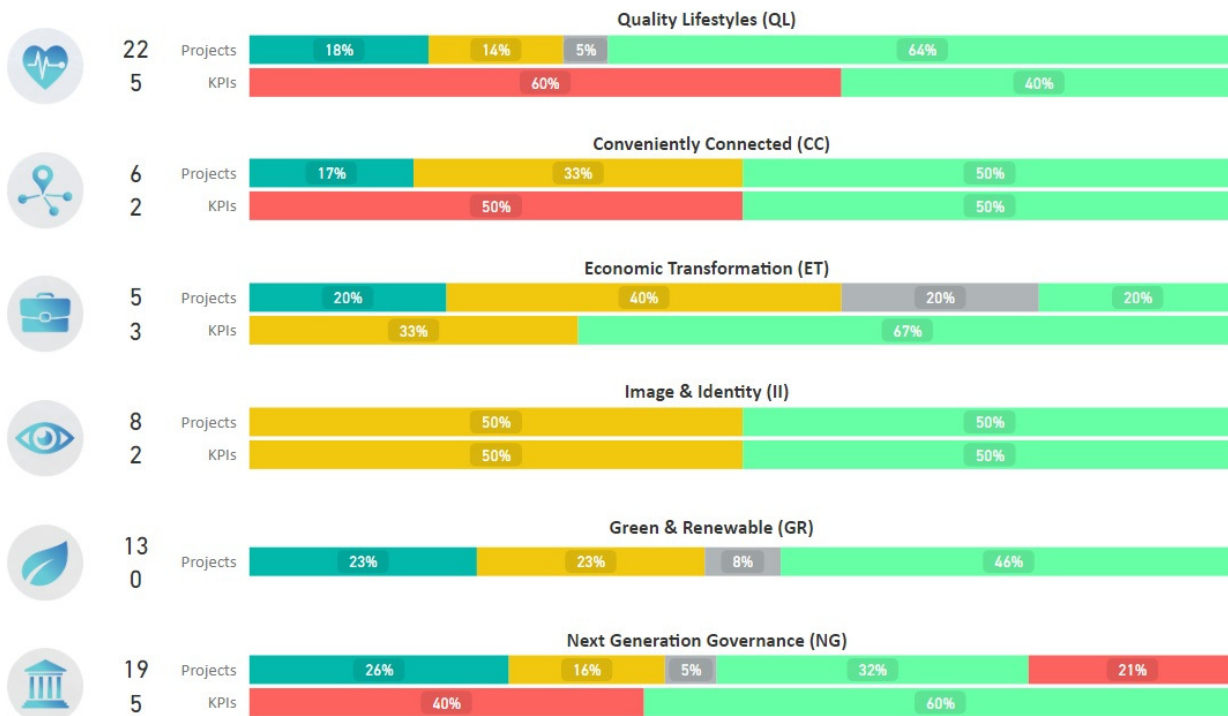
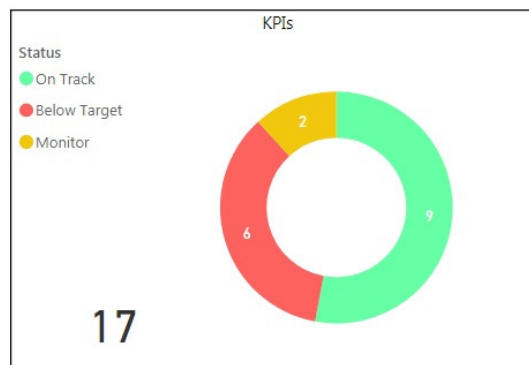
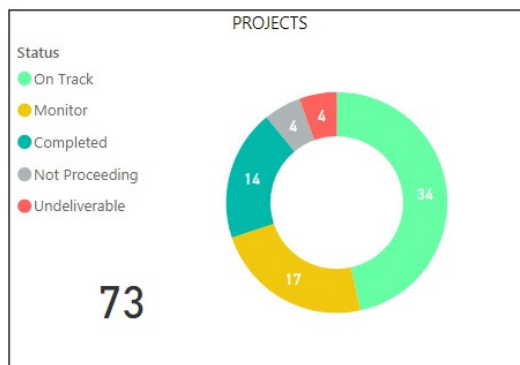




2019/2020 Operational Plan Quarter 3 Report (January - March)

Quarter

3





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:

As at the end of the third quarter, this project is currently running on track.

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:

As at the end of the third quarter, this project is currently running on track.

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	On Track

Interpretation & Response:

The re-design required as a result of TMR resumption of 10m of the property on two sides has commenced and is due to be completed in mid-May. The construction contract has been awarded and will commence in mid-May. Project is going to schedule apart from the delay caused by the State Government's requirement to resume 10m of land which required the re-design.

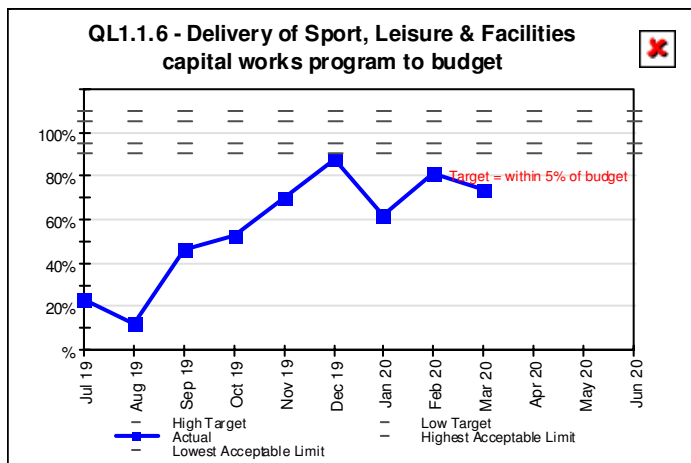


Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Commence construction of the Usher Park Rugby League Facility to increase participation in physical activity.	June 2020	2	2	On Track

Interpretation & Response:
Construction is continuing and the project is due for completion by July 2020.

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	On Track

Interpretation & Response:
This project is being delivered by the State Government. Construction of the single storey buildings is 95% complete with expected handover to Council in late April following completion of an upgrade to the electrical infrastructure. A further \$880,000 in funding has been secured from the State Government and the Deed of Variation executed. Construction of the two storey building modules has commenced off site with expected completion of the project in late July. To date, COVID-19 has had minimal impact on the project with Ausco implementing a number of mitigation strategies to manage staff and contractors and regular contact with suppliers to maintain their supply chain.



Interpretation & Response:
The measure is below target primarily due to the delay to Underwood Park Redevelopment and to a lesser extent the Cronulla Park project which was due to start on site last month and has been delayed by 2 months due to TMR land resumption.



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
QL1.1.8	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 construction RFQ has closed and is currently being assessed. The project is on schedule.



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	3	3	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 March included delivery of early years literacy programs at Yarrabilba, facilitation of online First Five Forever early years programming via Facebook to support families self-isolating as a result of COVID-19, participation in the Logan Little Learners Action group and Logan Australian Literacy and Numeracy network meetings.

Total number of First Five Forever outreach activities for March 2020: 22.

Total number of participants for First Five Forever outreach activities for March 2020: 427.

Quarter three summary

Over the third quarter First Five Forever has completed the following action in support of the quarter three milestone:

- Progressing the project work required to complete the Logan Little Learning STARS grant.
- Partnering with community groups or local early childhood services to increase access to families to First Five Forever programming, resources and services, promote First Five Forever strategies and to promote the value of libraries in supporting the development of strong early literacy foundations for children aged zero to five years old.
- Participating in cross-sector reference group/s comprising representatives from the partner organisations in the local community including the Community Health Sector, Early Childhood Education and not for profit agencies engaged in delivering services to families with children aged zero to five years old.

Total number of First Five Forever outreach activities for quarter three: 70.

Total number of participants for First Five Forever outreach activities for quarter three: 1,604.

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	3	3	On Track

Interpretation & Response:

March 2020 summary:

To support the outcomes of the Libraries Learning and Discovery Strategy, Libraries delivered a number of events across the City to provide engaging and purposeful programming to the community. Highlights for March included 77 people attending an organic gardening session at Marsden Library, 38 people accessing the Hive Coworking spaces and facilitation of online First Five Forever early years programming via Facebook.

Quarter three summary:

Over the third quarter the Libraries have completed the following actions in support of the quarter three outcomes for the Libraries Learning and Discovery Strategy:

- Review of the programming delivered in the first half of the 2019/20 financial year to assess their capacity to meet the outcomes of the Strategy.
- Review of sustainable practices to improve the delivery of library programming.
- Completion of the *Deadly Digital Communities* project as a major component of Libraries commitment to featuring Aboriginal and Torres Strait Islander content to encourage improved community engagement and understanding.
- Delivery of the *Be a Change maker* youth entrepreneur program that supported the development of the innovation capacity of Logan's young people.



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	Monitor

Interpretation & Response:

This project was tracking on schedule during the third quarter, however progress was impacted due to the COVID-19 health pandemic.

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	Monitor

Interpretation & Response:

This project was tracking on schedule during the third quarter, however progress was impacted due to the COVID-19 health pandemic.

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	Monitor

Interpretation & Response:

Progress on this project was running on schedule during the third quarter, however progress was impacted due to the COVID-19 health pandemic.

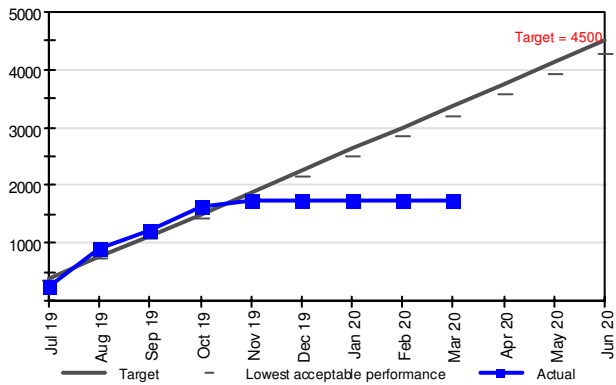
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.3	Community Parking	Deliver a second Automated Number Plate Recognition Vehicle to enhance pedestrian and traffic safety in the City, in particular at School zones.	June 2020	4	4	Completed

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:

The COVID-19 health pandemic impacted the team's ability to deliver the Be Pet Smart Program during the third quarter. The program was placed on hold during the third quarter for the interest of public health.

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	3	3	On Track

Interpretation & Response:

During the third 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 (development, engagement, places and spaces, partnerships and communication) were met. Highlights include: over 700 visitors saw artworks by Logan students at the Logan and Shibukawa Sister Cities children's art exhibition and Hirakata Children's Festival in Japan. Design development for Logan Art Gallery mural with work by Community Elder Aunty Peggy Tidyman was approved by the public art advisory panel. Seven exhibitions featuring local artists were launched. A major article in The Courier Mail's QWeekend brought visitors to the gallery to see work by Miriam Innes in New York rambling. Community consultation continued with Aboriginal and Torres Strait Islander community to develop the Living Museum of Logan. Gallery temporarily closed to the public from 24 March 2020 due to COVID-19, with staff delivering Creative Industries services from home.

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:

As at the end of the third quarter, this project is currently running on track.

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	3	3	On Track

Interpretation & Response:

During the third quarter, gaps in current Library Management System were identified and data was extracted from staff surveys on needs for replacement system. During the third quarter furniture purchased to improve accessibility and inclusion for customers at the library sites was evaluated for effectiveness. Feedback indicated new equipment and furniture was functional, fit for purpose, well used and had improved access for all customers.



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:

As at the end of the third quarter, this project is currently running on track.

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:

As at the end of the third quarter, this project is currently running on track.

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:

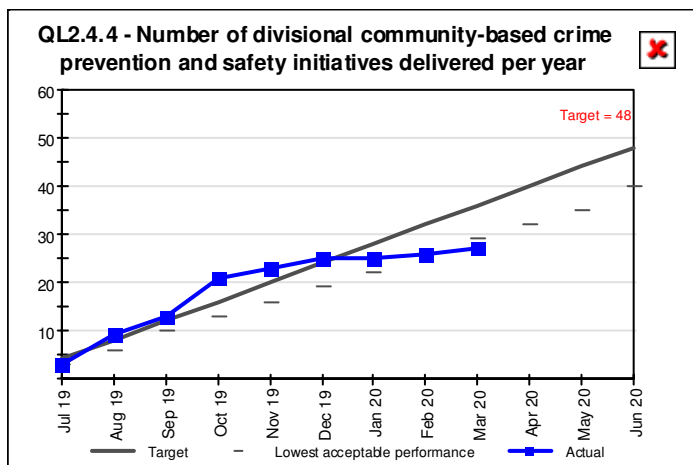
As at the end of the third quarter, this project is currently running on track.



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

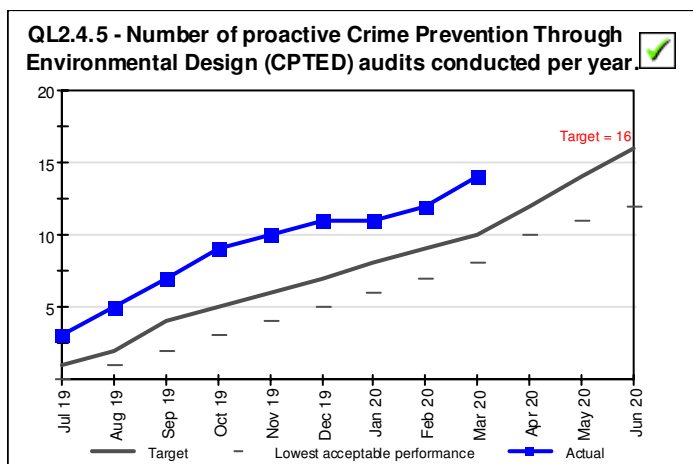
Interpretation & Response:

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:

At the end of the third quarter, a total of 27 divisional community based crime prevention and safety initiatives have been delivered. This is lower than the target (36) due to impacts experienced by the COVID-19 health pandemic.

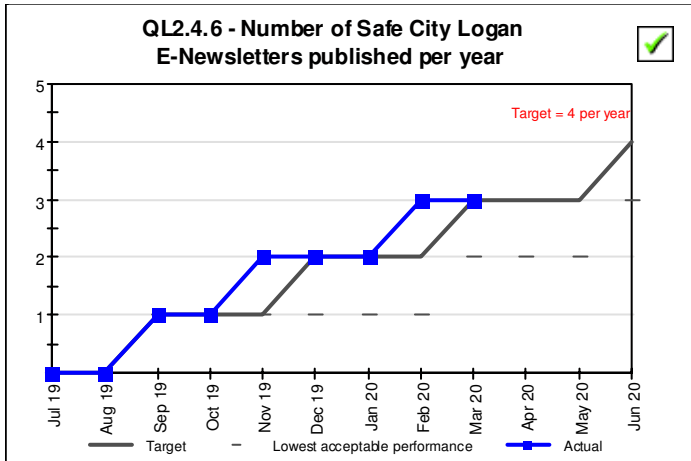


Interpretation & Response:

During the third quarter, a total of 3 proactive CPTED audits have been completed by the Community Safety Program throughout the City of Logan. This KPI is tracking above its target.



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



Interpretation & Response:

During the third quarter, 1 Safe City Logan E-Newsletters was developed. This KPIs target for the third quarter has been met.



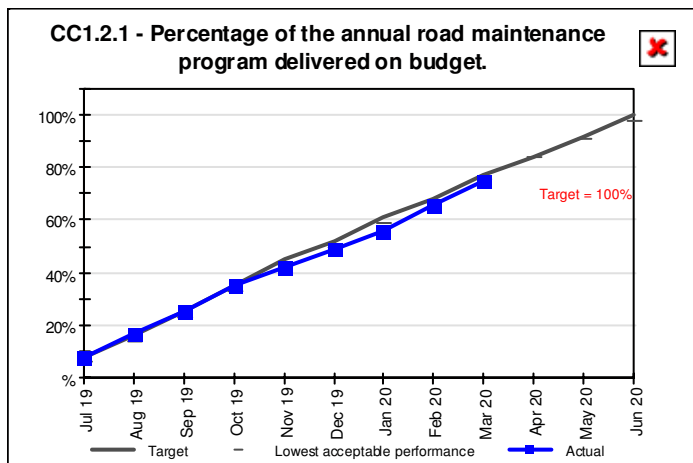
Conveniently Connected (CC)

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:

As at the end of the third quarter, progress on this project is currently running on track.

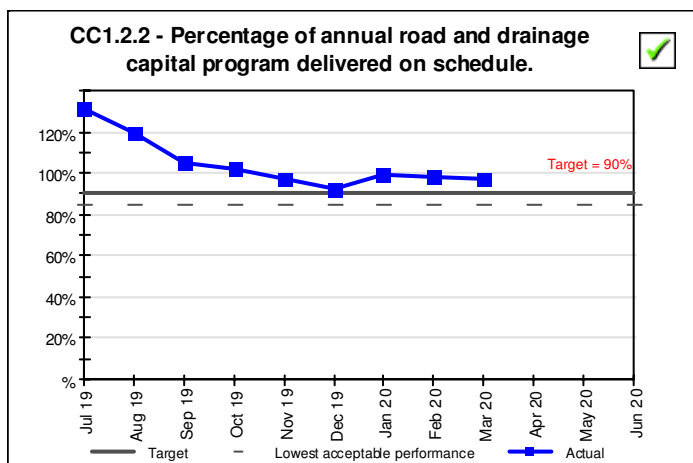


Interpretation & Response:

Target: 77%
Actual: 75%

RCM Maintenance Program is slightly behind budget due to a delay in works at Fill Sites and costs incurred but not yet invoiced.

It is anticipated that RCM will meet the expected 2019/2020 financial year budget.



Interpretation & Response:

Delivery of the Capital Roadworks and Drainage Program is in line with planned expenditure at 97% at the end of the third quarter:

- Notable projects under construction throughout the third quarter include:
- Station Road & Jellicoe Street Intersection, Loganlea - Major Intersection Upgrade (\$4.4 Million)
 - Milne & Ludcke Street Catchment, Beenleigh - Master Drainage Project (\$2.4 Million)
 - New Beith Road, Greenbank Stage 3 - Road Upgrade Project (\$15 Million)
 - Jalan Street, Tanah Merah - Local Road Kerb & Stormwater Upgrade Project (\$2.1 Million)
 - James Street, Beenleigh - Local Road Kerb & Stormwater Upgrade Project (\$1.75 Million)
 - Mackellar Drive Catchment, Boronia Heights - Master Drainage Project (\$0.7 Million)
 - Daisy Hill Cycleway - Cycleway Infrastructure Project (\$0.7 Million)
 - Kingston Station to Clare Road Cycleway, Kingston - Cycleway Infrastructure Project (\$0.8 Million)
 - Numerous asphalt and spray seal works across the city, totalling \$6.3 Million
 - Numerous kerb rehabilitation works across the city, totalling \$2.1 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:

As at the end of the third quarter, progress on this project is currently running on track.



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:

As at the end of the third quarter, progress on this project is currently running on track.

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	Monitor

Interpretation & Response:

This project is experiencing delays due to an extensive acquisition process.

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	Monitor

Interpretation & Response:

Progress on this project was running on track in the third quarter, however progress has been impacted by the COVID-19 health pandemic.



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.

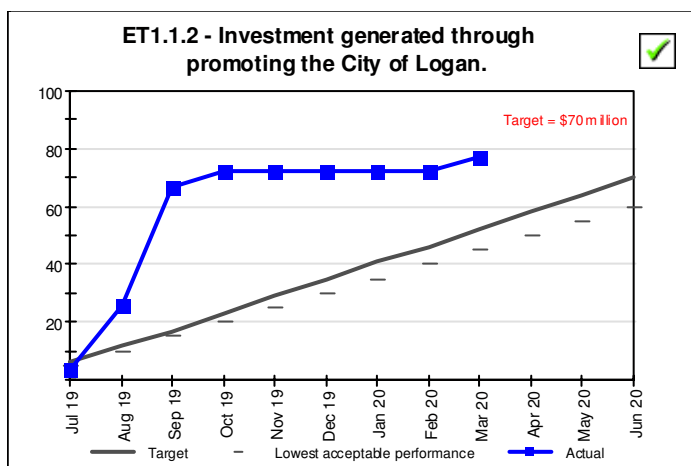


Economic Transformation (ET)

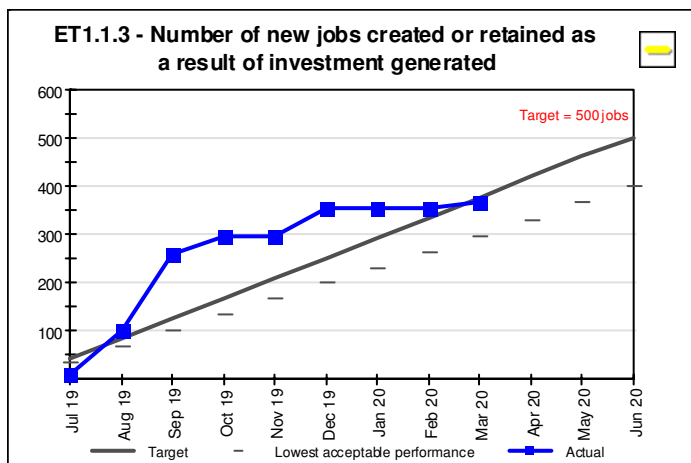
ET1 - We enjoy jobs growth and economic prosperity with local and global reach

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.



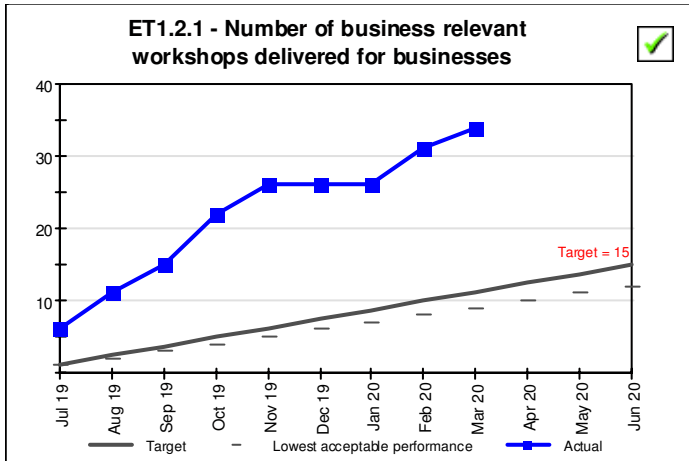
Interpretation & Response:
\$5 million of investment was generated in the third quarter through promoting the City of Logan. At the end of the third quarter this brings the total of investment generated to \$76.945 million, which is well above this KPI's target.



Interpretation & Response:
14 new or retained jobs were created during the third quarter. This brings the total number of new or retained jobs as a result of investment to 368, as at the end of the third quarter. This is slightly below the KPI's target, but within acceptable limits.



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



Interpretation & Response:

A total of 8 business workshops were facilitated in the third quarter with three held in March. These included a further 2 ATO workshops and a mentoring panel in March that supported a further 18 businesses.



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:

As at the end of the third quarter, progress on this project is currently running on track.

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	Monitor

Interpretation & Response:

This project is progressing however the team are monitoring potential impacts to its delivery as the COVID-19 health pandemic emerges.

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:

A decision was made by Council in the second quarter to remove this project from the 2019/2020 Operational Plan. A report that was presented to Council and adopted 20 August 2019, recommended that Kingston Butter Factory 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.



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	Monitor

Interpretation & Response:

Progress on this project was running as scheduled during the third quarter, however progress has been impacted due to the COVID-19 health pandemic.



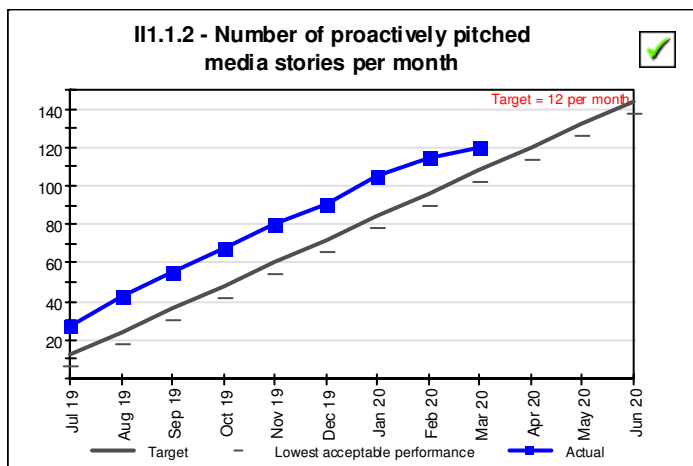
Image and Identity (II)

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	Monitor

Interpretation & Response:

This project is progressing however the team are monitoring potential impacts to its delivery as the COVID-19 health pandemic emerges.



Interpretation & Response:

A total of 29 proactively pitched media stories were made in the third quarter. This brings the year to date total to 120.

Five proactively pitched media stories were made in March. This was due to the COVID-19 pandemic where media has switched to being reactive. During the final month of the quarter the Media Branch has:

- Distributed 12 media releases in response to closing down of services and facilities
- Developed more than 50 social posts across Facebook, LinkedIn and Twitter
- Produced four COVID-19 specific videos
- Took the lead in establishing the COVID-19 landing page which is updated almost daily
- Created a #caringforlogan hashtag to hook digital communications

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:

Activities for quarter three are on track with work on the annual update progressing towards finalisation.



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	9	9	On Track

Interpretation & Response:

Work to deliver against the City Futures Implementation Plan continues to progress. Internal and External engagement was completed to map out the current state view of the city's innovation ecosystem. This work has informed a set of key priorities to further develop and evolve the ecosystem.

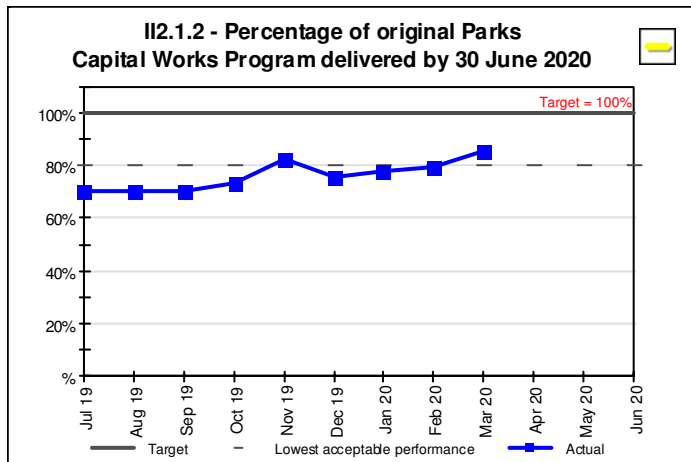
A series of workshops on youth unemployment were also facilitated this quarter, to inform the development of the business plan for the catapult program. The catapult programs aims to provide better employment outcomes for the youth of Logan City by focusing on the development of their enterprise skills, providing stronger links to industry, informing decisions for career pathway choices and developing the capability of their educators.

Work is progressing on the establishment of the innovation hub (coLab), with investigations on potential sites and collaboration with key industry stakeholders for the development of coLab programs for scale up business ventures. The public expression of interest for the city's inaugural T7 Masterclass in Innovation was also rolled out and a number of external community and sector leaders are now participating in the 6 month program. The T7 Masterclass program aims to build their capability in Innovation methodologies and tools with the long term objective of these leaders being activated as mentors and potential Entrepreneurs in Residence for the City's innovation hub (coLab).

During the COV19 pandemic, some new opportunities have arisen through the manufacturing industry and there are some high level investigations occurring to test the feasibility of establishing a manufacturing hub in association with the coLab to leverage these emerging opportunities.



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



Interpretation & Response:

As at end of March, 79 projects have been completed, equating to 64.2% of the original program (123 projects).

The target number of projects delivered by end of March is 92. Delivery of projects continues to catch up to target delivery.

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:

As at the end of the third quarter, progress on this project is currently running on track.

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	23	23	Monitor

Interpretation & Response:

Due to the COVID-19 health pandemic, progress on this project has been slightly impacted with some cancellation of events and activities



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	Monitor

Interpretation & Response:

This project is progressing however the team are monitoring potential impacts to its delivery as the COVID-19 health pandemic emerges.

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	Monitor

Interpretation & Response:

This project is progressing however the team are monitoring potential impacts to its delivery as the COVID-19 health pandemic emerges.

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:

The priority projects continued to be investigated with the Business Case for the Whitewater Park completed and the Riverine Discovery Centre progressing to a full feasibility study this quarter. A review of the proposed marketing campaigns will now be held as we determine the medium and long term local recovery actions required in response to the COVID-19 pandemic.



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:

As at the end of the third quarter, progress on this project is currently running on track.

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.	April 2020	5	5	On Track

Interpretation & Response:

As at the end of the third quarter, progress on this project is currently running on track.

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:

A decision was made by Council in the second quarter to remove this project from the 2019/2020 Operational Plan. Results from a 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.



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	2	2	Monitor

Interpretation & Response:

During the third quarter this project is progressing as scheduled with one site, Marsden Library being installed. There is some delays being experienced with installation plans being reviewed at one of the implementation sites.

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	Monitor

Interpretation & Response:

This project was progressing as scheduled in the third quarter, however progress has been impacted due to the COVID-19 health pandemic.



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	Monitor

Interpretation & Response:

During the third quarter of 2019/2020, the Autumn Events booklet was completed, and the following environmental events and activities were delivered:

- * Sustainable Kids Workshop at Logan Gardens - 21 children and 10 adults attended.
- * Fire Management Information Night at Greenbank Rural Fire Brigade - approximately 120 people attended.
- * Property Fire Management Planning Workshop at Wolfdene Rural Fire Brigade - 13 adults attended.
- * Drought Management Workshop at Jimboomba Community Centre - 20 adults attended.
- * Guided Wetlands walk at Berrinba Wetlands - 25 community members attended.
- * Healthy Waterways workshop was postponed due to wet weather.

All remaining events for 2019/2020 were postponed due to the COVID-19 health pandemic. Alternative online environmental education resources are being investigated.

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	3	3	Completed

Interpretation & Response:

During the month of February 2020, post-installation monitoring of the virtual fences at Rosia Road, Park Ridge Road and Jimboomba was completed.

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 third quarter, weed removal works continued in Areas 3C-3G in Alexander Watt Park, Bannockburn. Maintenance activities continued at all other sites.

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:

As at the end of the third quarter, progress on this project is currently running 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	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:

The contract commencement plan has commenced and is on track.

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

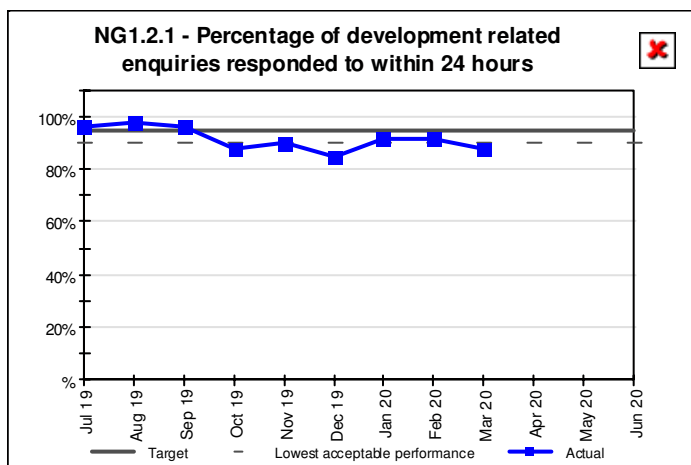
Interpretation & Response:

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:

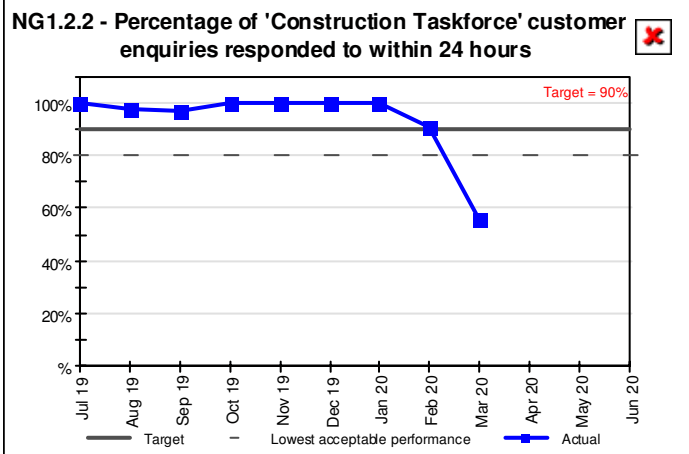
Council endorsed the Digital Strategy on 28 November 2019. This project is now complete.



Interpretation & Response:

The figures for the three months for quarter three are:
January: 91.71%
February: 92.04%
March: 88.11%

This KPI was tracking within the acceptable target limits during the third quarter, however service ability was impacted due to the COVID-19 health emergency.



Interpretation & Response:
This KPI was tracking above its target early in the third quarter, however ability to maintain levels of service was severely impacted late in the quarter due to the COVID-19 health pandemic.



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	Monitor

Interpretation & Response:

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. Due to the COVID-19 health pandemic, progress on this is been impacted preventing engagement with stakeholders for reviewing the draft.

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 decision was made by Council in the second quarter to move this project to the next financial year (2020/2021). The project has been parked for now as its progress will be determined by a review of Our Logan magazine.



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:
as at the end of the third quarter SAMMS Phase 1 Release 6 has been paused pending development of a business case. The project will focus on Releases 3 to 5 defects and reporting over the next 2 months.

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	Monitor

Interpretation & Response:
Progress on this project was running as scheduled in the third quarter, however progress has been impacted by the COVID-19 health pandemic.

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.	March 2020	1	0	Undeliverable

Interpretation & Response:
This project has been placed on hold due to the COVID-19 pandemic and the preparation for new Councillors.
It is recommended that this project be moved to the next financial year for delivery with a target date of June 2021.



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	Undeliverable

Interpretation & Response:

This project has been placed on hold due to the COVID-19 pandemic and preparations for bringing in new Councillors.

It is recommended that this project be moved to the next financial year for delivery with a target date of June 2021.

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:

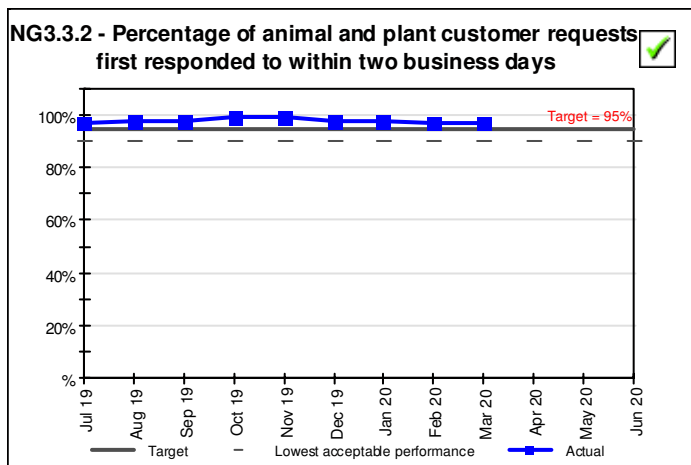
Actions continue to be delivered in accordance with the Annual Action Plan. A pause on some projects being progressed through the regional collaboration agenda are expected due to COVID-19.

Research and internal consultation is continuing on the new advocacy strategy.

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:

As at the end of the third quarter, progress on this project is currently running on track.



Interpretation & Response:

This KPI is tracking above its target as at the end of the third quarter. There are a total of 266 requests received as at the end of the third quarter, with 258 responded to within two business days.

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

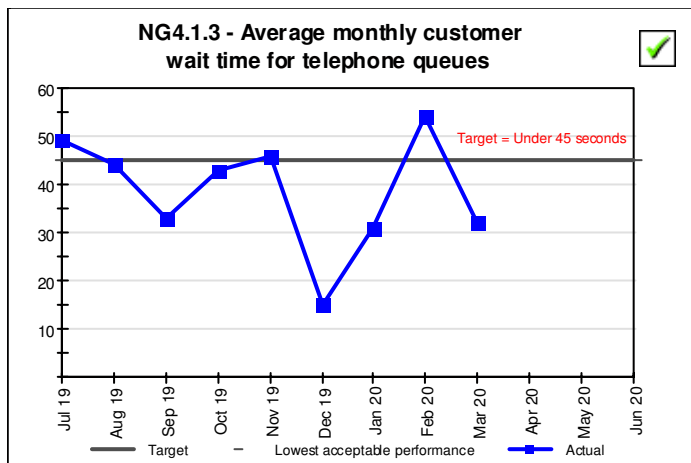
Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.1	People Plan 2018 - 2021	Deliver priority actions for the 2019/2020 financial year from the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valued and skilled workforce.	June 2020	0	0	On Track

Interpretation & Response:
As at the end of the third quarter, progress on this project is currently running on track.

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

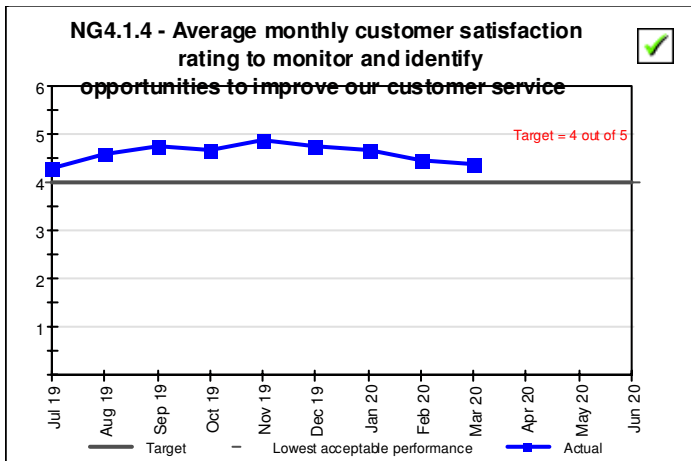
Interpretation & Response:
A council decision was made in the first quarter to remove this project from the Operational Plan.

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 31, 54 and 32 seconds respectively for January, February and March 2020. 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 December 2019, January and February 2020, customer satisfaction was at 4.67, 4.47 and 4.38 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	1	On Track

Interpretation & Response:

As at the end of the third quarter, progress on this project is currently running on track.

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:

As at the end of the third quarter, progress on this project is currently running on track.



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 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.	May 2020	2	2	On Track

Interpretation & Response:

As at the end of the third quarter, progress on this project is currently running on track.