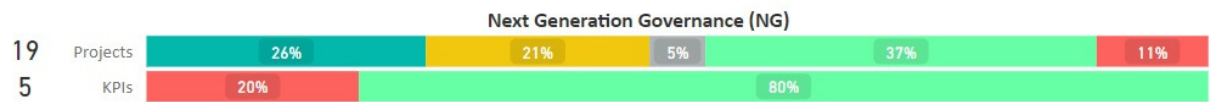
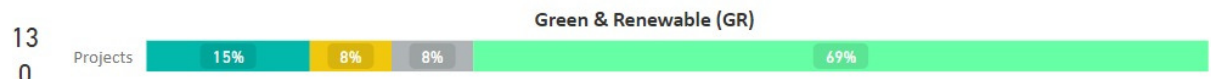
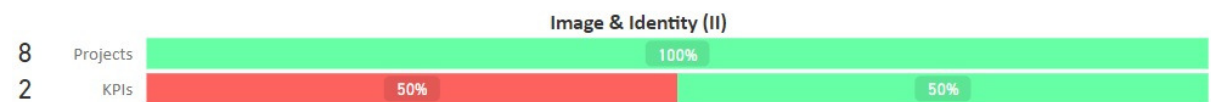
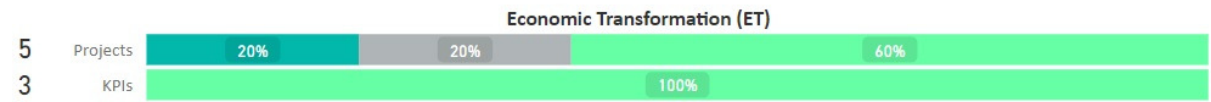
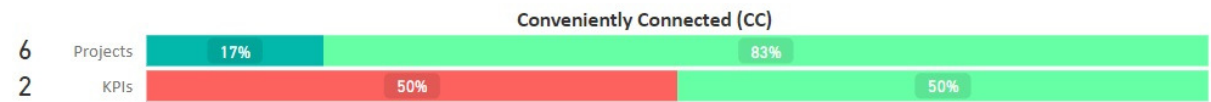
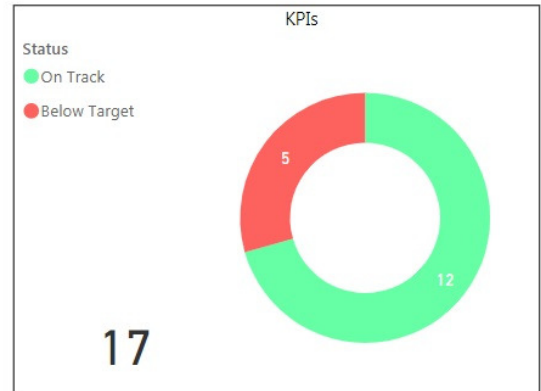
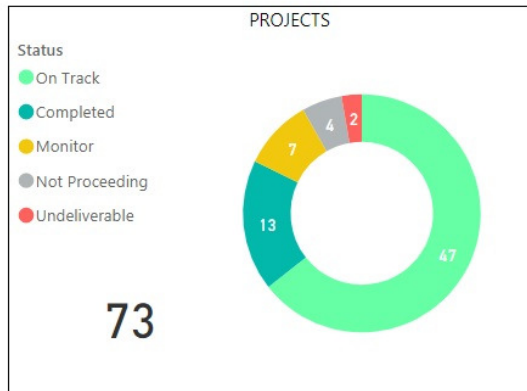




2019/2020 Operational Plan Quarter 2 Report





Quality Lifestyles (QL)

QL1 - Residents are active and healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	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 & Response:

The Community Infrastructure Strategy (CIS) Working Group endorsed the list of prioritised actions of implementing the CIS. A report is being drafted and is due for to the Executive Leadership Team (ELT) early in the third quarter.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.2	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:

Based on the internal consultation undertaken in the previous periods and the development of a prioritisation matrix, the list of priority projects for the ten year capital works program has been identified. This will be presented to the Internal Working Group in January 2020 for endorsement. This will also feed into the presentation planned to the Executive Leadership Team (ELT).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.3	Capital Delivery	Deliver construction works of the new PCYC at Cronulla Park to increase participation in physical activity.	June 2020	1	1	Monitor

Interpretation & Response:

The construction request for quote has been issued and is due to close at the end of January. The remediation works is nearing completion and will be finished in early 2020. The project is scheduled for completion in early 2021.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Commence construction of the Usher Park Rugby League Facility to increase participation in physical activity.	June 2020	1	1	On Track

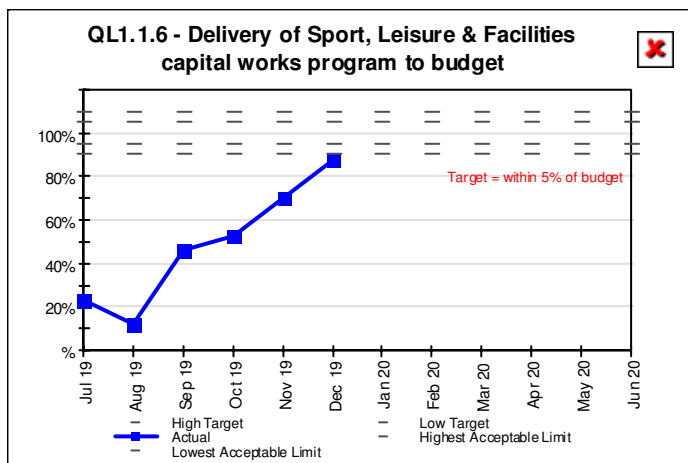
Interpretation & Response:

The design and construct tender has been awarded and design is in progress. the project is running on track.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.5	Capital Delivery	Complete construction of the Underwood Park Multi Sport Development to increase participation in physical activity.	June 2020	1	1	Monitor

Interpretation & Response:

This project is being delivered by the State Government. The demolition phase of the project is complete. Construction of single storey buildings is nearing completion with the netball facilities now in position and the BMX clubhouse, public amenities and café building to be moved into position in mid-January. Design and construction of the two storey building has been delayed. Further funding is required from the State Government to fund items added to the project scope.



Interpretation & Response:

The expenditure vs estimate is tracking up as previously delayed projects are getting back on track and other projects have been completed during the period where the larger projects were delayed.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.7	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 Council in the first quarter to remove this project from the Operational Plan as it is being managed within the scope of the Strategic Accommodation Review project.

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.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	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	2	2	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 December included participation at the Yarrabilba and Logan City Council Christmas carol events and the delivery of Pathways to Resilience training for all library staff delivering First Five Forever sessions within libraries and at community outreach sessions.

Total number of First Five Forever outreach activities for December 2019: 23.

Total number of participants for First Five Forever outreach activities for December 2019: 971.

Quarter two summary

Over the second quarter First Five Forever has completed the following action in support of the quarter two milestone:

- Library staff delivering First Five Forever sessions also received Pathways to Resilience training that included theoretical and practical components to better support the delivery of early years programming within libraries and at community outreach sessions. Through this training, library staff are able to deliver sessions with powerful key messages to support families in the child early years development.
- Staff across all nine libraries received new educational play resources for use in the library spaces. These resources are anticipated to amplify existing sessions by creating play spaces that will encourage families to spend more time in the libraries together.

Total number of First Five Forever outreach activities for quarter two: 96.

Total number of participants for First Five Forever outreach activities for quarter two: 2,766.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.2	Community Learning and Support	Implement the Libraries Learning and Discovery Strategy to provide community learning, experience, innovation and creativity.	June 2020	2	2	On Track

Interpretation & Response:

To support the outcomes of the Libraries Learning and Discovery Strategy, Libraries facilitated 464 engagement opportunities with 5,112 participants.

Highlights for December include 41 people attending the International Day of People with a Disability Celebration event at Logan Central Library, 314 attendees at nine family Christmas craft activities and a total of 17 Play and Learn sessions facilitated across the City with 288 attendees.

Quarter two summary:

Over the second quarter the Libraries Learning and Discovery Strategy has completed the following actions in support of the quarter two milestone:

- Establishment of a Strategy working group and appointment of outcome leads responsible for identifying programming priorities and reporting on Strategy outcomes.
- Reporting processes updated to produce regular and accurate statistical reporting on the delivery of strategic outcomes from the Strategy.
- Confirmation of 2019/20 programming priorities with a focus on sustainability, access and inclusion.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.1	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 September KRANK School Holiday program ran from 21 September to 6 October 2019. A total of 2,359 young people attended 127 activities during this time.

Bookings for the January 2020 school holiday program opened on 9 December 2019.

Request for proposals for KRANK opened on 4 November 2020 with community members, organisations and businesses invited to apply to deliver activities from July 2020 to June 2021. Applications closed 6 December 2020.

Council engaged with young people across the city to identify what activities they would like to attend during the school holiday periods and in what locations. This online feedback survey opened on 21 October 2019 and closed on 15 December 2019. 276 responses were received.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	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:

From October to December 2019, Live Well Logan delivered a variety of health and well-being activities to more than 1,810 people in the City.

Council engaged with the community to gain feedback on activities being delivered and asked for information on what could be delivered in the future. This online feedback survey opened on 21 October 2019 and closed on 15 December 2019. 453 responses were received.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.3	Active Community Planning	Implement the Active Logan Strategy 2016-2028 to increase participation in physical activity.	June 2020	1	1	Completed

Interpretation & Response:

An update on the successful implementation of the *Active Logan Strategy - Implementation Plan 2016-2020* was received by Council at its meeting of 29/10/2019, Minute No 178/2019. Council is currently undertaking the preparation of its *Active Logan Strategy - Implementation Plan 2020-2024*. Project complete.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.1	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	1	1	Completed

Interpretation & Response:

The marketing campaign has now finished. Letters have been sent to residents that may have non compliant pools and officers are following up when residents haven't replied.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.2	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:

The commencement of other projects under the City of Logan Animal care Strategy 2018-2022 were rescheduled to March - June for preliminary concept planning and will be subject to budget resourcing in 2020/2021. All concept planning and preliminary actions will be delivered by June 2020.

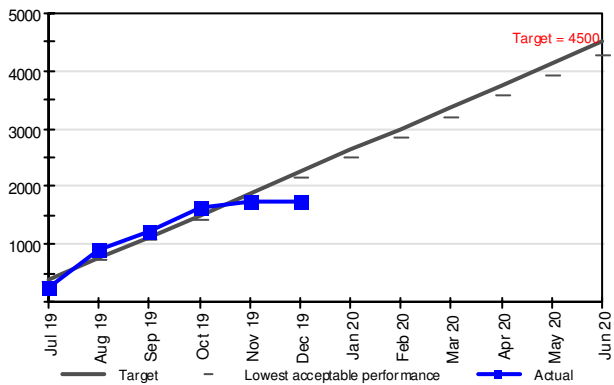
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.3	Community Parking	Deliver a second Automated Number Plate Recognition Vehicle to enhance pedestrian and traffic safety in the City, in particular at School zones.	June 2020	4	4	Completed

Interpretation & Response:

All Automated Number Plate Recognition (ANPR) software, hardware, plant and vehicle have been acquired and implemented. The second ANPR vehicle is now operational.
Project Complete.



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



Interpretation & Response:

During the second quarter, 1,725 students from various schools and education facilities across the City participated in the Be Pet Smart Program. No program sessions have been scheduled for December 2019 or January 2020 to allow for program updates and new content to be incorporated into the program.



QL2 - Neighbourhoods are welcoming

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 2020	2	2	On Track

Interpretation & Response:

During the second quarter of the 2019/2020 financial year, the five key aims of Logan City Council's Creative city: Arts, Culture and Heritage Strategy 2018-2022 were addressed through exhibitions, events and activities. Highlights included eight new exhibitions opened, with artists' talks preceding the official opening. One young Logan student won a prize at Logan Sister City's Jiangsu International youth painting contest in Suzhou, China. Music in the Gallery featured local band 'Old Chisel'. One family fun day was held focussing on Aboriginal arts and culture, and a Syrian morning tea was held focussing on poetry and music. Logan Art Gallery's obsolete gallery lights were replaced with industry standard energy efficient LED lights to decrease power usage and increase sustainability. Public art projects for Kingston Butter Factory and Logan Art Gallery were progressed. Events and activities were promoted through What's on, social media, Our Logan magazine, media and direct mail through email and hard copy.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.1	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:

Project scope and tendering for detailed construction plans are being undertaken by Sports Leisure and Facilities Branch as experts for managing projects of this type.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Library technology and support	Deliver improvements to library facilities, equipment and technology to support access and inclusion for the community.	June 2020	2	2	On Track

Interpretation & Response:

During the second quarter a range of works were completed to improve accessibility and inclusion for library customers. Freestanding electric height-adjustable computer desks were installed at several sites and some fixed-height desks were converted to create height-adjustable workstations. Electric height-adjustable task tables were also installed in libraries for use by customers. During the second quarter investigations commenced to identify requirements of a replacement library management system and identify gaps in the system currently in use.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	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	2	2	On Track

Interpretation & Response:

During second quarter weekly traffic meetings occurred with the Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers. Council chaired Speed Management Advisory Committee and Road Safety Working Group in October. Deployment of School Zone Pace Car was delayed in Term 4 due to staff vacancy, but recommencing at the end of October.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Logan Safety Camera Program	Deliver the Logan Safety Camera Program throughout the City of Logan to increase community safety.	June 2020	2	2	On Track

Interpretation & Response:

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

- The installation of 1 new CCTV camera at Bega Park, Kingston (Logan Motorway Underpass Tunnel), which was funded by the State Government;
- The installation of 1 new CCTV camera at Windaroo Peace Memorial Park, Windaroo, which was funded through the Divisional Infrastructure and Capital Improvements Program;
- The installation of 1 new CCTV camera at JJ Smith Park, Marsden (Logan Motorway Underpass Tunnel), which was funded through the Federal Government's Safer Communities Fund (round 2);
- The installation of 1 new CCTV camera at Tansey Park, Tanah Merah, which was funded through the Federal Government's Safer Communities Fund (round 2);
- The installation of 1 new CCTV camera at Cornubia Adventure Park, Shailer Park, which was funded through the Federal Government's Safer Communities Fund (round 2);
- The replacement of 2 cameras in the suburbs of Loganlea and Meadowbrook;
- The addition of 14 Multi-Sensor, Pan-Tilt-Zoom or Licence Plate Recognition cameras to existing cameras poles, to provide for increased CCTV coverage, throughout the Logan Safety Camera Program network; and
- The full integration of cameras at the Logan North and Logan West Libraries and Logan North Aquatic and Fitness Centre into the Logan Safety Camera Program Monitoring Room.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	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	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 October - December 2019 period, the following significant achievements were made against the five key areas of interest of the strategy and action plan:

Strategic approach:

- The development of the 2018/2019 City of Logan crime and safety profile and divisional profiles was successfully completed during the October - December 2019 quarter, these profiles will be used to inform delivery of activities of the Community Safety Program into 2020.
- The possession of knives in public places crime prevention campaign; I live my life... Without a knife, successfully launched on 01/10/2019 and concluded on 31/12/2019. This campaign was positively received with many community members being engaged.

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, with the Key Finding Report completed and made publicly available in December 2019.
- As mentioned in this update in another milestone, the Community Safety Program delivered a total of 12 divisional community-based crime prevention activities during this reporting period.
- The 2019 City of Logan Safe City Awards Ceremony was successfully held on 20 November 2019, with approximately 100 people in attendance. A total of 23 nominations were received for this years' awards and were all recognised, along with the introduction of the inaugural Stan Wells Award at this year's Award Ceremony.
- The Community Safety Program also continued to engage with stakeholder community groups, including Crime Stoppers and Neighbourhood Watch throughout the October - December 2019 period. This included support provided to these groups by way of attendance at events and assisting with Council queries.

Places and spaces:



- 4 Crime Prevention Through Environmental Design audits were completed across the City of Logan proactively.
- 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:

- The commencement of the partnership between the Logan Safety Camera Program and the newly established Queensland Police Service Logan District Tasking and Coordination Centre (DTACC). The Logan DTACC have access to cameras on the camera program network via a dedicated Web Client and are also in direct contact with staff in the camera program Monitoring Room via phone, the police radio and Microsoft Teams Chat.
- Continued work with the Logan Liquor Industry Action Group and other key stakeholders regarding the new Safe Night Out initiative, which commenced roll-out in December 2019.
- The commencement of a new partnership with Logan Youth Justice, which will focus on addressing the immediate and longer term needs of at risk and disadvantaged young people in Logan. In understanding these needs and the potential that exists to address risk factors, the idea of the Youth Street Hubz was initiated. Similar to the Building Social Capital Hubs, the youth-focused Street Hubz will serve as a one-stop-shop for youth-related support services available in Logan.

Communication:

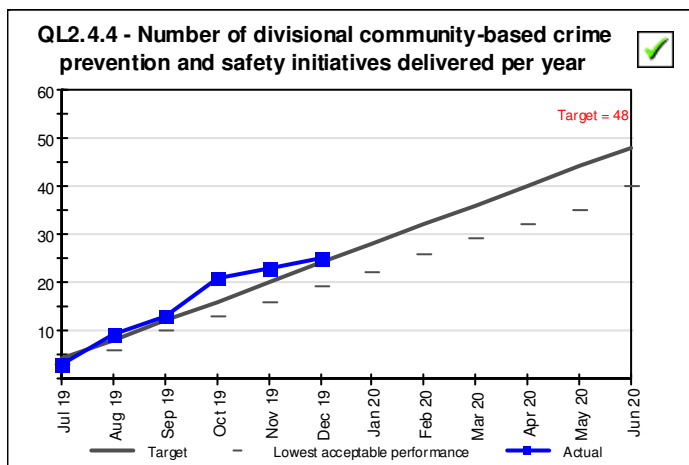
- The Community Safety Program committed to continuing to promote a safe and liveable community by keeping City of Logan residents informed of strategies that promote community safety and raise awareness of crime prevention. This occurred through advertising crime prevention information in the Our Logan 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
QL2.4.3	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	2	2	Completed

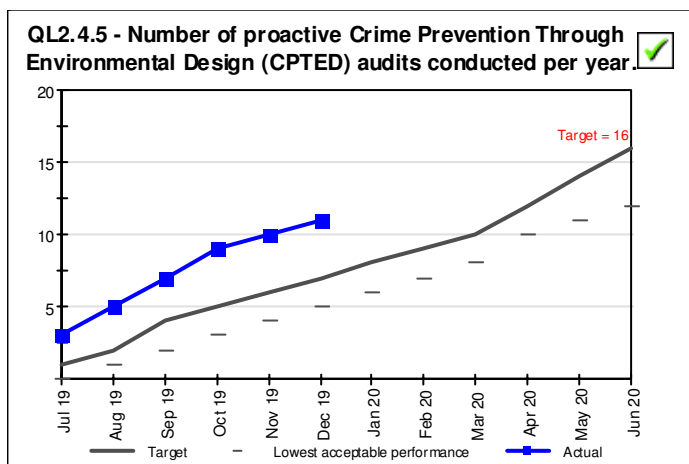
Interpretation & Response:

The 2019 Safe City Logan community survey was successfully delivered during the month of September 2019. The Key Findings Report regarding the outcomes of this survey were made publicly available on Council's website in December 2019. Included in the Key Findings Report are five key action items that will be given priority throughout 2020 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.



Interpretation & Response:

A total of 12 divisional community-based crime prevention activities were undertaken by the Community Safety Program throughout the October - December 2019 period. These activities included community events to promote the Eyes and Ears Out and About initiative, Safe PL8 events in partnership with police to prevent number plate theft as well as Coffee with a Coppa and Council engagement activities.

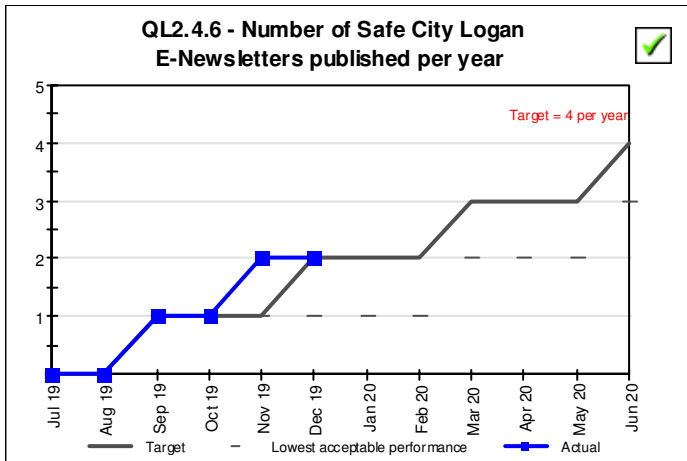


Interpretation & Response:

A total of 4 proactive CPTED audits have been completed by the Community Safety Program throughout the City of Logan during the October - December 2019 period.



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



Interpretation & Response:

For the October - December 2019 period a total of 1 Safe City Logan E-Newsletter was developed and sent (on 06/11/2019) to the E-Newsletter distribution list of almost 300 recipients. This E-Newsletter had 94 unique opens, equating to 34% of all recipients. The E-Newsletter featured stories on:

- The I live my life... Without a knife crime prevention campaign;
- An upcoming community Crime Prevention Through Environmental Design (CPTED) presentations;
- A wrap-up of the Killara Estate community event;
- Information on being aware of scams;
- Information on home security; and
- Information on the Tune Out to Tune In youth initiative.



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	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:

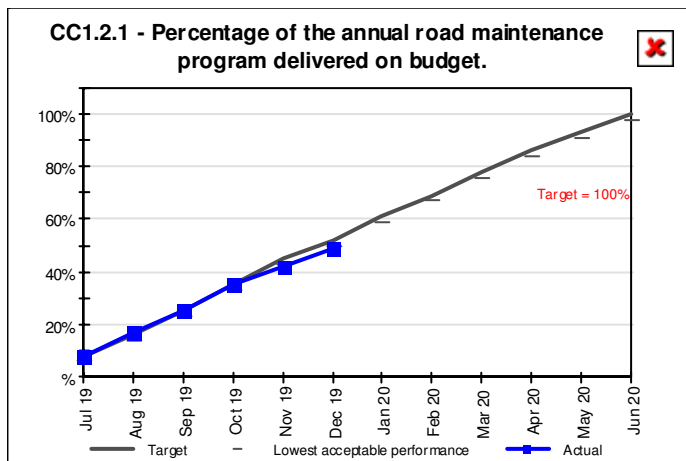
During the second quarter the strategic public transport review intent on identifying existing and future public transport corridors was progressed. The project includes reviewing the existing public transport network to ensure that services along the identified corridors are appropriate, and improve connectivity of the city's centres. The improved connectivity of Logan's centres will improve efficiency of the network, and encourage a shift towards a patronage driven network. These outcomes will create greater value for future investment in infrastructure and bus priority measures, by optimising the network.

Way2Go Actions this project addresses:

- **PT9:** Investigate bus priority measures on key strategic public transport corridors to enable improved reliability for bus routes.
- **PT22:** In partnership with TMR, develop Council-supported trials of community-based ride-share models to access employment or activity areas currently not well serviced by public transport such as industrial centres
- **PT24:** Partner with TMR to promote awareness of existing public transport system within Logan and encourage and inform residents about the benefits of using public transport.
- **BG11:** Continue to support the provision of higher density residential populations in the vicinity of high quality public transport by maintaining the principles in the Logan Planning Scheme (Figure 3.10 - Transit Oriented Development) and reviewing the transit-oriented development hubs and corridors.

Action PT21: A new service provider was appointed and commenced providing the Council Cab service on 1 December 2019. The communication/marketing plan included personal mail-outs to existing customers, detailed information to LCC Customer Service Centres for any customers phoning Council for additional information and updating of the Council Cabs brochure. The Council Cabs web page was updated with the new contact details. During November all existing customers were contacted by TransitCare customer service team to provide on-boarding information, confirm contact details and provide assistance with setting up direct debit to facilitate the cashless \$2 contribution.

A customer satisfaction survey will be undertaken in Q4.



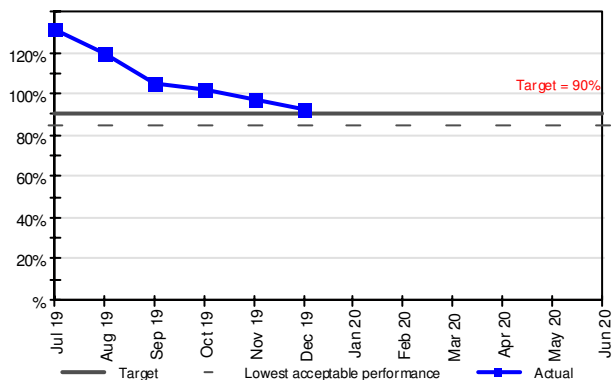
Interpretation & Response:

Target: 52%
Actual: 49%

RCM Maintenance Program is slightly behind budget due to a delay in contractors works at the Bega Road Fill Site facility and reallocation of operational budget to capital not yet realised. It is anticipated that RCM will meet the expected 2019/2020 financial year budget target.



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 in line with planned expenditure at 92% at the end of the second quarter:

Notable projects under construction throughout the second quarter include:

- Red Bridge, Beenleigh - Bridge Rehabilitation
- Milne & Ludcke Street Catchment, Beenleigh - Master Drainage Project (\$2.4 Million)
- New Beith Road, Greenbank Stage 3 - Road Upgrade Project (\$15 Million)
- Station Road & Jellicoe Street, Loganlea - Major Intersection Upgrade (\$4.4 Million)
- Camena Street Catchment, Shailer Park - Stage 1 & 2 - Master Drainage Project (\$1.6 Million)
- Dryandra Drive Catchment, Eagleby - Stage 1, 2 & 3 - Master Drainage Project (\$3.2 Million)
- Logan Street, Eagleby - Local Road Kerb & Stormwater Upgrade Project (\$1.4 Million)
- James Street, Beenleigh - Local Road Kerb & Stormwater Upgrade Project (\$1.75 Million)
- Reserve Road, Slacks Creek - Cycleway Infrastructure (\$0.5 Million)
- Numerous asphalt and spray seal works across the city, totalling \$7.1 Million



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3.1	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 second quarter input was provided on the Department of Transport and Main Roads review of their Principal Cycle Network Plan Prioritised Projects. The inclusion of our priority routes enables future grant funding opportunities from the State Government. This satisfies Action AT1 of Way2Go, Council's integrated local transport plan.

Additionally a review commenced of the adopted Cycle Network Statement of Intent (SOI). The updated SOI will provide a prioritised list of identified cycle projects to be delivered through the capital delivery program in the short to medium term. This satisfies Action AT5 of Way2Go, Council's integrated local transport plan.



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	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	2	2	On Track

Interpretation & Response:

Milestone 2 - Delivery of construction to schedule was achieved.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.2	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:

This project is on track for the planning and design stages to commence in quarter 3.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.1	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:

Version 7 amendment of the Logan Planning Scheme (2015) has progressed and will go-live (be Statutory) in February 2020. Version 8 amendment of the Logan Planning Scheme (2015) has also progressed and has been through first State Interest Review and the proposed amendment is now on formal Public consultation. The Version 8 amendment forms part of the broader annual review of the Planning Scheme. Input from external and internal users, customers and residents is now open for the Version 9 amendment in relation to any issues / comments about the Logan Planning Scheme (2015) and will form the basis of future amendment packages.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Strategic Infrastructure Planning	Update the current Local Government Infrastructure Plan to reflect residential settlement patterns.	June 2020	1	1	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.



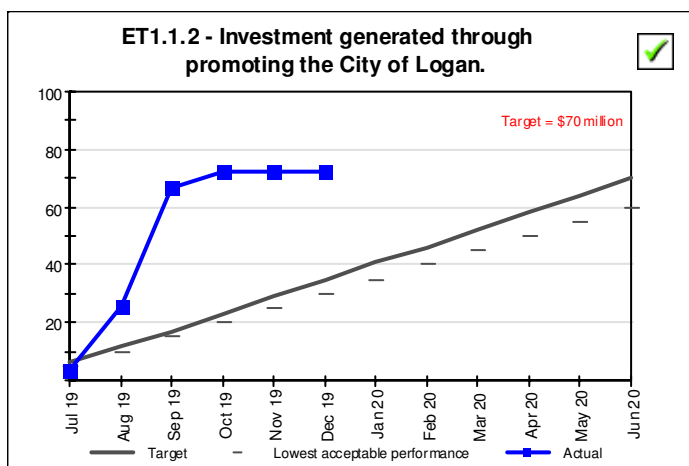
Economic Transformation (ET)

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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.1	Traineeships and Apprenticeships	Deliver the Youth Careers Expo to attract, develop and retain a valued and skilled workforce.	July 2019	1	1	Completed

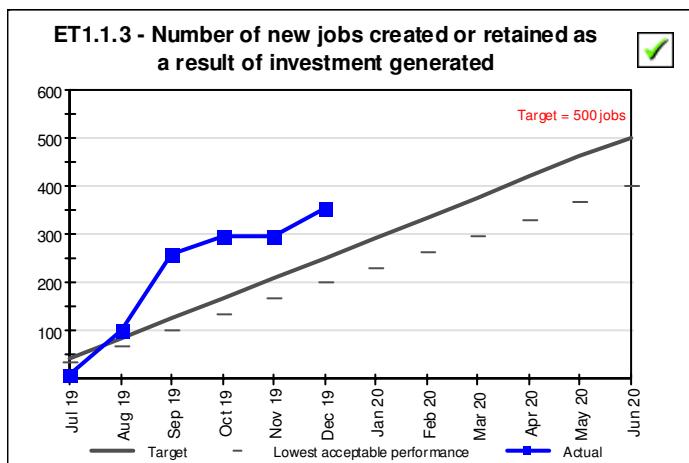
Interpretation & Response:

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



Interpretation & Response:

During the second quarter a total of \$5.6M was invested in warehousing and drone delivery service in the city. This has seen the half-yearly financial investment target exceeded.

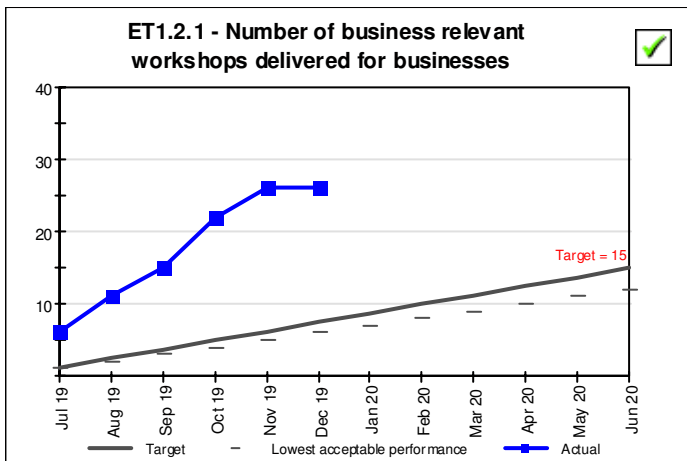


Interpretation & Response:

During the second quarter a total of 96 jobs have been created in the city. These have included 60 jobs in December with a trade training centre in Beenleigh becoming fully operational and the fitout of a storage and warehouse facility in Berrinba also completed. The year-to-date target has been exceeded and on track to achieve the annual target.



ET1.2.1 - Number of business relevant workshops delivered for businesses



Interpretation & Response:

A total of 11 workshops have been held in the second quarter bringing the year-to-date total to 26, exceeding year-to-date targets. A range of forums and expos were also supported this quarter including a Jobs Fair in December facilitated by the Department of State Development. Held in Logan, the event connected 35 businesses with over 900 job opportunities to 500 local jobseekers.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4.1	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:

The appointed consultant has completed a final review of existing and future retail trends, the existing hierarchy of retail centres and a review of various Council policies related to retail centres in Logan. A retail Strategy is now being prepared which will take into account the above review as one of various key inputs.



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

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.1	Services Marketing	Deliver a marketing strategy to help establish and promote the Kingston Butter Factory Innovation Hub and Events precinct.	June 2020	2	2	On Track

Interpretation & Response:

Collated and evaluated survey results from the Have your say community consultation regarding the plans for the KBF building and precinct.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.8	Capital Delivery	Complete construction of the redevelopment of the Kingston Butter Factory to increase access to business and entertainment opportunities.	June 2020	0	0	On Track

Interpretation & Response:

The outdoor area is ready for construction quotation. Consultants have been engaged for the revised building works and design is in progress. It is expected that the construction of the entire project will go out for request for quotation at the end of January 2020 with an expected award in March 2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.3	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	Not Proceeding

Interpretation & Response:

As recommended in the council report (#13005625) which was endorsed by council on the 20 August 2019, the Kingston Butter Factory space is no longer being utilised for the Innovation Hub as originally intended. The GO1 coLab is now taking on the Logan Innovation Hub and it is officially underway. The redevelopment of the Kingston Butter Factory is still proceeding but has no association to the Innovation Hub.

It is recommended that this project be removed from the 2019/2020 Operational Plan as this initiative is no longer moving forward.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4.1	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	3	3	On Track

Interpretation & Response:

A working group with City Innovation was started in November to understand internal issues with local and social procurement and develop solutions to help increase local spend. This working group will recommence in the new year to develop the next stage.

Marketing branch developed and facilitated a campaign to increase local suppliers registered on the VendorPanel portal during November. This resulted in a 69% increase in local suppliers registered on VendorPanel.



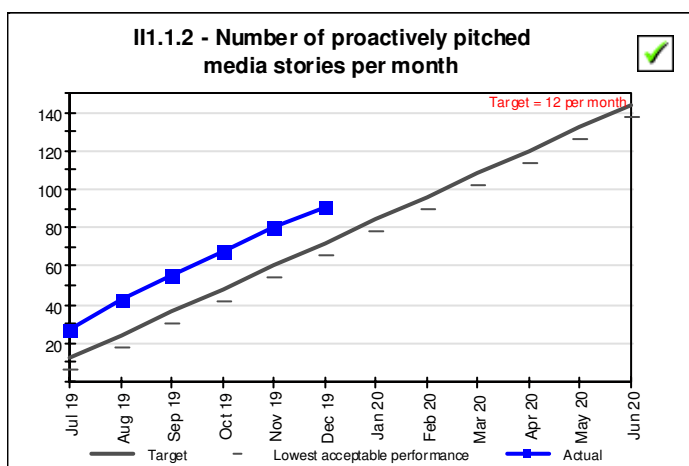
Image and Identity (II)

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/ 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	4	4	On Track

Interpretation & Response:

Draft strategy delivered by creative agency which is being socialised with a view to present and align across the organisation.



Interpretation & Response:

The Media Branch pitched a total of 36 stories to various media outlets from October to December 2019.

11 Pitches to various media outlets for the month of December.

- White water adventure park (2032 Olympics) - CM
- Cedar Grove recycled water strategy - JT
- Safe City camera network funding - Ch10, 7 and 9
- Drought run and local LWIA contractors and local Jimboomba business getting involved to help SEQ farmers - ABC
- Drought run and local Jimboomba business getting involved to help SEQ farmers - JT
- Recycled water - planning ahead at Cedar Grove - ABC
- Biosolids Gasification and Cedar Grove offsets - Monash Climate Changes and Research Hub journalist
- Charlie Johnstone, KingStones, Leah Levers - 101FM

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.2.1	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	2	2	On Track

Interpretation & Response:

Preliminary work has started on compiling this document, which will be updated and finalised in June 2020.



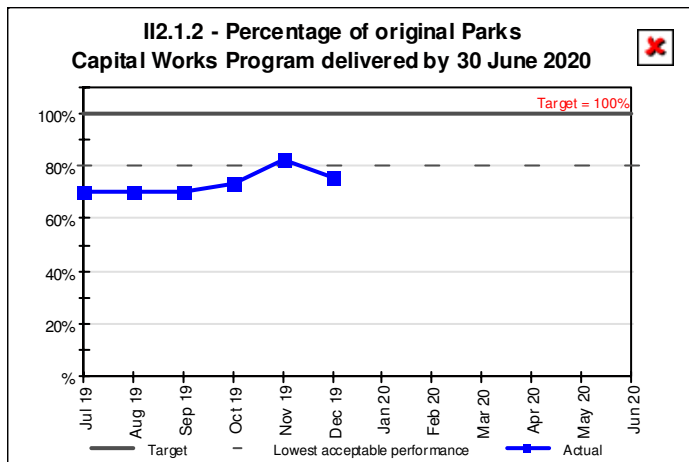
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Strategic Planning	Implement key initiatives from the City Futures Strategy Implementation Plan to establish a direction for the city transformation agenda.	June 2020	0	0	On Track

Interpretation & Response:

Smart City technology initiatives are still underway and progressing as planned. The City Transformation activities under the following initiatives: Innov8 Logan, the Logan Innovation Hub, CityStudio and the Advancing Regional Innovation Program are all proceeding as planned.



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



Interpretation & Response:

As at end of the second quarter, 46 projects have been practically completed, equating to 37.4% of the original program (123 projects).

The targeted number of projects delivered at the same time is 61. Delivery of projects are currently behind schedule due to the delay in releasing the 19/20 DICIP funds. It is anticipated actual delivery will catch up to target project delivery over the coming 3 months.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	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	2	2	On Track

Interpretation & Response:

A concept for a signature event has been developed and is being reviewed with key stakeholders.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.2	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	19	19	On Track

Interpretation & Response: The following events were held:

Carols in the Parklands (7 Dec) at Shaw Street Oval Yarrabilba - estimated attendance of 8,000, the event was incident free, there was significant chatter on the event FB site prior regarding fireworks, given the recent fire bans.

2019 BMX Freestyle National Championships (14-15 Dec) at Waller Park, Browns Plains. Over 100 riders and officials Australia-wide.

The Temple Markets (15 Dec) at Chung Tian Temple, Priestdale. Event delivered well, but extreme heat affected crowds and the event ended earlier than expected.



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 2020	4	4	On Track

Interpretation & Response:

Reviewed the Active Logan Implementation Strategy which is in refinement and discussion about specific campaigns and activations.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.1	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	4	4	On Track

Interpretation & Response:

Discussions have occurred around how to incorporate greater sustainability across events in 2020. Discussions have also occurred around reducing environmental impacts and establishing the city's green identity and environmental focus. Some initiatives around this include the Oxley Creek Catchment plan, promotional plan for Envirogrants and production of the World Environment Day calendar.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.7.1	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	1	1	On Track

Interpretation & Response:

Key projects have been progressed. The Whitewater Park is now progressing to development of a Business Case for a preferred site. The pre-feasibility study has been completed for the proposed Riverine Discovery Centre and internal consultation was finalised for the Food Tourism Strategy.



Green and Renewable (GR)

GR1 - A carbon neutral and green city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.1	Total Fleet Asset Management	Develop a Sustainable Fleet Management Strategy to align Council with its goal to reduce and offset carbon emissions.	June 2020	2	2	On Track

Interpretation & Response:

Actions and objectives required for implementation of the sustainable fleet strategy are being consolidated.

Additional actions in reducing carbon impact are also underway inclusive of collaboration with HEW on a service enhancement to install battery storage at the Marsden depot.

Requirements to meet the targets in the energy management framework - 10% reduction in the average fuel efficiency of Council vehicles by 2021 will also be included in the strategy.

Fleet selection policy now in place which offers more sustainable fleet options.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	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	8	3	Monitor

Interpretation & Response:

Projects and initiatives contributing to Council's long term plan and the Sustainable Fleet Strategy are being inputted into the sustainable fleet strategy ready for implementation.

Also alignment to the 'energy management framework' has been identified and the target brought across to the strategy (10% reduction in the average fuel efficiency)

Sustainable Fleet Strategy Action Point:- Engagement and collaboration with Health Environment and Waste, Service enhancement to be presented on recommendation for Lithium battery storage for depot with a view to offset grid power usage and assist with EV charging - this action will be included in the Sustainable Fleet Strategy.

Motor Traders Association Queensland (MTAQ) are no longer authorised to audit for accreditation. This impacted the project delivery date as another provider will need to be sourced to conduct audit and accreditation.

The NSW association can provide this service and accreditation and we are confirming a revised audit date.

It is recommended that the target date for this project be moved to April 2020 to allow for the new provider to conduct audit and accreditation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.3	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	4	2	Not Proceeding

Interpretation & Response:

Plant Fleet Services aspired to achieve ISO14001-2015 Environmental accreditation during 2019 as a progression, after receiving Motor Traders Association Queensland (MTAQ) 'Greenstamp Environmental accreditation 2018.

Consultants 'System 3 Group' were engaged to perform a Gap Analysis on the current Green Stamp and the ISO14001-2015. The results from the Gap analysis highlighted that there were significant gaps in process requirements, and the time required to map and test these process requirements in order to meet ISO14001-2015 were lengthy and costly.

Main points include:

- Current Green Stamp Accreditation sees PFS already operate at a very high level of environmental compliance;
- It has been advised that Motor Trades Association Queensland (MTAQ) will be reviewing Green Stamp accreditation levels, and more stringent requirements with more tiers may be introduced (Council currently operate at a top level 3);
- The success of the Green Stamp campaign has been unprecedented, and through high level publicity, is now recognisable across the organisation and within the community;
- Green Stamp within LCC is already assisting other branches, projects and external parties in the area of environmental promotion and process



improvement;

- Marsden Depot Master Plan and Concept Design - On depot reconfiguration, much of the processes unique to the depot configuration could possibly change, requiring significant amendments to ISO14001-2015.

It is recommended that this project be removed from the Operational Plan until further notice.

The Plant Fleet Services Branch will continue to monitor and act on continuous improvements as per requirements of Green Stamp, and continue to use Green Stamp as an environmental marketing tool for Logan City Council.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.4	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
GR1.1.5	Environmental Project Delivery	Install solar photovoltaic (PV) systems at priority Council locations to reduce carbon emissions.	June 2020	1	1	On Track

Interpretation & Response:

During the second quarter of 2019/2020, contractors have been engaged to install solar photovoltaic (PV) systems at four priority sites. The project is on track for installation at these four sites to be completed by 30 June 2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.6	Environmental Planning, Policy and Advice	Develop a Climate Resilience Strategy to enhance climate resilience with Logan City Council.	June 2020	2	2	On Track

Interpretation & Response:

During the second quarter of 2019/2020, the project plan for the Climate Resilience Strategy was reviewed and finalised. The project is on track.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.1	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 second quarter of 2019/2020, the following environmental events and activities were delivered:

- Night Creatures held in December 2019 with 16 participants;
- Row the River event held in November 2019 at Larry Storey Park with 34 participants; and
- Walking on Country bush walk event held in October 2019 at Eagleby Wetlands with 16 participants.

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	2	2	On Track

Interpretation & Response:

During the second quarter of 2019/2020, the delivery of an on-ground wildlife movement solution at a road kill hot spot (Cusack Lane, Jimboomba) was completed and commissioned. Pre-installation monitoring has been undertaken and post installation monitoring has commenced. The installation of an additional wildlife movement solution at another road kill hot spot is also being progressed.



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	1	1	On Track

Interpretation & Response:

During the second quarter of 2019/2020, completed planting sites along Belivah Creek have been maintained and project planning of additional revegetation works in priority locations was completed in accordance with the Belivah Creek Restoration Plan. Additional planting works are on track for completion by 30 April 2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.1	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	3	3	Completed

Interpretation & Response:

During the second quarter of 2019/2020, the Albert River Accessibility and Connectivity Plan was presented and adopted by Council at its meeting of 29/10/2019 Minute No 177/2019. The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.1	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	2	2	On Track

Interpretation & Response:

During the second quarter of 2019/2020, the development of the Logan and Albert Rivers Fish Habitat Improvement Implementation Plan progressed and an expert panel workshop was conducted. The project is on track for completion by 30 June 2020.



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	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:

Project remains on track. Evaluation of tender submissions is complete. Approval of assessment report is in progress. Work on the commencement plan will commence upon approval of assessment report.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.2	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:

Assessment of submissions by evaluation panel members continues. The evaluation panel is led by Logan City Council and includes a representative from each participating Council.



Next Generation Governance (NG)

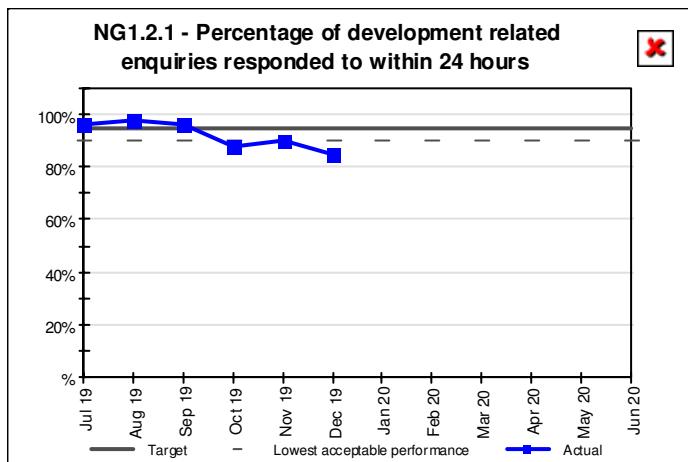
NG1 - Our organisation uses innovation and technology to efficiently manage assets and deliver valuable services to our community and visitors

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.1	Customer Experience Improvement	Deliver the Corporate Website Transformation Project to support Council in becoming a Smart City.	December 2019	2	2	Completed

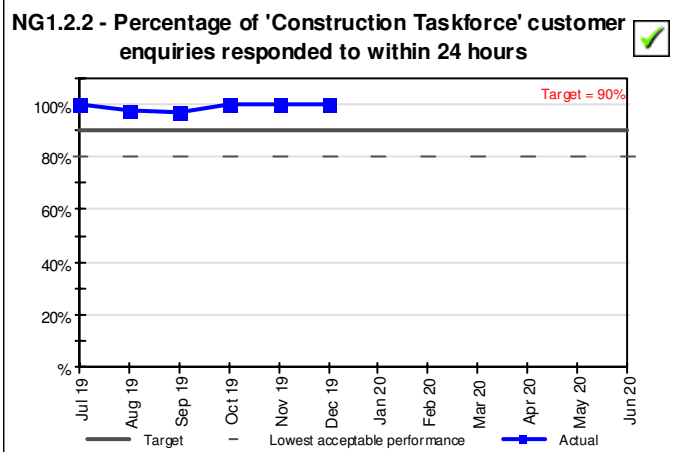
Interpretation & Response:
The new Corporate website went live in December 2019 and is fully operational.
The URL for Council's website is www.logan.qld.gov.au.
Project Complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.2	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration to support the City of Logan becoming a Smart City	June 2020	3	3	Completed

Interpretation & Response:
Council endorsed the Digital Strategy on 28 November 2019. This project is now complete.



Interpretation & Response:
The figures for the three months of the quarter are 87.66% for October, 90.15% for November and 84.96% for December, meaning that the average across the quarter is 87.92%.



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
NG2.1.1	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 2019	1	1	Completed

Interpretation & Response:

A Committee report was drafted following community engagement submissions. The Committee report will be submitted for the 22 January 2020, City Lifestyle Committee in the final stage of law amending process. This project is now complete

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 engages meaningfully with the community.	June 2020	0	0	On Track

Interpretation & Response:

The Community Engagement Program continues to drive best practice engagement advice and support to Council Branches. A review of the Community Engagement Strategy 2017-2021 was undertaken and a revised version is being drafted for community consultation in partnership with a revised draft Community Engagement Framework.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Media Services/ Corporate Communication	Create a Logan City Council media and internal news portal to facilitate stronger communication channels with the community.	December 2019	4	1	Undeliverable

Interpretation & Response:

A proof concept/business plan was drafted and is being circulated for feedback with Marketing and Media Branches. Proposed for December, the project has been parked for now as its progress will be determined by a review of Our Logan magazine, which is currently underway. A working group has been established to ensure the project remains viable and sustainable. The findings of the Our Logan review will guide the future direction of the site, which will likely become an Our Logan online ie; OurLogan.com.au. It is envisaged that a report will be prepared for ELT after the Budget with the proposed site going live in August 2020.

It is recommended that this project be moved to the next financial year to allow for the review of the Our Logan magazine, and determine a clear approach for the portal moving forward.

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



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 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	Monitor

Interpretation & Response:

SAMMS Phase One Water - Release 6. Design workshops continuing. Actions register developed and Design Authority Meetings continuing as required weekly to ensure design decisions are owned by all parts of the impacted Water areas, Finance, and Corporate Asset Management. Water requested extra time to make required business decisions and prepare data. This was accepted at Steering Committee however will delay the project. Also redirected to project resources to assist Water with business decisions and data.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	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
NG3.1.3	Branch Management	Develop and implement a Governance Framework to promote best practice for corporate governance.	December 2019	1	0	Monitor

Interpretation & Response:

The draft framework has been developed and will be finalised shortly. A slight delay was experienced due to the Transition to Council work currently being conducted.

It is recommended that the target date for this project be moved to March 2020 so the draft framework can be finalised.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.4	Branch Management	Develop and implement a compliance management system to ensure effective and accountable governance.	March 2020	0	0	On Track

Interpretation & Response:

This project is currently on track for delivery by the target date (March 2020).

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.5		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:

A decision was made by Council in the first quarter to defer this project to the next financial year.

Significant change in 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.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.6	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
NG3.2.1	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	2	2	On Track

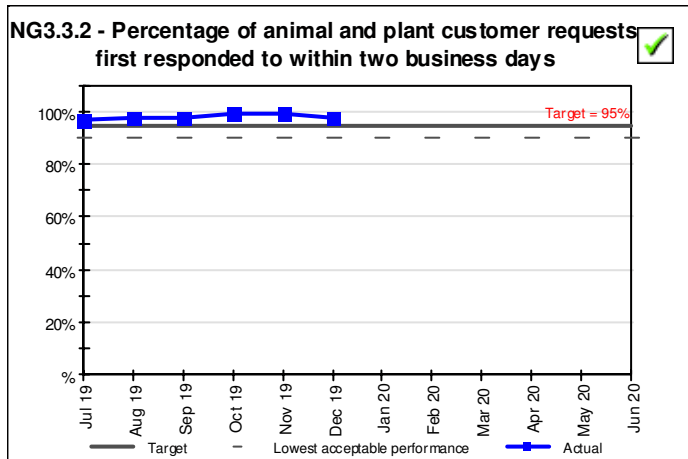
Interpretation & Response:

Activities continue to be delivered including engagement with the State Government on Logan's plans for a Whitewater Park as part of the SEQ Olympic Bid, and the ongoing focus on the SEQ City Deal. Initial research and analysis also began as the first step to developing a new Advocacy Strategy for Council, to be delivered after the 28 March Local Government 2020 election.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.3.1	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	3	3	On Track

Interpretation & Response:

The project is currently running on track in the second quarter.



Interpretation & Response:

125 Requests received during December 2019. 123 were 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
NG4.1.1	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.	June 2020	0	0	On Track

Interpretation & Response:

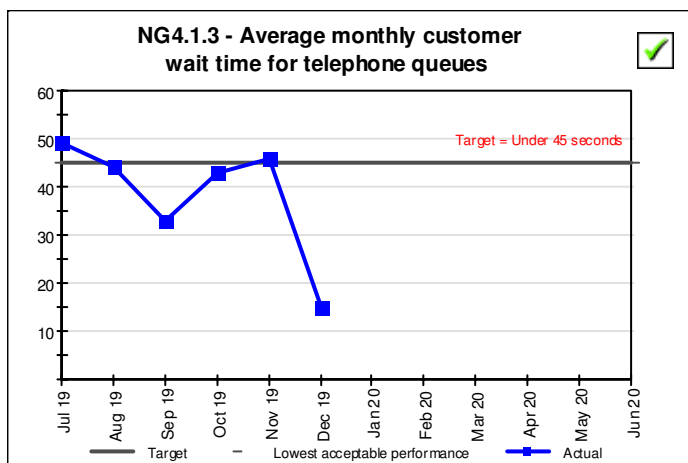
Eight projects from this program of work progressed this quarter, all in line with agreed timelines and business needs.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	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:

A council decision was made in the first quarter to remove this project from the Operational Plan.

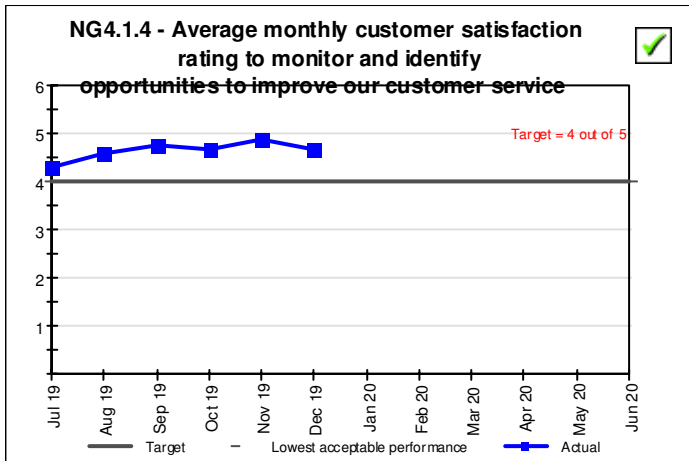
After careful review, the People and Culture Manager recommended that, rather than progress a piece of work in isolation, a more strategic and considered approach be adopted. This will include a formal diagnostic piece of work undertaken to ensure an evidence-based approach towards fostering a safe and respectful workplace. This will sit under the People Plan project aimed at diversity and inclusion.



Interpretation & Response:

Council's average wait times were 43, 46 and 15 seconds respectively for October, November and December 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 September, October and November 2019, customer satisfaction as at 4.67, 4.86 and 4.67 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 and Resilience	Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events.	June 2020	1	0	Monitor

Interpretation & Response:

The new Disaster Dashboard was launched on 10 December 2019. Significant issues with stability of the new Disaster Dashboard have been experienced since the launch date. A disclaimer has been placed on the Disaster Dashboard advising members of the community that the site is experiencing issues. The disclaimer will remain in place until the site is stable. Disaster Management Program continue to work with Customer Experience and Community Engagement Branch.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.2	Prevention	Deliver an updated hazard and risk profile for the City to improve Disaster Management capabilities.	June 2020	2	2	On Track

Interpretation & Response:

The Disaster Management Program conducted a disaster preparedness session with an English Conversation Group at Logan West Library. The annual disaster preparedness advertising campaign continued to roll out using a number of channels, including social media, shopping centre advertising and translated radio advertisements on 4EB FM (an ethnic community radio station).

The Disaster Management Program also partnered with Rebel FM and the Rebel Roadies to handout free disaster information kits to the community at Browns Plains, Beenleigh Market Place, Underwood Shopping Centre and Jimboomba Shopping Centre.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.3	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
NG5.2.1	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	Monitor

Interpretation & Response:

The Logan and Albert Rivers Flood study project is running on schedule. This study is a prerequisite before the Floodplain Risk Management Study can be conducted.

It is recommended that the name of this project be changed to:

- Deliver the Logan and Albert Rivers Flood Study to prepare for a floodplain risk management study and further our resilience and recovery in the event of disasters.

This is to better align the project with the current scope of work that is being conducted.