progress.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	Community Learning and Support	Deliver early year services and the 'First Five Forever' initiative to improve early literacy in children aged under 5	June 2019	2	2	On Track

Interpretation & Response:

December 2018 Summary:

First Five Forever facilitated a range of early years literacy development activities across the City. Highlights for December included participation in the City's Christmas celebrations with attendance at the City of Logan Christmas carols and the Yarrabilba Christmas carols where First Five Forever Officers engaged with 630 people. Network engagements for December included meeting with Logan City Council's Disaster Management Team to discuss resourcing for families impacted by natural disasters, meeting with Youth Justice to identify methods for supporting families and young people, and consultation with the Department of Education to discuss training and support for early years educators and parents.

The position of Library Early Years Coordinator has been appointed. Included in this role's responsibilities is the development and delivery of First Five Forever services to the community.

Total number of First Five Forever outreach activities for December 2018: 30.

Total number of participants for First Five Forever outreach activities for December 2018: 1,535.

Quarter Two Summary

During the second quarter, the Logan City Council Library Service First Five Forever team actively worked within the Logan community to encourage increased participation with the services available at Logan City Council Libraries. This is evidenced with strong participation by the First Five Forever team in the Yarrabilba community where the First Five Forever team is regularly engaging with large numbers of families. The First Five Forever team is also facilitating regular pop-up library events throughout the City. At these outreach events, the First Five Forever team is taking the opportunity to promote library services and encourage people to become members of the library. Through ongoing network meetings with community organisations and government agencies, the First Five Forever team is providing information and resources to encourage improved library engagement by people accessing community and government services.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.2	Community Learning and Support	Develop a Libraries Learning and Discovery Strategy that provides for community learning, experience, innovation and creativity	June 2019	2	2	On Track

Interpretation & Response:

December 2018 Summary:

The draft Libraries Learning and Discovery Strategy 2019 - 2023 is being finalised by staff and will be submitted to Committee in early 2019 to progress to community consultation.

Quarter Two Summary:

Over the second quarter, the Library Programming Coordinator and Library Client Services Program Leader has progressed the Libraries Learning and Discovery Strategy by completing the following actions:

- Completion of staff consultation and development of the Strategy's outcomes.
- Completion of the draft version of the Library Learning and Discovery Strategy.
- Review of the Library Learning and Discovery Strategy by the Library Programming team and incorporation of their feedback.
- Completion of the Libraries and Creative Industries Manager's review.

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

Interpretation & Response:

The KRANK School Holiday program ran from 22 September to 6 October 2018. A total of 1,813 young people attended 64 free and low-cost activities during this time.

Request for proposals for KRANK opened on Monday 12 November 2018 with community members, organisations and businesses invited to apply to deliver activities from July 2019 to June 2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	Community Development Programming	Deliver the Live Well Logan program to provide opportunities for residents to participate in affordable and accessible physical activities and health and wellbeing programs.	June 2019	1	1	On Track

Interpretation & Response:

A total of 2,189 participants attended 104 active and healthy programs during the previous reporting period July to September 2018.

Request for proposals for Live Well Logan opened on Monday 12 November with community members, organisations and businesses invited to apply to deliver activities from July 2019 to June 2020.

Note: Reporting for the period is retrospective for the previous quarter (quarter 1) due to the availability of data. Quarter 2 results will be available in the next quarter (quarter 3) and so on.

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

Interpretation & Response:

The Contractor is continuing to undertake the participation study.

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

Interpretation & Response:

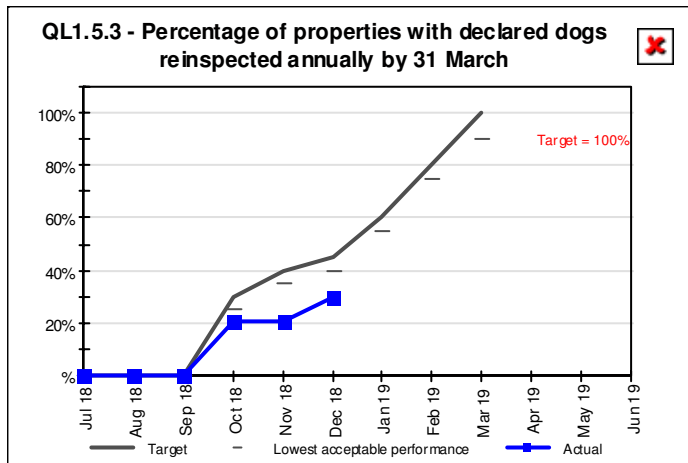
The project was completed in the first quarter of 2018/19.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.2	Public and environmental health licensing and approvals	Promote the display of Eat Safe Logan star ratings to business and the community to increase awareness and display of Eat Safe Logan star ratings.	June 2019	3	3	On Track

Interpretation & Response:

In the second quarter, the Environmental Health and Immunisation Program amended the food business licence application form to help encourage new applicants to opt into the display of their Eat Safe Logan star rating. Marketing and Events Branch released social media posts to promote consumer awareness of Eat Safe Logan star ratings which reached 18,817 people.

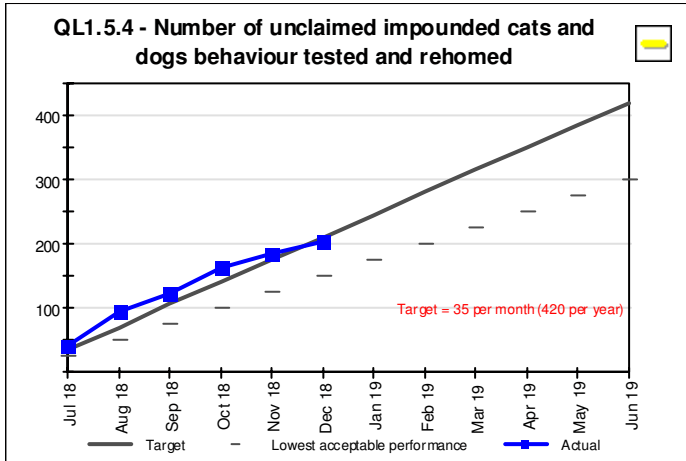


Interpretation & Response:

30% of inspections are now complete. Although this KPI is currently below target, inspections are on track for completion by the end of the third quarter.

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Interpretation & Response:

80 cats and dogs have been sold during the second quarter, bring the total to 202 for the year to date. This is slightly below the target of 35 per month, but within acceptable limits.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.5	Community Development Initiatives	Deliver the Community Project and the Working Together grants to community organisations to deliver meaningful projects that respond to emerging community priorities and build the capacity of community organisations.	June 2019	1	1	On Track

Interpretation & Response:

Round 2 of the 2018 Community Project Grants was finalised and a total of \$53,535 was provided to fund eight community projects.

In partnership with Bendigo Bank, \$8,000 was awarded through the Working Together Grants to fund youth engagement projects.

QL2 - Neighbourhoods are welcoming, inclusive and safe

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

Interpretation & Response:

During the second quarter, the five key strategic outcomes of development, engagement, places and spaces, partnerships and communication were delivered through programs and activities such as talks, workshops, performances, exhibitions, outreach and public art projects. Creative Industries staff participated in consultation for Arts Queensland's 10 Year roadmap for the arts, culture and creative sector and a written submission was also developed and submitted. Logan City Council received two Gallery and Museum Achievement Awards at an event at Bankfoot House, Glasshouse Mountains, for the Public art and heritage trails and Making arts accessible programs. 43 volunteers attended a morning tea held at Logan Art Gallery to celebrate their ongoing commitment to Council. An application for funding was submitted for the Queensland Arts Showcase Program to support Logan Live 2019. Design Development agreement for a public artwork for the second site in the Wineglass Drive precinct was signed. Invitations, What's On and the 2019 Logan Art Gallery Exhibition programs were printed ready for mailing in the new year.

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

Interpretation & Response:

Public consultation of Council's draft Access and Inclusion Plan 2019-2022 was undertaken between 30 October and 25 November 2018. Over 36,000 community members were engaged through a digital marketing campaign, a have your say survey and in person Community Conversations.

Council's participation in the National AccessAbility Day where, in partnership with local disability employment service providers, Council hosted 12 people living with a disability for a one day job shadowing opportunity. This initiative led to several participants being encouraged and supported to apply for 2019 Council traineeships.

The second quarter also saw the implementation of accessibility features at the City of Logan Christmas Carols including an accessibility seating area, hearing loops and Auslan interpreters.

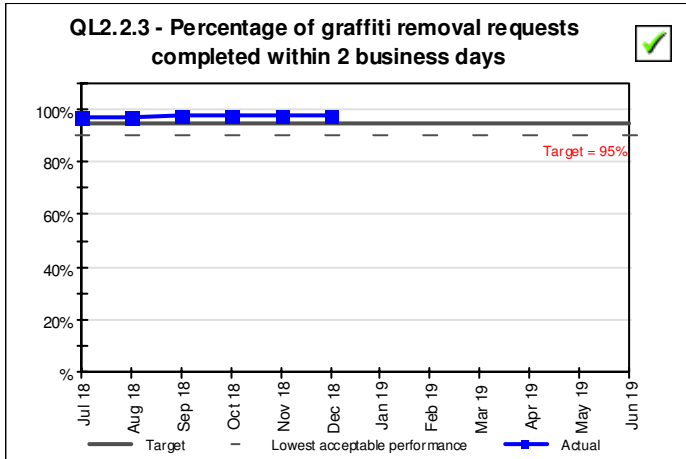
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Community Development Strategies	Implement the Reconciliation Action Plan (RAP) to achieve Council's vision for reconciliation and to increase respect and understanding	June 2019	0	0	On Track

Interpretation & Response:

Public consultation of Council's draft Reconciliation Action Plan 2019-2020 was undertaken between 7 November and 9 December 2018. Over 25,000 community members were engaged through a social media campaign, a have your say survey and in person Community Conversations.

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Interpretation & Response:

115 requests were received during December 2018. 113 requests were completed within the target timeframe.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	Road Safety Coordination	Implement the Road Safety Strategy 2017-2021 (via the SafeRoads4Logan Road Safety Action Plan 2017-2021) to reduce incidents and improve safety on roads in Logan City.	June 2019	1	1	On Track

Interpretation & Response:

During the second quarter, weekly traffic meetings occurred with Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. The school zone pace car was deployed during the school term. Council also chaired the Speed Management Advisory Committee (SMAC), followed by the Road Safety Working Group (RSWG) on 6 December 2018. The next SMAC and RSWG meetings are scheduled for end of February 2019.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Community Safety Programming	Implement the City of Logan Safe City Strategy and Action Plan 2016-2020 which aims to provide a safe and liveable community as well as enhance the quality of life for residents of the City of Logan.	June 2019	2	2	On Track

Interpretation & Response:

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

Strategic approach: The development of an annual crime profile for the City of Logan, which will outline historic, current and trending crime statistics for the city was completed. This profile will be utilised to plan crime prevention and community safety projects and activities to be delivered in targeted areas of the City, as well as City-wide Safe City Logan initiatives, throughout 2019.

Community confidence: The Community Safety Program delivered 16 targeted divisional activities, including face-to-face engagement with businesses regarding crime prevention, community safety information displays and a youth engagement barbeque, throughout this period to raise awareness of crime prevention and community safety.

Places and spaces: 17 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 27 mobile safety camera vehicle deployments (van and ute) were successfully undertaken.

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

- Working with the Queensland Police Service - Logan District Child Protection Unit to develop a new 'Youth Saver' project;
- Delivery of the collaborative Station Road, Logan Central Steering Committee meeting; and
- Working with Beenleigh Probation and Parole to deliver the Building Social Capital Hubs project.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	Community Safety Research and Planning	Deliver the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan.	June 2019	2	2	Completed

Interpretation & Response:

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.3	Logan Safety Camera Program	Deliver the Logan Safety Camera Program throughout the City of Logan to encourage community safety.	June 2019	2	2	On Track

Interpretation & Response:

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

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

- New permanent CCTV safety camera operational at Oates Park, Woodridge;
- New permanent CCTV safety camera operational at Eridani Park, Kingston;
- New permanent CCTV safety camera operational at Reserve Park, Slacks Creek;
- New permanent CCTV safety camera operational at Village Green, Logan Village;
- New permanent CCTV safety camera operational at Buxton Park, Yarrabilba;
- New permanent CCTV safety camera operational at Noffke Park, Bethania;
- New permanent CCTV safety camera operational at Corner Station Road and King Arthur Boulevard, Bethania;
- New permanent CCTV safety camera operational at Loganlea Picnic Grounds, Meadowbrook;
- New permanent CCTV safety camera operational at Peppertree Park, Jimboomba;

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- New permanent CCTV safety camera operational at Doug Larsen Park, Beenleigh; and
- Six permanent CCTV safety cameras successfully replaced in the Logan Central and Woodridge safety camera precincts.

Conveniently Connected (CC)

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

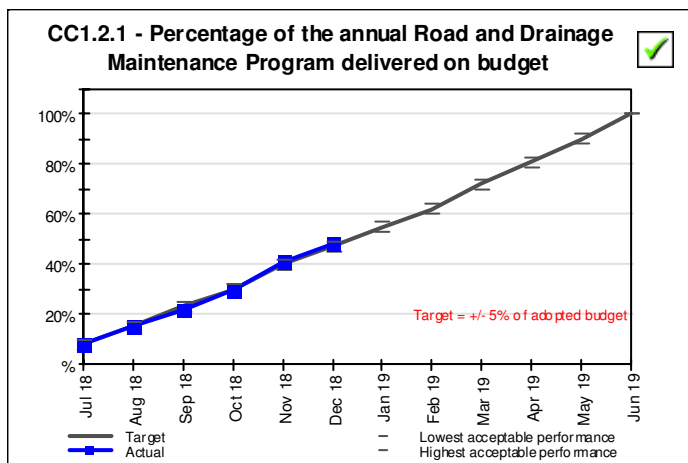
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1.1	Transport Planning	Prepare for Council endorsement, Way2Go, an Integrated Local Transport Plan.	December 2018	7	7	Completed

Interpretation & Response:

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

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

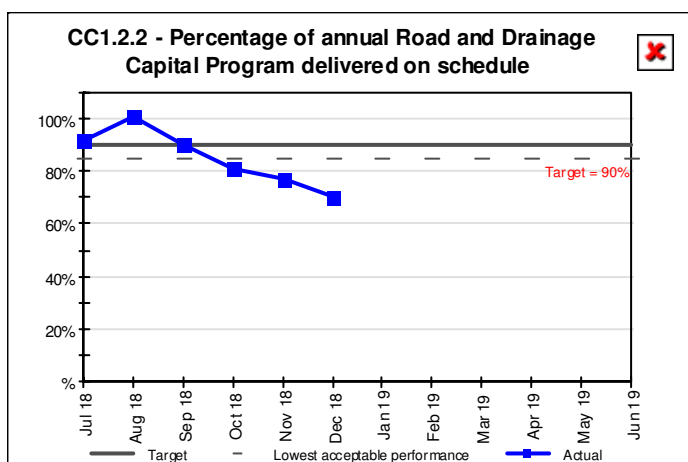
At its meeting of 4 December 2018, Minute No 374/2018, Council endorsed the final version of strategic document *Way2Go - Connecting Logan* as the Integrated Local Transport Plan for Logan.



Interpretation & Response:

Target: 47%
Lowest Acceptable Level: 45%
Actual: 48%

The delivery of the road maintenance program is on track to meet the 2018/2019 financial year.



Interpretation & Response:

Delivery of the Capital Roadworks and Drainage Program is below planned expenditure at 70.6% at the end of the second quarter for 2018/2019.

Notable projects delivered throughout the second quarter include:

- Riverhills Road and Brigade Drive, Eagleby intersection upgrade (\$3.8 million)
- California Creek Road, Cornubia design and construction upgrade (\$1.3 million)
- Mallee Drive Catchment Master Drainage Project (\$1.3 million)
- Mayflower Street Catchment Master Drainage Project - Stage 1 (\$0.5 million)
- Ewing Road and Smith Road, Woodridge Intersection Rehabilitation (\$1 million)
- Goodna Road, Greenbank Guardrail and Vehicle Activated Signage Project (\$0.3 million)
- Teviot Road, Carbrook pavement stabilisation and resurfacing works (\$1.2 million)
- City-wide bus stop upgrades under the Public Transport and Accessible Infrastructure Program (total \$1 million)
- City-wide asphalt and spray seal resurfacing program (total \$15 million)

A number of projects are currently being utilised for price assessment under a new Civil Construction Services Panel, which is currently being tendered. Contracts for these projects will likely be awarded early 2019. The rate of expenditure is expected to increase throughout the third and fourth quarter as projects being delivered under this new panel commence construction.

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

Interpretation & Response:

During the second quarter, the first of three planned cycle project investigations, being Station Road, Loganlea (Statement of Intent ID 106B) was completed. The project scoping brief was issued to progress to the detail design phase.

Front-end investigations commenced on the second planned project which will provide cycle infrastructure between Kingston Railway Station and Queens Road via Augustus Park (Statement of Intent ID 77B and 77C). This scoping brief is expected to be issued January 2019.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.1	Wastewater Treatment	Deliver construction works of the Cedar Grove Wastewater Treatment Plant to improve services and connectivity to the Logan South region of the city.	June 2019	2	2	On Track

Interpretation & Response:

The project has commenced construction and is currently progressing to approved schedule.

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

Interpretation & Response:

The project will commence construction in quarter 3, which aligns with the approved project schedule.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.3	Wastewater Treatment	Plan for the identification of sites for the Logan South Wastewater Treatment Plant 'B' to improve services and connectivity to the Logan South region of the city.	June 2019	2	2	On Track

Interpretation & Response:

Council has adopted the sitting study with two preferred sites identified. Initial discussions have been held with the directly impacted land owners. Property valuations are being undertaken on the impacted properties.

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

Interpretation & Response:

The format for the Jimboomba summit has been finalised and the venue has been confirmed. The summit will be held in Cuzack Lane in the closed off street, Jimboomba on 21 March 2018, with the event running over the afternoon up to the evening. The facilitator for the summit has been engaged and an inception meeting will be held in January 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Statutory Planning and Policy	Deliver strategic trunk infrastructure to support and unlock development	June 2019	2	2	On Track

Interpretation & Response:

Written legal advice has been sourced confirming that the project can be funded with infrastructure charges.

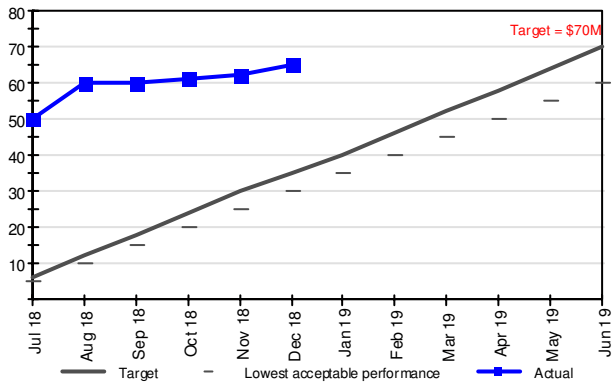
A briefing session was held with all networks to confirm the total cost and the cost contribution of each network towards shared expense items such as legal advice. All networks (incl Storm water) have now appointed consultants and are on schedule to produce their Statement of Work (SoW) by the end of March 2019. Transport have indicated that they may not be able to meet this deadline.

Meetings have been arranged with all networks for January 2019 to confirm the deliverables and time frame (including developing a solution with Transport).

Economic Transformation (ET)

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

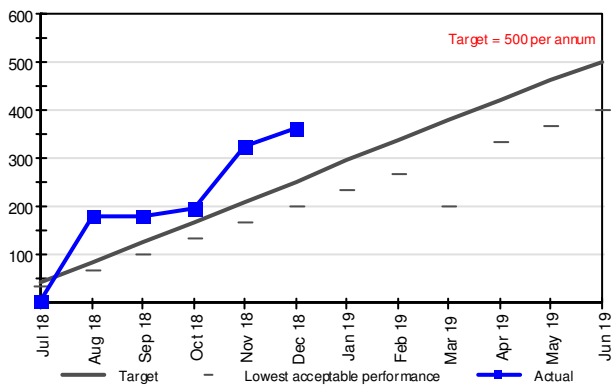
ET1.1.1 - Investment generated through promotion of the City of Logan.



Interpretation & Response:

During the second quarter a total of \$4.6m investments have been announced. These include a new eye-care facility in Loganholme, site purchase for a mental health medical facility in Logan Central, expansion of IT professional services offices in Underwood and a manufacturing facility in Woodridge. The year-to-date target of \$35m has been exceeded.

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



Interpretation & Response:

During the second quarter, a total of 184 new or retained jobs have been announced in the city. These include numbers from previously claimed investments including the hardware facility at Berrinba, warehousing and processing jobs at Crestmead, the eye-care centre at Loganholme, a logistics company at Berrinba and manufacturing jobs at Woodridge. The year-to-date target of 250 has been exceeded.

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


Interpretation & Response:

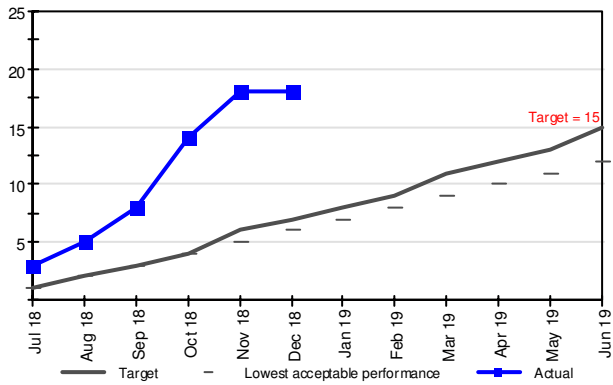
The City of Logan IGNITE Youth Careers Expo was held at Logan Metro on Tuesday 24 June 2018 and was a huge success. We estimate that approximately 3,200 to 3,500 students from 24 schools across Logan and Brisbane attended as well as in excess of 100 parents with youth who arrived at the event independently.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

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

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


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

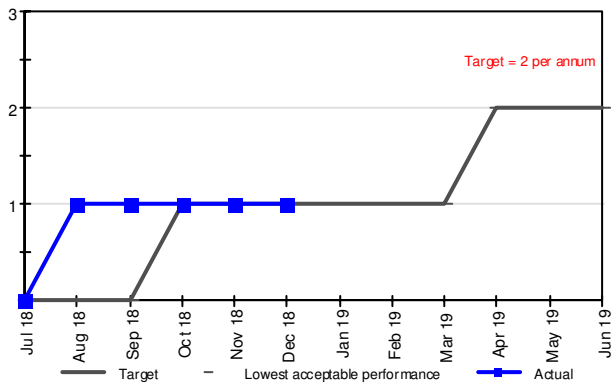
ET1.2.1 - Number of business relevant workshops delivered per annum 



Interpretation & Response:

In the second quarter, a total of 10 business relevant workshops were delivered. These included sessions on Digital Marketing (3), People are your Business, Tax Essentials (2) and Record Keeping for Small Business, Effective Marketing, Innovative Start-ups and Mentoring for Growth. The annual target has been exceeded.

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



Interpretation & Response:

The Destination Management Plan 2018-2022 was launched in October 2018. Whilst not a specific investment attraction event, the launch was attended by industry representatives and potential investors in the tourism industry. The Plan outlines the vision for the visitor economy in Logan and the steps that will be undertaken to develop product and facilitate planning requirements to encourage investment to meet that vision.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.1	Partner Relationships Business Performance	Prepare for Council consideration, the Kingston Butter Factory precinct design for the innovation hub and outdoor venue and an operational model for the innovation hub to build city innovation capability.	June 2019	5	5	On Track

Interpretation & Response:

Plans and activities are on track for the delivery of the Kingston Butter Factory (KBF) Precinct by December 2019.

Design consultants have been engaged for both the Outdoor Events Space and the Innovation Hub with initial concept plans received for review. All existing tenants have vacated the facility in readiness for commencement of works.

Engagement with external parties including State and Federal Government elected representatives continued, seeking funding partnerships for the initiative.

A number of actions in the KBF Communication and Community Engagement Plan were delivered relating to preliminary media and marketing activities.

Relevant external funding opportunities were pursued through Queensland and Commonwealth Government programs.

A draft business plan for the operations of the Kingston Butter Factory Innovation Hub has been prepared and is being finalised for presentation to the City Image & Innovation Committee in January 2019.

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

Interpretation & Response:

The draft policy of the "Buy Local" and "Social Procurement Policy" went to the City Treasury Committee on the 23 August, 2018 and the following was adopted on the 28 August 2018:

1. That the Administration Manager be requested to undertake further consultation with Councillors and external stakeholders on the draft social procurement policy and draft local buy policy.
2. That the Administration Manager be requested to prepare a report to a future City Treasury Committee meeting with the draft policies, as detailed in Clause 1 above.

External Stakeholder engagement has been completed and input taken into consideration.

The report has been updated and will be presented to Council in February 2019.

Image and Identity (II)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.1	City Image Marketing / Brand and Design	Deliver a three year City Brand Strategy 2018 - 2021 to achieve the result of 'one brand, one vision' for the City of Logan	May 2019	1	1	On Track

Interpretation & Response:

In quarter 2, the project delivered a review of the City Brand Strategy 2018 - 2021, following the Council decision at its meeting of 20 March (Confidential minute No 75/2018) to reassess readiness to introduce a new brand until the next financial year.

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

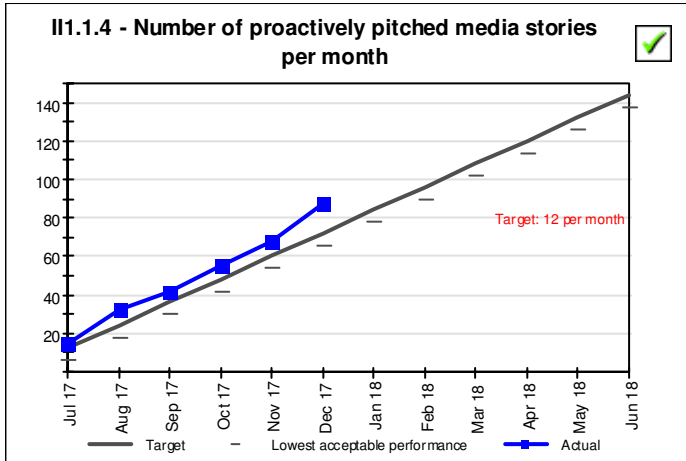
Interpretation & Response:

In quarter 2, the project delivered continued discussions with the Director of Community Services regarding the approach for the external facing city image campaign to demonstrate the City of Logan as an Innovative, Dynamic City of the Future.

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

Interpretation & Response:

In quarter 2, the project delivered a rationale and proposed promotional approach and content roll out for the City Advocates Brand video and supporting vignettes, pending further direction from the Director of Community Services.



Interpretation & Response:

In the second quarter, 46 proactive news stories were pitched.

In December 2018 proactively pitched news stories include:

- Kingston Butter Factory Update
- Water Play areas (3)
- Cheque handover
- Phone Down #EyesUp
- Christmas Lunch
- Regional Arts Development Fund (RADF) latest recipients
- PowerWells Pitching (3)
- AMC Volunteers and dog tips
- Art Gallery wins hat-trick
- Yarrabilbla's favourite garbage collector
- Logan lights up for Christmas
- Conservation trainees visit Cedar Grover WWTP site
- Share festive joy with adopted pets
- Boil water alert parts of Beenleigh and Bahrs Scrub
- Garage Sale Trail queen crowned

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.2.1	Delivering Service Excellence	Prepare the Advocacy and City of Choice Annual Report to provide transparency in the delivery of the Advocacy Strategy and City of Choice initiative.	March 2019	2	2	On Track

Interpretation & Response:

Feedback has been received from internal stakeholders and changes have been made to the draft Annual Report. The next steps are to seek approval of the draft Annual Report.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Strategic Planning	Implement actions from the City Futures Strategy Implementation Plan to progress the City of Logan's transformation agenda of being a smart city.	June 2019	2	2	On Track

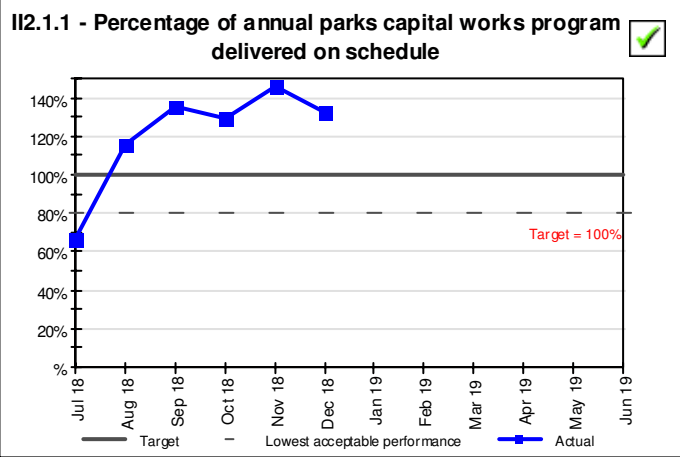
Interpretation & Response:

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

- Completion of the public Wi-Fi installation at Sturdee Park, in support of the park upgrade project led by the Parks branch;
- Delivery of multiple events in support of the startup and entrepreneurship ecosystem delivered under the Advancing Regional Innovation Program (ARIP) in partnership with other stakeholders. This includes the GLO@ Logan Innovation and Entrepreneurial STEM High School Challenge held on 27-29 November 2018 at Griffith University;
- Completion of initial cohort of CityStudio initiatives, undertaken in partnership with the Economic Development & Strategy Branch and the Queensland University of Technology (QUT). Over twenty students across the disciplines of architecture, landscape architecture, gaming innovation and urban planning took part in the following three initiatives:
 - Beenleigh Town Square Activation & Streetscape Project.
 - Croydon Road Precinct Plan.
 - Built Form Transformation Strategy for Logan City Centres.
- Progression of the Internal Collaborative Network (ICN), with approximately 30 staff actively participating in four projects endorsed by the Executive Leadership Team, who continue to provide mentorship and support.
- The draft Way2Go Integrated Transport Plan has been through the public feedback process, completed in October 2018 (led by the Roads Infrastructure Planning Branch);
- Draft dashboards have been completed, in partnership with the University of Sydney researchers involved in the Smart Cities and Suburbs Program grant funded project on Community Participation in Smart Urban Planning for Logan & Canada Bay;
- Procurement for a closed pilot of smart water meters is underway and is expected to be completed in the third quarter (led by the Water Business Branch);
- Draft Internet of Things (IoT) architecture and framework has been completed, with a use case to test the framework being planned for the third quarter.

The Innov8 Logan virtual innovation hub initiative has continued to expand and engage with different stakeholders within the local and regional innovation ecosystem, including providing support and leadership for the formation of an angel investment group in Logan. A number of events connected to Innov8 Logan have taken place, including the launch of a monthly 'Community Coffee' activity and the hosting of the Logan Social Enterprise Startup Weekend at Substation33 on 9-11 November 2018.

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



Interpretation & Response:

As at 30 December 2018, 100 projects reached practical completion, representing 65.7% of the original program for 2018/2019. The target for the end of December was 76 projects achieving practical completion.

Since the program was signed off on 31 July 2018, an additional 61 projects have been added to the program.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.1.2	Workshop	Implement smart geographic technologies in Council Contractor vehicles to facilitate improved maintenance of park facilities to support healthy and active recreation opportunities for families.	June 2019	2	2	Completed

Interpretation & Response:

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

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	Community Events Support	Develop a Logan City Council Events Strategy 2018 - 2022 to guide the strategic direction of city wide events across a five year period.	March 2019	1	1	On Track

Interpretation & Response:

A draft Directions Report has been completed with a view to present to key stakeholders at Committee and Executive Leadership level in January 2019. If endorsed, the Directions Report will provide the framework and shape of the draft Events Strategy.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.2	Marketing & Events	Deliver an annual calendar of events to showcase the City of Logan as an innovative, dynamic, city of the future.	June 2019	21	21	On Track

Interpretation & Response:

In the second quarter, 10 events were successfully delivered to thousands of residents and visitors to the city. These events included the ImagiNation Children's Festival, an Eats & Beats, the launch of INNOV8 and the city wide Christmas Carols. All were delivered per the project plan and there were no reportable incidents.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.3	Marketing & Events	Deliver a program of Festival and Event Grants to support the City of Logan as being an emerging destination in the South East region for residents and visitors, showcasing the city as a thriving destination.	June 2019	37	37	On Track

Interpretation & Response:

The second quarter saw 16 events delivered across the city with a vast array of subject matters. An Indigenous Football Championship, a Model Train Show, the Challenge of the Nations Netball Carnival, a Romanian food and wine festival and a business expo. These events spread to each corner of the city and by all accounts were successfully delivered and patronised.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.4	Marketing & Events	Deliver an Events Attraction Program Pilot to support the City of Logan as being an emerging destination in the South East region for residents and visitors, showcasing the city as a thriving destination.	June 2019	7	7	On Track

Interpretation & Response:

This has been a successful quarter for this program with seven confirmed events to be delivered across 2018/2019 into 2019/2020 and there are a number of negotiations taking place for events to include a modern day Rodeo and the national championships for the Roller Derby. Collaboration across Council continues to be strong resulting in successful outcomes.

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

Interpretation & Response:

In quarter 2, the project delivered continued discussions with the Director of Community Services regarding the approach for the plan to establish the City's sporting identity.

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

Interpretation & Response:

In quarter 2, the project delivered continued discussions with the Director of Community Services regarding the approach for the development of a 'green identity' for the City by marketing and promoting our parks, reserves and nature based activities.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.5.1	City Image Marketing / Brand and Design	Deliver Christmas streetscapes in each of the divisional areas to enhance the attractiveness of the City of Logan and encourage community participation in holiday festivities	December 2018	4	4	Completed

Interpretation & Response:

In quarter 2, the project delivered the successful installation, removal and storage of Christmas streetscapes/decorations in each of the divisional areas to enhance the attractiveness of the City of Logan and encourage community participation in holiday festivities.

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

Interpretation & Response:

The project commenced with the new Social Planner appointed for the program. The project has now completed its initiation phase with the Project Management Plan complete. The project has commenced research paper phase, and has also completed initial consultation phase with relevant divisional Councillors. Whilst initiation phase has been complete, research paper and stakeholder engagement has been delayed to next quarter. Councillor engagement has been completed, but the research paper is not anticipated to be complete until mid January 2019. Once this has occurred, internal stakeholder engagement can commence and the appointment of suitable consultants to assist in the next phase can be conducted.

Green and Renewable (GR)

GR1 - A carbon neutral and green city

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

Interpretation & Response:

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	Workshop	Update Council's Green Stamp Audit (GSA) processes to ensure compliance with the Queensland Department Heritage and Protection and support a carbon neutral and green city.	June 2019	2	2	On Track

Interpretation & Response:

The Greenstamp environmental audit of Plant Fleet Services Facility and operations was undertaken by the Motor Trades Association of Queensland (MTAQ) in December of 2018. Upon completion of the audit we were awarded their highest environmental accreditation of **Level 3**. The Greenstamp accreditation will now be overlaid on the Environmental Protection Authority (EPA) requirements to ascertain if there are any areas for Plant Fleet Services to improve.

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

Interpretation & Response:

During the second quarter, quotations for installations at Logan Metro, Marsden Depot and Beenleigh Library were assessed and a contractor was engaged. Work on this project is on track.

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

Interpretation & Response:

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

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

Interpretation & Response:

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

- Under the Trees was held on Friday 5 October at Mayes Cottage with 200 participants;
- Row the River was held on Saturday 6 October at Waterford with 29 participants over two sessions;
- Batty Halloween was held on Tuesday 30 October at Logan West Library with 36 participants;
- Rural Essentials was held on Sunday 4 November at Jimboomba with 28 participants;
- Meet the Creepy Crawlies was held on Sunday 4 November at Berrinba Wetlands with 27 participants;
- Night Creatures was held on Saturday 1 December at Underwood Park with 20 participants (this event was rescheduled from October due to heavy rain); and
- Park After Dark Nature Play was held on Friday 7 December at Doug Larsen Park, Beenleigh with 30 participants.

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

Interpretation & Response:

During the second quarter, the wildlife movement solutions project progressed well and the University of Queensland was engaged to develop a list of recommendations to manage displaced macropods associated with development at two greenfield sites. The project is on track.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.2	Conservation Partnerships and Special Projects	Deliver a Conservation Incentives program aimed at supporting land holders within Biodiversity Corridors to undertake conservation works.	December 2018	2	2	Completed

Interpretation & Response:

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

This project has been completed.

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

Interpretation & Response:

A Water Sensitive Urban Design (WSUD) asset database has been completed. Work with Finance has commenced on the asset register which will inform capitalisation of WSUD assets.

GR2 - Our waterways and waterbodies are healthy

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

Interpretation & Response:

During the second quarter, the Windaroo Creek rehabilitation project progressed further with more detailed plans and costings for works being developed. The project is on track and will provide increased riparian vegetation along this important waterway.

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

Interpretation & Response:

During the second quarter, the second and third stages of the Belivah Creek rehabilitation project progressed well, with weed and planting works being undertaken. The project is on track and will provide increased riparian vegetation along this important waterway.

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

Interpretation & Response:

During the second quarter, the Queens Road Fish-Way project progressed well and is on track. Delivery of the pedestrian/cycle way bridge across Scrubby Creek will be included in the Road Infrastructure Delivery 2018/2019 works program.

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

Interpretation & Response:

During the second quarter, the Logan Riverside Park rehabilitation project progressed well and remains on track. Refinements were made to proposed works and costings. The three parks identified for riparian revegetation are Glen Park (Logan Reserve), Malling Park (Waterford), and Cochrane's Bridge Park (Woodhill).

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

Interpretation & Response:

During the second quarter, the Logan River Interpretative Trail signage was fabricated and installed at Skinners Park, Carbrook, Riverdale Park, Meadowbrook, Larry Storey Park, Waterford, and Logan River Parklands, Beenleigh. The project is on track.

GR3 - We employ sustainable waste management and recycling practices

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.1	Waste and Recyclables Collection	Complete the tendering process for the recyclables processing contract due to commence in 2021 to enable planning activities to commence.	June 2019	1	0	Monitor

Interpretation & Response:

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

Next Generation Governance (NG)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.1	Banking Administration	Develop a Digital Payment Strategy for Council consideration to support Council's Digital Strategy for becoming a Smart City.	December 2018	5	4	Not Proceeding

Interpretation & Response:

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

It is recommend that this project be discontinued.

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

Interpretation & Response:

This project has been completed with the following outcomes:

Integration for Councils City of Logan Mobile App

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

Smart Forms Project

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

Website transformation

Project and funds transferred to Customer Experience and Community Engagement Branch. This project is already captured under Operational Plan item NG1.1.4 - Develop a corporate website transformation project to ensure that Council's main digital service platform provides for a quality customer experience in seeking information and service from Council.

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

Interpretation & Response:

Vendor e-Valuations of Request for Quote (RFQ) responses are currently being undertaken. It is expected that the contract will be awarded in early February 2019.

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Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.4	Customer service improvement	Develop a corporate website transformation project to ensure that Council's main digital service platform provides for a quality customer experience in seeking information and service from Council.	June 2019	2	2	On Track

Interpretation & Response:

All roles within the team have now been filled
 - 2 x Website Coordinators
 - 3 x Website Content Editors

The procurement process for a website Content Management System (CMS) and hosting has been completed. Council has now engaged the Local Government Association of Queensland (LGAQ) to manage the design and implementation of a new website platform, using the JADU product.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.2.1	Delivering Service Excellence	Create a Construction Taskforce to proactively reduce the temporary impacts of construction on the community.	December 2018	3	1	Monitor

Interpretation & Response:

Advertising for jobs has closed and interviews are being booked in January 2019. The branch is to purchase vehicles simultaneously in line with recruitment timeframes, which will conclude the project.

It is requested that the target date for this project be extended to March 2019 to allow completion of recruitment and procurement activities.

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

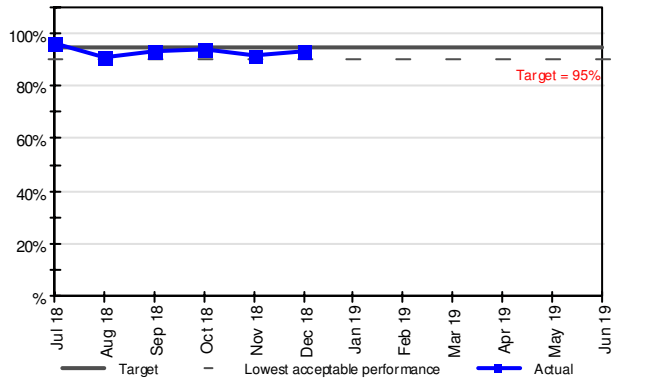
Interpretation & Response:

In-field pilot of mobility tools is now complete. Changes are being made to the mobility tools and tested by a number of field staff, with feedback and improvements being made.

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



Interpretation & Response:

Results for the second quarter are consistently within the acceptable variation range, however are slightly below the target of 95%. An improvement was achieved in the first month of the second quarter with results reaching 94%, then dropping back slightly to 93% at the end of the quarter, which is consistent with the previous quarter.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.1	Media Services / Corporate Communication	Create a Logan City Council media and internal news portal to facilitate stronger communication channels with the community.	June 2019	2	2	On Track

Interpretation & Response:

During the second quarter, research and development was initiated. The Media Team conducted a workshop to collate ideas and discuss content.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.2	Engagement Support	Deliver actions from the Community Engagement Strategy 2017-21 to set the framework for how Council meaningfully engages with the community.	June 2019	2	2	On Track

Interpretation & Response:

The Community Engagement program is continuing to support the Kingston Butter Factory Project and Animal Keeping Local Law Review and other key city-wide projects.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Organisational Planning	Deliver the 2018 Logan Listens: Residents' Survey to attain satisfaction ratings on council services to inform service delivery improvements and annual planning practices.	December 2018	4	4	Completed

Interpretation & Response:

Council endorsed the delivery of the 2018 Logan Listens: Residents Survey at the City Image and Innovation Committee on 10 July 2018. This is the seventh survey since the inaugural survey was conducted in 2010. The telephone survey was conducted from 27 August to 10 September 2018 and the online survey was conducted from 27 August to 24 September 2018. The results of the report were presented at a Councillor workshop and adopted by Council at its meeting of 23 October 2018.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.1	SAMMS	Implement Phase One of the Strategic Asset Management and Maintenance System (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body.	June 2019	3	3	On Track

Interpretation & Response:

On 26 November 2018, the Strategic Asset Management & Maintenance (SAMMS) Project released new functionality within Council's Enterprise Application 'TechnologyOne'. These new functions have enabled a number of Logan Water Operations crews to receive, manage and complete work orders electronically in the field (via mobile phones and tablets) for new services applications and sewer reactive maintenance requests (chokes/blocks). This change has seen improvements to Logan Water Operation's business by streamlining their processes and replacing paper-based systems to become more efficient in managing and responding to work requests (jobs) whilst collecting significantly more data to better inform future planning.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	Animal Keeping Survey & Special Approvals	Deliver, in accordance with the City of Logan Animal Care Strategy 2018-2022, a report to Council for consideration on proposed animal management local law amendments following an approved community engagement exercise.	November 2018	4	3	Monitor

Interpretation & Response:

The City Standards & Animal Care Branch and the Customer Service & Community Engagement Branch determined in conjunction with the other key stakeholder Branches an extensive community engagement program to be delivered from February 2019 to May 2019. A report was approved for the consideration of Council, by Committee on 22 January 2019 to endorse the community engagement program. The project will be delivered to Council before 30 June 2019.

It is requested that the target date for this project be amended to June 2019.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.3	Workshop	Deliver a report for Executive Leadership Team (ELT) consideration to enhance the delivery of prioritised planned maintenance for plant fleet assets to support our transition to a next-generation government body	June 2019	2	2	On Track

Interpretation & Response:

A report was delivered to the Executive Leadership Team (ELT) on 22 November 2018 - 'Shaping the direction of the light passenger fleet'
The report recommended:

- That ELT provide support for a special purpose working group to be formed to develop:
 - a draft vehicle selection policy for vehicles associated with level 1 to 8 positions;
 - a draft set of core business objectives for the passenger fleet e.g. environmental, economic, fit for purpose and social;
 - evaluation criteria based on the core business objectives;
 - an indicative make and model list based on the draft vehicle selection policy and evaluation criteria.
- That ELT be requested to nominate appropriate members of the working group;
- That the Plant Fleet Services (PFS) Manager be requested to bring back a report to ELT with the findings of the working group along with appropriate recommendations.

The report covered off different areas that need addressing including the opportunity to enhance the delivery of prioritised planned maintenance for plant and fleet assets by reducing asset downtime through servicing more common vehicles whilst consolidating our parts inventory.

A special purpose working group is now being formed that will short list vehicles into 4 x categories - small, medium, large, tool of trade.

The header features a dark blue background with a futuristic, circular digital pattern of glowing lines and arrows. The text is positioned in the upper left corner.

City of Logan
2018/2019 Quarterly Report

Innovative, Dynamic, City of the Future

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Innovative, Dynamic, City of the Future

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.1	Delivering Service Excellence	Deliver the Annual Action Plan 2018 to guide Advocacy Program priorities and activities for the 2018 calendar year.	December 2018	3	3	Completed

Interpretation & Response:

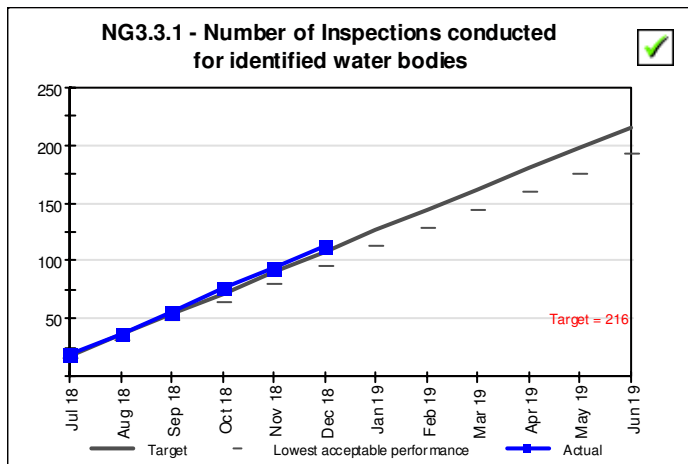
Actions completed for the month of December included further engagement through the Fair Share 4 Logan platforms, coordinating meetings with Hon Mark Bailey (Minister for Transport and Main Roads (TMR)). Meetings were also coordinated with TMR and Queensland Rail regarding the relocation of Loganlea Train Station, Kuraby to Beenleigh Capacity Improvement Project and the Station Accessibility Upgrade Program. This project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.2	Delivery of grants and subsidies coordination	Prepare a quarterly report to ELT that provides an overview of incoming grants funding, uptake of grant opportunities and analysis around successful and unsuccessful grant applications.	June 2019	2	2	On Track

Interpretation & Response:

The quarterly Executive Leadership Team (ELT) report for the October - December period is being prepared and will be circulated in January 2019.

On 5 December 2018 Council was advised it was successful for the Integrated Data Access (PD Hub Phase 2) project submitted to the Innovation and Improvement Fund. On 18 December 2018 a meeting was held with the State Government to provide project managers with feedback on their draft Local Government Grants and Subsidies Program (LGGSP) applications. On 21 December 2018 Council submitted one application to the Cycle Network Local Government Grants Program for Gunungai Drive Cycleway, Slacks Creek.



Interpretation & Response:

Scheduled program inspections have been conducted, reaching a total of 113 by the end of the second quarter. The target KPI was achieved in the second quarter.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.1	People Plan	Deliver the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valuable workforce	June 2019	2	2	On Track

Interpretation & Response:

In line with Council's People Plan 2018 - 2021, the following progress has been made during quarter 2 on the respective projects:

Leadership and Accountability (LAA)

LAA1: Design and implement organisational architecture for LCC

The project brief has been compiled and approved by management for implementation in 2019.

LAA3: Leadership Development

Leadership Exploration Accelerated Program (LEAP)

This project is well underway with a customised program targeted at Council's entire senior leadership group already in full swing. Outcomes expected are that:

- participant engagement will be maximised and adult learning will be fostered;
- managers at these levels will have an increased awareness of the future expectations of leaders at their respective levels; and that
- feedback received during this program will inform the design and development of future programs.

LAA4: Achievement and Performance

The 2017 - 2018 project has been finalised, feedback and statistics received from each branch is being collated and reports will be circulated to each Director for their respective directorates. Following this a whole-of-Council summary report will be sent to the Executive Leadership Team (ELT).

Workforce of the Future

CML1: Develop and implement an organisational change framework

The framework has been finalised and implemented as part of a Business Transformation initiative in Health Environment & Waste. A further trial of the framework is being undertaken with a further two branches namely, Roads Construction Maintenance and Sports Leisure & Facilities, with a full roll out to the organisation expected to take place in 2019.

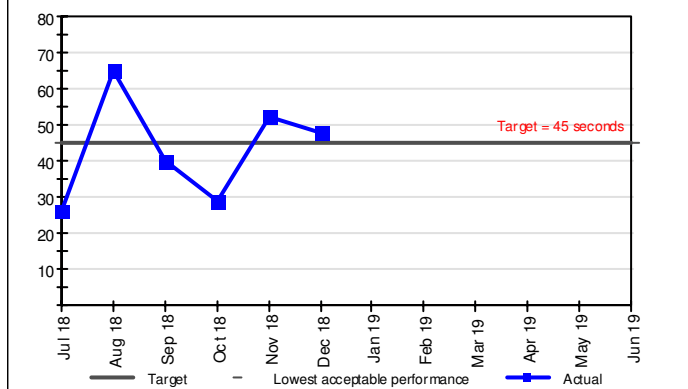
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	Certified Agreement	Implement a new Certified Agreement to formalise employment conditions for the next three years	July 2018	4	3	Monitor

Interpretation & Response:

Eligible staff have now voted on the proposed Logan City Council Certified Agreement 2018 with 98.23% of these staff approving the Agreement. As an agreement with staff and unions has now been made, applications have been submitted to the Queensland Industrial Relations Commission (QIRC) to formerly certify the Agreement. Council expects a hearing to be set by the QIRC to assess this matter in late January 2019.

It is requested that the target date for this project be extended to March 2019 to allow finalisation of the new Certified Agreement 2018.

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

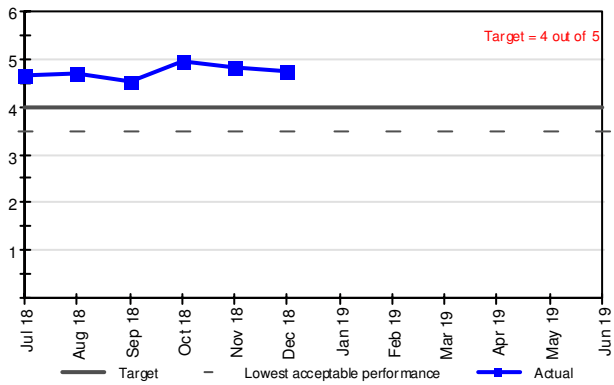


Interpretation & Response:

Council's average wait times were 29, 52 and 48 seconds respectively for October, November and December 2018. Results for one of the three months in the quarter were within the acceptable performance range against the target of 45 seconds.

Performance was impacted by unique events such as major water main burst and higher than average unplanned leave.

NG4.1.4 - Average monthly customer satisfaction rating



Interpretation & Response:

The generation of customer satisfaction data will always be one month in arrears as the process includes distribution, return receipt and analysis of customer satisfaction surveys from the previous month. For the months of September, October and November 2018, customer satisfaction was at 4.94, 4.82 and 4.73 respectively. This exceeded the target of 4.0 in each month.

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.1	Business Efficiency	Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events	June 2019	2	2	On Track

Interpretation & Response:

Two sets of procedures (SOP's) were developed in the second quarter which also included decision support flow charts. The new procedures are:

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

These procedures have been distributed to the relevant staff across Council and supersede the existing LDCC toolkit and LDCC guideline.

In the second quarter the annual review of the Disaster Dashboard was completed. This included the addition of the Metro South Health social media feeds and ensured the mapping and cameras were operational.

During the second quarter the Disaster Management Program worked with QITPlus to configure a training environment in Guardian IMS. The incident management structure was also developed and a workshop held in December 2018 to provide an overview of the functionality of the system. Further discussions are to be had this coming quarter regarding the roles and permissions within the system.

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

Interpretation & Response:

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

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

Interpretation & Response:

Council was successful in grant funding to progress the review of the Logan and Albert Flood Study review which is currently on track.

Acquisition of survey is expected to occur in quarter 3, and procurement to be completed in quarter 3 2018/19.

Milestone to revalidate Logan and Albert River Flood Study was missed in quarter 2, however will not impact the overall delivery of the project.