



SUPPORTING INFORMATION

for respective items considered at

Coordination Committee Meeting

31 July 2018

SUPPORTING INFORMATION

Ref: [A17265106](#)

The following list of supporting information is provided for:

**ITEM 3.1
QUARTER 4 OPERATIONAL PLAN REVIEW 2017/18 -
REGIONAL**

#1 Quarter 4 Operational Plan Review 2017/18

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Quarter 4

Operational Plan Review

2017/18

ITEM 3.1 QUARTER 4 OPERATIONAL PLAN REVIEW 2017/18 - REGIONAL - A17265707 (Cont.)

Department Performance



Quarter 4 Review Operational Plan and Budget 2017/18 Report run Tuesday, 24 July 2018 at 2:43 PM

Department: **Financial and Project Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Amount of outstanding rates (excluding prepayments) at the end of each quarter	%	3.00	2.74
Obtain an unmodified external audit opinion for 2016/17	%	100.00	100.00
Liquidity - Target working capital ratio to be greater than 3	#	3.00	3.82
Maximise interest revenue on surplus cash invested with QTC and other financial institutions	%	2.75	2.40
Liquidity - Target cash expenses cover to be greater than 6 months	#	6.00	13.66
Fiscal Flexibility - Target interest cover to be greater than 6 months	#	6.00	19.57
Availability of corporate information systems during business hours	%	99.00	99.00
Internal customer satisfaction with corporate information systems	%	90.00	87.50
Availability of council's website	%	99.00	100.00

Performance Commentary

The majority of KPI's were achieved. The Corporate Systems project is progressing as scheduled.

Human Resources

Department: **Human Resources**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Disputes that go to the Commission resolved in council's favour	%	90.00	100.00
Timeframe to fill a position no longer than 9 weeks	%	80.00	88.00

Performance Commentary

1 matter was referred to the commission and was resolved in Council's favour.
7 out of 59 positions exceeded 9 weeks to recruit.

Legal Services

Department: **Legal Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Litigation satisfactorily resolved	%	90.00	100.00
Legal advice provided within agreed timeframes	%	100.00	95.00
Compliance with statutory and policy timeframes for Right To Information and Information Privacy applications and Complaints	%	95.00	98.00

Performance Commentary

Right to Information and Information Privacy application processing timeframes are currently being met. Staff constraints and priority work created by special projects, emergent issues and court/litigation matters has led to the need to prioritise work with some consequent delay for lower priority matters.

Department: **Office Of The CEO Directorate**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Internal audit plan progressed as scheduled	%	100.00	100.00
Audit recommendations implemented	%	90.00	90.00
Customer satisfaction rating with regional visitor information centre experience	%	90.00	92.00
Tourist activity as measured by enquiries at Visitor Information Centres	#	80,000.00	14,400.00
Maintain / Increase in attendance at Council arranged events	%	10.00	10.00
Customer satisfaction with Council sponsored events	%	80.00	94.50
Council media releases utilised by media organisations	%	80.00	100.00

Performance Commentary continued next page.

Performance Commentary cont.

Internal Audit:

Audit plan is on schedule subject to additions and deletions which have been brought to the attention of audit committee and subsequently noted by council.

Audit recommendations are being implemented in line with targeted dates.

Strategy & Engagement:

Maintain / Increase in attendance at Council arranged events:

Seven council-run events were conducted during the reporting period including three citizenship ceremonies, two facility openings and two divisional events. Overall events met and exceeded projected attendance and satisfaction. Highlights included the opening of Narangba Skate Park and Redcliffe Museum, as well as Teddy Bears Picnic at Murrumba Downs.

Customer satisfaction with Council sponsored events:

Council-sponsored events continued to maintain a high-level of positive community feedback. Council worked closely with MBRIT on sponsored events conducted during the quarter including Park Vibes, Business Conference Series 2, Hills Carnivale and Generate Festival. Together these events catered for more than 12 500 patrons with an average satisfaction rating of 94.5%.

Advertising:

Council placed 18 tender and public notice adverts during the quarter. With the commencement of the Moreton Life trail there has been a significant fall in the number and overall cost of advertising when compared to the same quarter of last financial year.

Media Releases:

Media releases continued to be well utilised, with a 100% conversion rate. Key publicity generated included feature stories on the beautification of Caboolture's Centenary Lakes, Redcliffe's museum extension and Murrumba Downs' Teddy Bears' Picnic.

Visitor Information Centres:

MBRIT is working to modernise the delivery of tourism promotion and services in Moreton Bay to compete against more established tourism centres in South East Queensland. The region is seeing record numbers of visitors, beyond VIC enquiries, which is being driven by a surging demand for online content that highlights key attractions, visitation hotspots, local businesses and event. Council is no longer responsible for the day-to-day operation and reporting of VICs. Customer satisfaction surveys were completed by MBRIT during the quarter, resulting in a 92% satisfaction rating overall with the centres.

Moreton Bay Regional Council

Engineering, Construction and Maintenance Directorate

Department: **Engineering, Construction and Maintenance Directorate**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Hours of disaster management training undertaken	#	1,000.00	1,117.50
Number of disaster management exercises conducted	#	4.00	5.00
Hectares of planned burns completed (5% of council land)	#	300.00	214.00
Numbers of Local Disaster Coordination Centre personnel meeting core training levels	#	50.00	124.00
Compliance of Local Disaster Management Plan with Emergency Management Assurance Framework	%	100.00	100.00
CCTV cameras and equipment to be fully operational	%	94.00	96.55
Police CCTV footage requests processed within agreed timeframes	%	95.00	100.00

Performance Commentary continued next page.

Performance Commentary cont.

CCTV Cameras operational - Q4 - 968 cameras in total, 12 not working - 98.76%; YTD - 96.55%

QPS CCTV footage requests - Q4 - 57 police requests received and completed; YTD - 204 requests at 100%

The Public Safety and Security team received and processed the following general footage requests in the 2017/18 financial year:

- Internal - 249; External - 12; and QPS - 204

Disaster Management Training - YTD - 107 persons trained (665hrs)

Disaster Management Exercises - YTD - Exercise Coordinatis Conatu; Ex Moreton Storm v2, Exercise Mountain Recovery, Exercise Emergency Alert, Exercise Intercept - 133 persons (452.5hrs)

Fire Management prescribed burn program 2017/18 - YTD - 25 burns for 214 hectares of council owned land - 71.3% of target (target = 300 hectares).

- Asset Protection Zone blocks - 15
- Strategic Fire Advantage Zone blocks - 17
- Land Management Zone blocks - 5

124 staff meet the minimum core training requirements for disaster management - 104 LDCC and 20 evacuation centre staff.

Council's Local Disaster Management Plan (LDMP) is compliant with the Inspector-General Emergency Management's (IGEM) Emergency Management Framework (EMAF) as assessed on 14 September 2017.

Waste Services

Department: **Waste Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Kerbside waste and recyclable waste bins collected as scheduled	%	100.00	99.97
Total tonnage of general and recyclable waste collected from kerbside bins that is recycled	%	22.00	23.44
Total tonnage of waste collected at waste facilities from residential and commercial premises (excluding kerbside bins collection) that is recycled	%	45.00	53.96

Performance Commentary

Kerbside bin services are slightly below KPI as some bins were missed on collection day and the contractor had to return to collect these bins within 24 hours of notification. A small number of kerbside bins were also missed as a result of road closures placing access restrictions on collection trucks.

Kerbside recycling and facilities recycling statistics are above KPI and recycling at the Waste Management Facilities is well above KPI.

Project Management and Construction

Department: **Project Management and Construction**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Percentage of capital works program completed	%	100.00	92.00

Performance Commentary

Delivery of projects has continued. A number of projects have reached practical completion in the fourth quarter. There are a number of significant projects that were on track to reach practical completion by the end of the financial year, but were delayed by wet weather and will be completed in mid-July, these are:

1. Murrumba Downs - Dohles Rocks Road - Interchange Upgrade
2. Bunya - Jinker Track - Intersection Upgrade
3. Rothwell - Nathan Road - Sporting Stage 1 (wetlands & earthworks)

Monitoring of settlement of the Bunya - James Drysdale Reserve - Baseball Field Construction has continued with car parking construction underway.

Delay of commencement for the North Lakes - Activity Centre - Smart Car Parking Trial due to contractual negotiations.

Delay of developer commencement on the Caboolture - Cundoot Creek Drive - Bridge Contribution from IA approval and negotiations.

Finalisation of the Kurwongbah - Lakeside Raceway - Dam Wall Upgrade with works commencing in July 2018.

19 projects were unable to be completed due to external influences that delayed delivery, this equates to \$17.8M in project value out of the \$126M Project Management capital budget.

10 projects were still works in progress at 30 June 2018 which equate to \$4M, out of the \$126M PM capital budget.

There was \$2.9M from completed projects and savings realised.

Project Management delivered 426 projects valued at \$101.6M out of 455 allocated projects valued at \$106M. This equates to 92% of capital projects delivered against the program by 30 June 2018.

Infrastructure Planning

Department: **Infrastructure Planning**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Customer requests addressed within the set response time	%	95.00	95.00
Planning projects are completed in the financial year prior to design	%	95.00	89.00

Performance Commentary

Customer Requests: For the period 1/4/2018 to 30/6/2018 approximately 95% of requests were completed within the required time frame.

Planning Projects:

A total of 9 projects were identified as requiring planning within 2017/18 prior to detailed design occurring in 2018/19. Planning was completed for 8 of the 9 projects.

The one project for which planning has not been finalised is highlighted below.

- 101165 Caboolture - Bluebell Park development: Planning approximately 80% complete.

Integrated Transport Planning and Design

Department: **Integrated Transport Planning and Design**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Design program is completed in the financial year prior to construction	%	95.00	97.00

Performance Commentary

2017/18 target has been met as identified on the PMC Gantt chart. Acknowledge that new target is to be 95% of the design program completed by end of December in the financial year prior to construction.

Asset Maintenance

Department: **Asset Maintenance**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Operations - Programmed roads maintenance activities completed in accordance with schedule	%	100.00	100.00
Operations - Road network customer requests completed within level of service timeframes	%	95.00	92.00
Operations - Programmed stormwater maintenance activities completed in accordance with schedule	%	100.00	95.00
Operations - Stormwater network customer requests completed within level of service timeframes	%	95.00	95.00
Operations - Programmed maritime facilities maintenance activities completed in accordance with schedule	%	100.00	100.00
Operations - Customer requests for marine related services completed within level of service timeframes	%	95.00	100.00
Operations - Programmed parks maintenance activities (mowing and landscaping) completed in accordance with schedule	%	100.00	100.00
Operations - Parks customer requests completed within level of service timeframes	%	95.00	96.20
Operations - Programmed parks inspection activities (playgrounds) completed in accordance with schedule	%	100.00	100.00
Building and Facilities - Graffiti removal requests completed in accordance with timeframes	%	95.00	100.00
Fleet - Light fleet is maintained in accordance with programmed maintenance service schedules	%	95.00	92.00
Fleet - Heavy fleet, plant and equipment is maintained in accordance with programmed maintenance service schedules	%	95.00	91.00
Fleet - Compliance with all Queensland Transport Statutory Regulations	%	100.00	100.00
Fleet - Small equipment is maintained in accordance with programmed maintenance service schedules	%	95.00	93.00
Building and Facilities - Programmed buildings and facilities maintenance activities completed in accordance with schedule	%	100.00	99.50
Building and Facilities - Customer requests addressed within the set response time	%	95.00	90.40

Performance Commentary continued next page.

Performance Commentary cont.

Fleet Services:

Fleet services have missed programmed maintenance service schedule targets for each of Heavy, Light and Small equipment fleet items. Fleet's workshops have been under resourced over the last six months due to the departure of several mechanics. This has been addressed recently with the recruitment of 3 full time mechanics and a Leading Hand into the Petrie workshop. Further, the non compliance of Council officers in presenting plant and equipment to the fleet workshops in the times specified is currently being addressed.

All Fleet 17/18 capital acquisitions have been delivered apart from three ACM machines for Waste services due to arrive early August 2018, Tender response evaluations and recommendations for the 18/19 replacement programs for Heavy and Light Fleet have been approved and adopted by Council. It is expected that the majority of the 18/19 replacement program will be delivered in the 1st half of the financial year.

Operations:

Operations have missed KPI targets for Road customer request close outs. The number of Road surface related customer requests hit high numbers in May and coupled with a change in process, a number of Customer Request completed by dates were not met. The process was altered later in the quarter and this has ensured targets will get back on track.

The stormwater maintenance schedules are behind due to issues with the CCTV trucks in particular the camera's. This is currently being reviewed and schedules are expected to be on track heading into the next quarter.

Buildings and Facilities:

Operations team KPIs fell this quarter owing to staffing vacancies. Recruitment for vacant positions has been occurring and 1 full time officer will commence in July which will assist in spreading the workload and ensuring KPI's are achieved.

Programmed Maintenance completed 0.5% under target where 2 contractors out of 25 missed completion target of 100%.

Graffiti team exceeded target this financial year achieving 100%.

Customer and Cultural Services

Department: **Customer and Cultural Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Customer satisfaction with call centre service	%	95.00	93.00
Customer calls resolved at the first point of contact	%	90.00	93.00
Customer satisfaction with Customer Service Centre service	%	95.00	99.00
Customer enquiries resolved at the first point of contact	%	90.00	98.00
Customer satisfaction with library services and programs	%	90.00	97.00
Number of exhibitions delivered by Council's galleries	#	60.00	58.00
Number of exhibitions delivered by Council's museums	#	12.00	13.00
Customer satisfaction with gallery exhibitions and programs	%	90.00	94.00
Customer satisfaction with museum exhibitions and programs	%	90.00	96.00

Performance Commentary continued next page.

Performance Commentary cont.

Customer Service

Customer satisfaction for Q4 and YTD = 93% each.
Target met for first call resolution for Q4 and YTD.

Customer Service Centres

Target exceeded for Overall Satisfaction and First Contact Resolution for Q4 and YTD.

Libraries

Customer satisfaction with Libraries is at 97%. Library customers reported being particularly happy with the assistance that staff provide to improve their digital literacy and support customers who are trying to operate devices.

Art Gallery Network

Caboolture Regional Art Gallery was closed for 6 weeks to repair the movable walls resulting in an exhibition being removed from the program.

Redcliffe Art Gallery ran *The Lynley Dodd Story* for two exhibition slots due to the supporting and extended collaborative programming with libraries. (NB: This exhibition had the highest daily attendance for this financial year).

Pine Rivers Art Gallery opened a new model of community exhibition in this quarter. *Tightrope* was an exhibition developed from a community call-out for artwork submissions reflecting the theme of environmental concerns and our personal responsibility. The resulting exhibition and opening event were an outstanding success, and of excellent quality. More exhibitions of this model are planned.

Redcliffe Art Gallery opened the Redcliffe Art Society's Exhibition of Excellence. This exhibition is a long standing event on the peninsula.

Caboolture Regional Art Gallery opened *Lawrence Daws: Held Close*. This signature exhibition was developed with the artist and Philip Bacon Galleries, who supported through the printing of an exhibition brochure. We also received a donation through the federal Cultural Gifts Program of a Daws painting that featured in the exhibition.

Performance Commentary cont.

Museum Network

Redcliffe Museum reopened on 25 May. The official mayoral opening was followed by a community open day, attended by almost 900 people. The refurbished museum features new displays throughout and new temporary exhibition gallery that was launched with a new exhibition about the region, The Streets We Live In.

Pine Rivers Heritage Museum opened Showtime! a history of the local shows throughout the region. The opening event was well attended by the Pine Rivers A H & I Society, representing the largest show in Queensland outside of Brisbane's Ekka.

Bribie Island Seaside Museum hosted Out of the Blue, an exhibition about an environmental success story. Featuring local artists, as well as artwork from Far North Queensland, the story is about a grass roots project that has made inroads into removing abandoned fishing gear from our oceans.

Property and Commercial Services

Department: **Property and Commercial Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Tenancy rate of leased commercial/retail buildings	%	95.00	95.00
Tenancy rate of leased residential buildings	%	95.00	95.00
Attendance at the Caboolture Hub Learning and Business Centre	#	30,000.00	38,933.00
Customer satisfaction with Caboolture Hub Learning and Business Centre activities	%	85.00	96.10
Number of hirers of the Caboolture Hub Learning and Business Centre facilities	#	2,000.00	2,540.00
Number of scheduled swimming pool compliance audits	#	48.00	146.00
Number of equestrian events and activities held at QSEC	#	312.00	171.00
Number of people participating in equestrian events and activities held at QSEC	#	3,900.00	15,722.00
Usage of MSEC is within forecast rates	%	90.00	90.00
Patronage of swimming pools is within forecast rates	%	90.00	95.00
Number of scheduled MSEC compliance audits	#	4.00	5.00
Number of scheduled caravan park compliance audits (4 x 6 audits and 2 x 2 audits)	#	28.00	29.00
Patronage of caravan parks is within forecast rates	%	80.00	77.00
Number of events and activities conducted at Redcliffe Cultural Centre	#	204.00	204.00
Attendance at Redcliffe Cultural Centre	#	45,000.00	44,849.00
Number of tickets sold for events and activities at Redcliffe Cultural Centre	#	45,000.00	44,427.00

Performance Commentary continued next page.

Performance Commentary cont.

Caravan Parks

Occupancy average 17/18

BONGAREE	67%
BELLS	87%
BEACHMERE	75%
DONNYBROOK	78%
TOORBUL	79%
OVERALL average	77%

Redcliffe Cultural Centre

Figures include 6 week closure over Xmas 17/18 for scheduled maintenance works to rigging/stage.

Pools

Compliance audits occur monthly per pool (12 pools). Originally targeting quarterly.
Better than average seasonal weather contributed to solid attendances.

QSEC

Financial year saw a shift towards larger events - hence lower number of events and higher volumes of attendance.

MSEC

MSEC has undergone (and continues to undergo) significant transitional change on the back of the previous years' audit recommendations. It is likely that future years will see a decrease in volume of bookings however an increase in net revenue. Fire at venue in December impacted usage marginally.

Regulatory Services

Department: **Regulatory Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Private Certifier referrals assessed within statutory timeframes	%	100.00	100.00
Development activity customer requests completed within defined timeframes	%	90.00	97.55
Plumbing assessments completed within statutory timeframes	%	100.00	100.00
Animal Management - Customer requests responded to within 5 business days	%	95.00	97.00
Regulated Parking - Number of equivalent days of random patrols undertaken in designated areas (3 per week)	#	156.00	166.00
Pest Management - Customer requests responded to within 5 business days	%	95.00	98.00
Immunisation - Vaccination program rates exceed the State program average rates by at least 1%	%	85.00	95.00
Environment and Health Licensing - Customer requests responded to within 5 working days	%	95.00	98.10

Performance Commentary continued next page.

Performance Commentary cont.

Environment & Health Licensing

1526 customer requests were received during the quarter, with 98.1% responded to within 5 working days.

Immunisation

The most recent vaccination data published by the Australian Immunisation Register states Queensland's average vaccination rate as 94%. Moreton Bay Regional Council area has a recorded vaccination rate of 95%.

Regulated Parking

A total of 36 scheduled patrols were conducted throughout the region during the period with a total of 166 scheduled patrols completed for the financial year.

Animal Management

109 animal general customer requests were received during the period with 106 being responded to within the required time frame.

Pest Management Customer Requests

466 customer requests were received with 98% responded to within time during the quarter.

Private Certifier Referrals

All 43 properly made referrals made during the quarter were processed within the statutory time frame.

Development (Land Use) Customer Requests

1276 of the 1308 land use customer requests received during the quarter were responded to within the required time frame.

Plumbing Applications Processed

All of the 1110 properly made plumbing applications were assessed within the required time frame.

Moreton Bay Regional Council

ITEM 3.1 QUARTER 4 OPERATIONAL PLAN REVIEW 2017/18 - REGIONAL - A17265707 (Cont.)

Community Services and Sport and Recreation

Department: **Community Services and Sport and Recreation**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Engagement with community organisations by Council's Community and Customer Services department	#	2,500.00	3,389.50
Number of projects supported through Council's community grants program	#	140.00	136.00
Number of individuals supported through Council's community grants program	#	400.00	312.00
Percentage of available child care places filled at Birralee Child Care Centre	%	95.00	100.00
Participation rate in council sport and recreation programs	%	95.00	80.00
Percentage of Improvement Works Applications assessed within 5 working days	%	90.00	97.60
Attendance at Council's Community and Cultural development activities	#	5,000.00	7,987.00

Performance Commentary continued next page.

Performance Commentary cont.

Engagement with Community Organisations by Council's Community Services Unit:

A total of 1,234.50 (565 + 669.50) hours of support was provided to community organisations during quarter four; including assistance to apply to the Community Grants Program (669.50), to build the capacity of organisations to deliver activities for residents, and to facilitate connections and the sharing of information between organisations (565)

Community grants

Round 2 of Council's Community Grants program (including RADF) closed on 31 March 2018. The number of supported projects during Qtr 4 was 66.

86 individuals were supported through Council's Council's Community Grants Program in Qtr 4, consisting of 85 under the Individual Achievement Fund and 1 under the RADF Out of Round program.

Birralee Childcare Centre

Birralee Child Care Centre operated at 100% occupancy during quarter 4.

Sport & Recreation Programs

From April-June 2018 the Sport & Recreation Programs Team delivered 342 activities - 8756 places were available with 6671 bookings recorded.

Adventure Program - 202 activities (68 fully booked) - 3702 places available with 2575 bookings taken.

Spring in Your Step - 52 activities - 1560 places available with 1196 bookings taken.

Ramp Up - 20 activities - 624 places available with 478 bookings taken.

Active Holidays - 68 activities (44 fully booked) - 2870 places available with 2422 bookings taken.

Across all four quarters of the 2017/18 financial year, a total of 18,130 programs places were available, with 14492 bookings achieved (80%),

Community Leasing Improvement Works Applications (IWAs)

38 out of 42 IWAs were assessed within 5 days during quarter 4.

Across all four quarters of the 2017/18 financial year, a total of 165 IWAs were received, with 161 (97.6%) accessed within 5 working days.

Performance Commentary cont.

Attendance at community and cultural activities:

A total of 600 people participated in Council's community and cultural development activities during Quarter 4 including:

- Meetings were held with the Moreton Bay Regional Interagency (79), Murri Network (35), Yarning Circle (75), MBMAN (26), and Youth Matters (12).
- 6 Cultivate the Arts workshops were held, attended by 110 local artists and creative professionals.
- 2 information sessions were held at Toorbul as part of the Get Ready Toorbul project, attended by 24 residents. The project aims to upskill residents to better prepare for, respond to and recovery from disaster events. To date, 1 first aid session has been delivered as part of the project, with 18 residents participating.
- 1 information sessions was held in Caboolture as part of the Connected Communities Program, attended by 29 residents. The program aims to upskill residents through a series of workshops to develop and deliver community projects. One workshop has been delivered to date, with 12 residents participating.
- 1 free community event was delivered in partnership with Multicultural Development Australia as part of the Welcome Program, with 30 residents participating.
- 1 Cross-Cultural Training workshop was delivered with 25 participants attending.
- 15 artists participated in the Cultivate the Arts Intensive Program.
- 110 residents attended the Sustainability of Practice forum, designed for independent artists and delivered as part of Generate Festival.

Department: **Environmental Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Public participation in environmental programs and activities	#	32,000.00	41,000.00
Percentage of scheduled environmental assessments and monitoring completed	%	100.00	100.00

Performance Commentary

The new playground equipment installed at the CREEC has activated the site with over 4,000 visitors to CREEC during the quarter. Attendance across all the environment centres remained strong over the quarter with over 13,000 visitors including 2,500 school students. Eighteen active flying fox roost sites were monitored regionally. Three waste facilities and sixteen ibis roost sites were monitored regionally. The 2017/2018 stream health monitoring program was completed.

Development Services

Department: **Development Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Code Assessable MCU / RAL applications decided within 35 business days	%	80.00	82.00
Code Assessable Operational Works applications decided within 20 business days	%	80.00	86.00
Survey Plan endorsements within 20 business days	%	80.00	98.00
Third Party Survey Plan endorsement within 5 business days (mb+)	%	80.00	100.00
Third Party Operational Works applications decided within 5 business days (mb+)	%	80.00	100.00
Customer Satisfaction Survey Results for Development Services rates service as good or excellent	%	80.00	86.00

Performance Commentary

Pleased to report that Development Services deliver all KPIs for Q4.

Department: **Strategic Planning**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Deliver the Economic Development Action Plan for the Moreton Bay Region	%	100.00	75.00
Attract and establish businesses with employees greater than 20	#	20.00	17.00
Planned internal activities and projects completed	%	90.00	39.00
Customer Satisfaction Survey Results for Economic Development rates service as good or excellent	%	80.00	0.00

Performance Commentary

Customer Satisfaction Survey Results for Economic Development rates service as good or excellent

Not applicable as no specific survey was undertaken targeting Economic Development Customers.

Deliver the Economic Development Action Plan

Progress continues to made delivering the EDAP. Projects delivered early include the Infill Development Policy and Redcliffe Rail Corridor Investment Prospectus. A number of projects are still being developed and will be proceeding to Council workshops for review, consideration and guidance in the near future. These include Sister City Strategy, International Engagement Strategy and the Caboolture Events Precinct Investment and Attraction Strategy. We have also been advised some initial plan requirements no longer align with Corporate directions, these include Study Moreton Bay Strategy and Asia Ready Study. In 2018-19 there will be renewed focus to deliver and meet all existing requirements and these will also be reviewed in light of the ongoing development of the economic development framework for the Moreton Bay region and the MIT study into polycentric centres.

Attract and establish businesses with employees greater than 20

During 2017-18 Financial Year it is estimated, based on businesses that registered within the region (according to REMPLAN) that 17 new businesses, with estimated employees in excess of 20 people, established their businesses in the Moreton Bay Region.

Performance Commentary cont.

Planned Internal Activities and Projects completed

The following projects have not progressed on target for completion according to the Key Milestones set in the Operational Projects Plan due to the following reasons:

Morayfield South Structure Plan - This project has not progressed as initially planned due to the delay in the State Government responding to proposed Major amendment 1. The development of the concept structure plan was substantially complete in Q4, there was a significant delay in the commencement of the transport work due to the need for a council 2051 strategic model, this work is ongoing. Further, due to ongoing court cases in the area and the need to financially model the potential financial implications of all EC areas, the CIA, DLIA and ICSP for Morayfield south have not progressed.

Narangba East Structure Plan - This project has not progressed as initially planned due to the delay in the State Government responding to proposed Major amendment 1. The development of the concept structure plan has continued. Background reports/information has been prepared for environmental areas and corridors as well as land uses, open space and community facilities. Scopes of work for background reports for Traffic and Stormwater have been developed and the procurement process will take place next financial year.

Caboolture West Structure Plan - Area 2 - This project has not commenced as initially planned due to the delay in the State Government responding to proposed Major amendment 1, which will enable the progression of Cab West - Area 1. Further, work is underway to financially model the potential financial implications of all EC areas. The outcome of this work and subsequent council decision may alter the timing of this project.

Burpengary East Structure Plan - Buckley Road - This project has not progressed as initially planned due to the delay in the State Government responding to proposed Major amendment 1. The development of the concept structure plan has continued. Background reports/information has been prepared for environmental areas and corridors for the areas, as well as land uses, open space and community facilities. The LOG are currently undertaking the background report work for Stormwater Quality and Quantity. A scope of work for a Traffic background report has been developed and the procurement process will take place next financial year.

LGIP 2 (Overall Project & All Networks) - Project delay's experienced in Q2 and Q3 impact reporting for Q4. In Q4 Council resolved to commence the LGIP project and confirmed Network planning should commence using the current PIA. Further delays are being experienced due to the development of new planning assumptions for the LGIP. This delay was due to other workload priorities, mainly due to the need for planning assumptions for EC areas for a number of other council projects.

Performance Commentary cont.

LGIP 2 - Total Water Cycle Management Plan (TWCMP) - Phase 2 is complete.

Further delays are being experienced due to a delay in the development of new planning assumptions for the LGIP. This delay was due to other workload priorities, mainly due to the need for planning assumptions for EC areas for a number of other council projects.

Strategic Road Network Hierarchy Review (PS Overlay) - Work on this project has not commenced due to:

1. The delayed response from the State Government on Major amendment 1 has delayed the commencement of work on future planning scheme amendments.
2. Alternate workload priorities.

Major Amendment to Planning Scheme and PSP's No. 1 & Administrative and Minor amendment to Planning Scheme No. 4 - No response from the State Government has been received to date. A response was expected on 21 February 2018. This delay has had various impacts on workloads and other projects.

Coastal Hazard Adaptation Strategy - Delays have been experienced for a number of reasons including the formation of the community reference group, feedback received from LGAQ on Phase 1 and delays with Phase 3 - Storm Tide / Sea Level rise modelling is underway - not anticipated until mid-August.

Redcliffe Activity Centre Strategy - A change of project direction and scope has occurred for this project. The following activities have occurred during Q4:

- Review of responses to Redcliffe Economic Position Study and decision not to appoint consultant.
- Updated draft Redcliffe Economic Position Study brief prepared.
- Draft Planning, Environment & Legislative Review report.
- Draft Events audit and Development audit.
- Meeting with internal network stakeholders and Unity Water to support preparations of a draft Infrastructure Condition and Capacity Assessment report.

Kallangur Concept Plan - Project not progressed due to other work program priorities and project remains under investigation. Meeting with Divisional Councillor was held to discuss project scope and directions. Follow up meeting scheduled.

Performance Commentary cont.

Joyner Structure Plan - Project not progressed to schedule due to continuing landowner group delays in the delivery of critical investigation reports - flooding and drainage and traffic. Further delays are related to the late release of the State Koala Expert Panel Report.

The following activities have occurred:

- Significant progress on the outstanding critical investigation reports, now expected in draft in the next 5-10 days;
- Development of a Parks Needs Assessment;
- Review and refinement of the proposed boundaries for the green infrastructure corridor and site-based land use outcomes.

Warner Structure Plan - Matter is part of Major Amendment 1 and no response from the State Government has been received to date. A response was expected on 21 February 2018.

Significant work has occurred this quarter on the development, review and release of associated Coordinated Infrastructure Agreement and Development Land Infrastructure Agreement documents and intensive negotiations with landowners regarding relevant clauses and development outcomes of this documentation.

Revision of LGIP V2 Planning Assumptions and other work for LGIP V2 - The finalising of the LGIP V2 Planning Assumptions has been delayed to allow comparison with similar datasets been produced by various State departments and other agencies (e.g. QGSO, DSDMIP, Unity Water and TMR) to ensure alignment and consistency of approach, and to understand and investigate any potential differences and issues. MBRC's LGIP V2 assumptions will now be finalised by August 2018.

Executive Services

Department: **Executive Services**

Department Performance

Description	Units of Measure	KPI Target	YTD KPI Achieved
Compliance with statutory and corporate requirements for council meetings and decision making	%	100.00	100.00

Performance Commentary

All indicators have been achieved against the KPI

SUPPORTING INFORMATION

Ref: [A17266148](#), [A17266146](#) & [A17266147](#)

The following list of supporting information is provided for:

ITEM 3.2

CARRY OVER PROJECTS - 2017/18 TO 2018/19 - REGIONAL

#1 Capital Expenditure - Carry Over Budget from 2017/18 to 2018/19

#2 Minor Capital Works - Carry Over Budget from 2017/18 to 2018/19

#3 Operating Expenditure - Carry Over Budget from 2017/18 to 2018/19

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ITEM 3.2 CARRY OVER PROJECTS - 2017/18 TO 2018/19 - REGIONAL - A17264015 (Cont.)

#1 Capital Expenditure - Carry Over Budget from 2017/18 to 2018/19

Project	Project Description	Division	Expenditure Budget to be revised in 2018/19	Revenue Budget to be revised in 2018/19
101997	Bellara - Sylvan Beach Esplanade - Car Park and Footpath Construction	01	180,000	0
102120	Woorim - Woorim Beach - Sand Back-Passing System	01	960,000	0
104909	Caboolture - Caboolture Waste Management Facility - Gas Management	01	182,000	0
105478	Banksia Beach - Harbour Promenade - Park Development	01	250,000	0
101824	Burpengary - Moreton Bay Central Sports Complex - Soccer	02	1,159,000	(503,991)
101827	Burpengary - Moreton Bay Central Sports Complex - Access Road	02	15,000	0
102253	Beachmere - Beachmere South Reserve - Tidal Channels and Crossing	02	30,000	0
101433	Caboolture - Cundoot Creek Drive - Bridge Contribution	03	5,394,000	0
102049	Caboolture - Centenary Lakes - Lake Water Supply Upgrade	03	333,000	0
102267	Caboolture - Cottrill Road - Road Upgrade	03	165,000	(1,316,498)
105538	Caboolture - James Street - Green Link Development	03	5,000	0
106002	Caboolture - Bishop Family Park - Park Construction	03	4,000	0
102030	North Lakes - Denison Parade Park - Playground Renewal	04	59,000	0
105234	North Lakes - Activity Centre - Smart Car Parking Trial	04	395,000	0
101309	Rothwell - Redcliffe Aerodrome - Lighting Upgrade	05	5,000	0
102024	Deception Bay - Fern Street Park - Playground Renewal	05	25,000	0
102054	Rothwell - Nathan Road - Sporting Stage 1	05	2,882,000	0
102200	Scarborough - Thurecht Park (DIA 12) - Drainage Upgrade	05	5,000	0
105276	Rothwell - Redcliffe Aerodrome - Car Parking / Hardstand Area	05	3,000	0
101586	Redcliffe - Redcliffe Jetty - Finger and Pontoon Renewal	06	286,000	0
102107	Redcliffe - Sutton Street - Placemaking Project	06	465,000	0
103620	Redcliffe - Redcliffe Cultural Centre - Loft Grid and Access	06	165,000	0
106345	Redcliffe - Redcliffe Administration Centre - Art Gallery	06	61,000	0
106469	Redcliffe - Redcliffe Cultural Centre - PA system upgrade	06	17,000	0
105712	Redcliffe - Klingner Road/Redcliffe Parade/Prince Ed Parade Intersection	06	0	(78,450)
102175	Kurwongbah - Lakeside Raceway - Dam Wall Upgrade	07	803,000	0
102213	Petrie - Wyllie Park - Riverbank Stabilisation	07	75,000	0
102296	Brendale - South Pine Sports Complex - Amenities Construction	09	118,000	0
105822	Strathpine - Wendy Allison Park - Lighting Upgrade	09	17,000	0
101311	Bunya - James Drysdale Reserve - Baseball Field Construction	10	2,762,000	0
101481	Bunya - Jinker Track - Intersection Upgrade	10	99,000	0
101497	Everton Hills - Camelia Avenue - Road Rehabilitation	10	320,000	0
101959	Ferny Hills - Ferny Hills Swimming Pool - Learn to Swim Pool	10	99,000	0
102118	Bunya - Bunya Waste Management Facility - Landfill Cells Construction	10	746,000	0
102252	Everton Hills - South Pine Road/Camelia Avenue/Pimelea Street	10	53,000	0
106279	Bunya - Bunya Waste Management Facility - Generator Installation	10	100,000	0
101568	Jollys Lookout - Mount Nebo Road - Road Remediation	11	1,076,000	0
101931	Narangba - Harris Avenue Sports Grounds - Skate Park Construction	11	48,000	0
106718	Samford Valley - Samford Parklands - Sewer Treatment Plant Upgrade	11	65,000	0
101757	Morayfield - Morayfield Indoor Sport and Events Centre - Expansion	12	3,139,000	0
101926	MBRC - Stormwater Infrastructure - Renewal and Upgrade Program	13	20,000	0
101952	Albany Creek - Albany Forest Drive - Road Upgrade	13	33,000	0
101995	Caboolture - Caboolture to Wamuran Rail Trail - Shared Pathway	13	1,581,000	0
102244	MBRC - Truck Turnarounds - Local Access Improvements Program	13	27,000	0
102178	MBRC - Heavy Vehicle Fleet - Replacement	13	270,000	0
101516	Murrumba Downs - Dohles Rocks Road - Interchange Upgrade	13	0	(4,044,880)
Total			24,496,000	(5,943,819)
Add: Minor Capital Works			1,341,296	
Grand Total			25,837,296	(5,943,819)

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ITEM 3.2 CARRY OVER PROJECTS - 2017/18 TO 2018/19 - REGIONAL - A17264015 (Cont.)

#2 Minor Capital Works - Carry Over Budget from 2017/18 to 2018/19

	Original Budget 2017/18	Revised Budget 2017/18	Actuals 2017/18	Variance	Carryovers into 2018/19
Division 1	825,000	809,529	721,695	87,834	87,834
Division 2	825,000	870,080	819,428	50,652	50,652
Division 3	680,000	630,224	414,978	215,246	215,246
Division 4	825,000	1,152,929	1,096,015	56,914	56,914
Division 5	670,000	758,392	681,904	76,488	76,488
Division 6	830,000	963,091	803,314	159,777	159,777
Division 7	825,000	751,406	757,165	-5,759	-5,759
Division 8	825,000	904,669	920,795	-16,126	-16,126
Division 9	675,000	911,893	808,822	103,071	103,071
Division 10	825,000	981,316	711,607	269,709	269,709
Division 11	825,000	788,700	519,889	268,811	268,811
Division 12	825,000	783,336	708,659	74,677	74,677
Grand Total	9,455,000	10,305,565	8,964,269	1,341,296	1,341,296

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ITEM 3.2 CARRY OVER PROJECTS - 2017/18 TO 2018/19 - REGIONAL - A17264015 (Cont.)

#3 Operating Expenditure - Carry Over Budget from 2017/18 to 2018/19

Project	Project Description	Division	Expenditure Budget to be revised in 2018/19	Revenue Budget to be revised in 2018/19
30238	First 5 Forever Literacy Initiative	13	65,554	0
30264	Animating Space Project	13	4,152	0
30267	Know Your Neighbours	13	5,369	(1,620)
30295	Digital Heritage Trail	13	15,000	0
33105	Automation Systems	13	52,490	0
106141	Samford Village - Main Street - Road Upgrade	11	0	(1,120,000)
			0	0
			142,565	(1,121,620)

SUPPORTING INFORMATION

Ref: A17231648

The following list of supporting information is provided for:

ITEM 5.1

PROVISION OF LEASES TO THE STATE OF QUEENSLAND (REPRESENTED BY THE PUBLIC SAFETY BUSINESS AGENCY) - TOORBUL RURAL FIRE BRIGADE AND CLEAR MOUNTAIN RURAL FIRE BRIGADE - DIVISIONS 1 & 11

#1 22 First Avenue, Toorbul - Lease Area (Red)

#2 445 Clear Mountain Road, Clear Mountain - Lease Area (Red)

ITEM 5.1 PROVISION OF LEASES TO THE STATE OF QUEENSLAND (REPRESENTED BY THE PUBLIC SAFETY BUSINESS AGENCY) - TOORBUL RURAL FIRE BRIGADE AND CLEAR MOUNTAIN RURAL FIRE BRIGADE (Cont.)

#1 22 First Avenue, Toorbul - Lease Area (Red)



ITEM 5.1 PROVISION OF LEASES TO THE STATE OF QUEENSLAND (REPRESENTED BY THE PUBLIC SAFETY BUSINESS AGENCY) - TOORBUL RURAL FIRE BRIGADE AND CLEAR MOUNTAIN RURAL FIRE BRIGADE (Cont.)

#2 445 Clear Mountain Road, Clear Mountain - Lease Area (Red)



SUPPORTING INFORMATION

Ref: A17233948

The following list of supporting information is provided for:

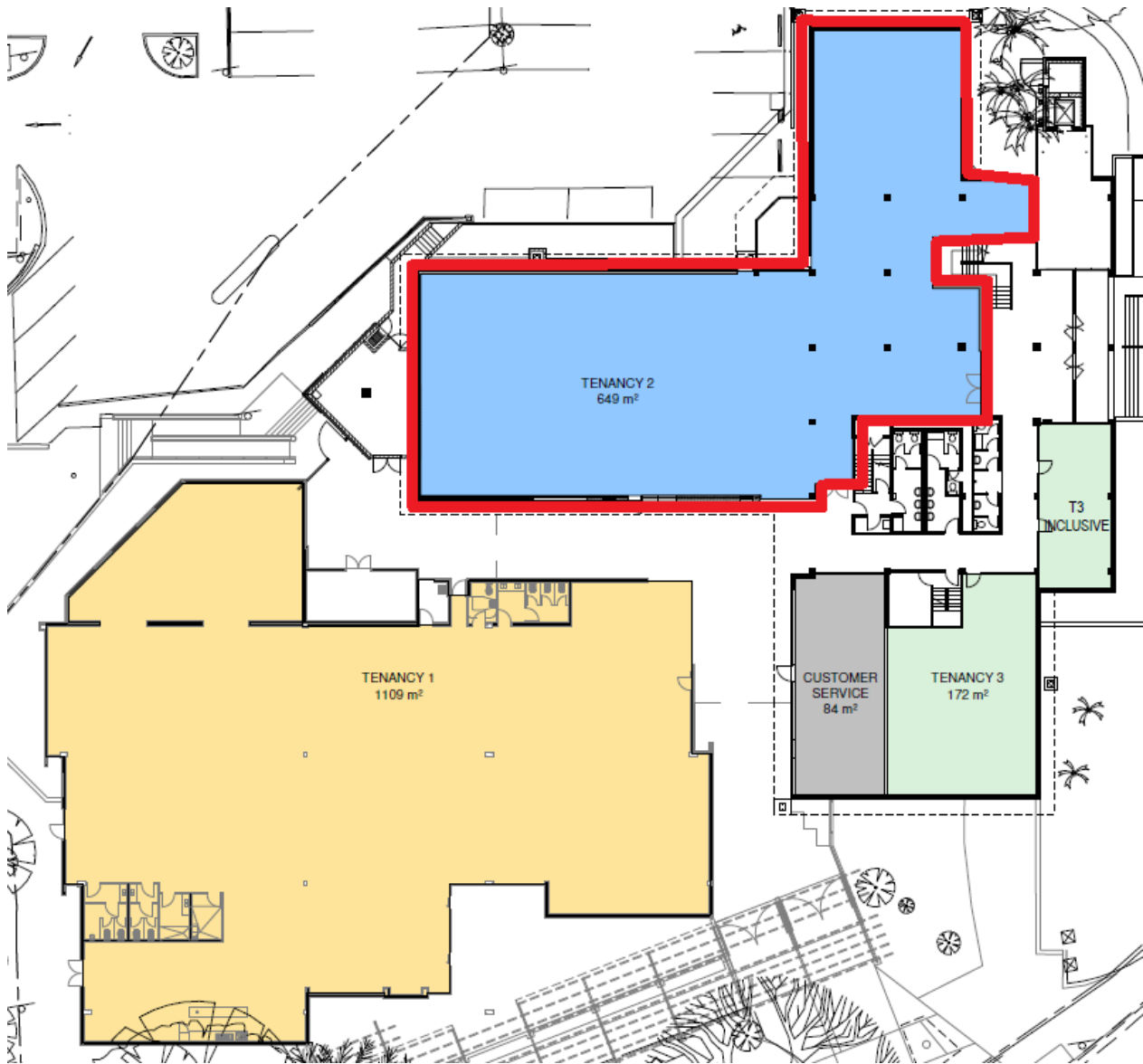
ITEM 5.2

**RELOCATION AND PROVISION OF LEASE FOR THE UNIVERISTY OF THE THIRD AGE (U3A)
REDCLIFFE - TENANCY 2 REDCLIFFE ADMINISTRATION CENTRE - DIVISION 6**

#1 Tenancy 2 - Redcliffe Administration Centre - 1 Irene Street, Redcliffe

ITEM 5.2 RELOCATION AND PROVISION OF LEASE FOR THE UNIVERISTY OF THE THIRD AGE (U3A)
REDCLIFFE - TENANCY 2 REDCLIFFE ADMINISTRATION CENTRE (Cont.)

#1 Tenancy 2 - Redcliffe Administration Centre - 1 Irene Street, Redcliffe



SUPPORTING INFORMATION

Ref: A17195686

The following list of supporting information is provided for:

ITEM 5.3

**OUTCOME OF EXPRESSIONS OF INTEREST - TENANCY 3 - REDCLIFFE ADMINISTRATION
CENTRE - DIVISION 6**

#1 Tenancy 3 - Redcliffe Administration Centre - 1 Irene Street, Redcliffe

ITEM 5.3 OUTCOME OF EXPRESSIONS OF INTEREST - TENANCY 3 - REDCLIFFE ADMINISTRATION CENTRE
(Cont.)

#1 Tenancy 3 - Redcliffe Administration Centre - 1 Irene Street, Redcliffe - Proposed Tenancies

