




# Corporate Performance Report

Quarter 1  
2016/17





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## Introduction >>

I am pleased to present the 2016/17 Corporate Performance Report for Quarter 1. This report demonstrates delivery on the Corporate Plan 2014-2019 and the Operational Plan/Budget for 2016/17.

In 2016/17, council planned to deliver a number of important projects which contribute to the social fabric of our community, such as the CBD Waterfront Pathways Project, CBD Utilities Upgrade, Cleveland Bay Purification Plant Capacity Upgrade, Southern Suburbs Rising Main, Townsville Recreational Boating Park, Peggy Banfield Park, Townsville Entertainment and Convention Centre Refurbishment and the Haughton Pipeline Duplication project.



The Local Government Regulation 2012 requires the Chief Executive Officer to present written quarterly assessments of council's progress towards delivering its annual Operational Plan. The Corporate Performance Report fulfils this requirement and provides substantive evidence for council and the community of our progress in delivering our annual operational plan each quarter and in delivering our promised outcomes for the city.

The following provides a snapshot of the achievements made during Quarter 1 of 2016/17:

- Lodged key government submissions and commenced review of the Townsville City Council's Economic Development Plan alongside the Regional Australia Institute's (RAI') Pathfinder Project
- Design for Waterfront Promenade Stage 1A is on track and to be completed by end of 2016
- Completed Road Maintenance Performance Contract (RMPC) audit
- Delivered public community and cultural events for the community
- Completed Flood Pump Inspection program
- Delivered Risk Management Framework training to staff
- Strong performance results for Urban Planning/Built environment

I thank the council and staff for their contribution to the first quarter and look forward to continuing the good work into 2016/17 financial year.

A handwritten signature in black ink that reads 'Adele Young' followed by a horizontal line.

**Adele Young MBA, MMkt**

**Chief Executive Officer**

## Explaining our Corporate Performance Report >>

Council's Corporate Performance Report is delivered quarterly and assesses the cumulative progress towards delivering the activities defined in the Operational Plan and Budget 2016/17.

The report is structured in accordance with council's Corporate Planning Framework. Progress in delivering council's services and programmes is measured using key performance indicators and milestones and provides the basis for an annual assessment of progress towards meeting the goals and strategies outlined in the Corporate Plan.

The Operational Plan and Budget 2016/17 identifies the services and programmes to be delivered over the course of the financial year. It can be noted throughout the report that some milestones are scheduled to be delivered across each of the four quarters while others are programmed for delivery in one or more specified quarters.

The Core Service section of this performance report provides an overview of all programmes and their current status. More detailed programme information including key performance indicators and milestones can be found in the Programme Detail section of this report, page 26 onwards. The key performance indicators, targets and milestones were set by each Department for the delivery of their programmes for the 2016/17 financial year. An explanation of each field is shown in the tables below.

In summary, by providing a cumulative assessment over the four quarters of the financial year and annual Operational Plan, council has the opportunity to respond more effectively to significant changes in our operating environment, whether they be social, economic, environmental or internal changes that affect our organisational capacity to deliver the annual Operational Plan.

### Programmes

Programme	Status YTD	Current Period Comment	Page
The name of the programme	A colour coded traffic light indicative of the progress of the programme. (Refer to the legend below for a detailed description.)	A management comment provided where applicable to explain the progress of the programme for each quarter.	





## Key Performance Indicators

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
<p>Details the key performance indicator to be achieved.</p> <p><i>Comment&gt;&gt; Is a management comment provided where applicable to explain the progress or reason for not achieving a target.</i></p>	The Period to Date Target is the result expected to be achieved for the period.	The Period to Date Actual is the result actually achieved for the period.	The Year to Date Target is the result expected to be achieved for the year and will vary depending the calculation method (sum or average).	The Year to Date Actual is the result actually achieved for the year to date.	A colour coded traffic light indicative of progress towards achieving the KPI, based on YTD results, not current period results.

## Milestones

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>A description of the action or activity to be achieved.</p> <p><i>Comment&gt;&gt; Is a management comment provided where applicable to explain the progress or reason for not achieving a target.</i></p>	The date the action or activity is expected to commence.	The expected completion date for the action or activity.	The date the action or activity was actually completed.	The percentage of progress achieved for the year to date.	A colour coded traffic light indicative of progress towards achieving the milestone.

## Status

Corporate Performance Report Progress Legend		
	Requires Action	The programme or key performance indicator is not reaching its target and requires action or active management. In the case of a milestone, the red traffic light indicates the milestone was completed significantly after the target date.
	Monitor	The programme, key performance indicator or milestone is progressing however needs to be monitored as it is currently not achieving the target.
	On Target	The programme, key performance indicator or milestone is either achieving target or within the defined target range. Generally, there will be no significant issues to report at this level.
	On Hold	The programme, key performance indicator or milestone does not require action this quarter or the management comment may explain that the programme, key performance indicator or milestone has not been achieved due to extenuating circumstances, for example unseasonable weather disrupting works or funding not received from an external source.

## Quarterly reporting periods

Corporate Performance Report - Reporting Periods	
1	July 2016 - September 2016
2	October 2016 - December 2016
3	January 2017 - March 2017
4	April 2017 - June 2017

## Financial Performance >>

The performance report provides a year to date financial update by Core Service, Service and Programme. It details the year to date (YTD) budget and actuals for Operating Revenue, Operating Expenses, Capital Revenue, Capital Works and Contributed Assets, each of which are defined below: Operating Revenue includes rates and utility charges, fees and charges, recurrent grants and subsidies and interest revenue.

Operating Expenses include wages, materials and services expenditure related to operating activities as well as depreciation and finance costs. Operating costs associated with enabling activities are allocated as operating expenditure to council's services. This application allows for the full cost of council's service to be understood. The application of the recovery of these costs is applied to operating expenses of enabling services, reducing the operating expenses of enabling services.

Capital Revenue includes grants and subsidies received which are tied to specific projects for the replacement or upgrade of existing non-current assets and/or investment in new assets. It also includes non-cash contributions which are usually infrastructure assets received from developers. Capital Works includes capital expenditure for the replacement, upgrade and investment in new assets.

Contributed Assets are assets contributed to Council, usually infrastructure assets from developers. Further details of council's financial performance can be obtained through the Budget Variance Reports presented to council monthly.





Townsville

# Core Services



Townsville

150


1866-2016

## Core Service >> Community and Culture


### Core Service Financial Summary >>

	Budget \$'000	Actual \$'000
Operating Revenue	4,463	4,546
Operating Expense	15,725	15,504
Capital Revenue	950	316
Capital Works	1,055	1,182
Contributed Assets	0	0





### Service >> Cemeteries

Programme	Status YTD	Current Period Comment
Cemeteries		Over the past quarter, 2 out of the 3 KPI's have been successfully on track to achieve the set target. The third has required a review of processes, however September's result is a reflection of the improvements implemented.







### Service >> Community & Cultural Services






Programme	Status YTD	Current Period Comment
Business Support-Community Services		All draft leases were created within 30 business days of receiving council resolution.




### Service >> Community Support Program

Programme	Status YTD	Current Period Comment
Community Grants		On 3rd August 2016 'Show me the Money' workshop was held as part of the Community Groups Built to Last platform.
Community Planning and Development Programs		As of end of August 2016, 24 deliverables have been achieved. Quarterly report completed and submitted to Management.  Community Groups Built to Last platform: July 2016 workshop = Succession planning (number of participants = 38) August 2016 workshop = Show Me the Money (number of participants = 60)
Community Recreation and Sport Programs		All KPI's tracking well. Workshops have been delivered with more to be scheduled due to needs and demand Electronic Distribution Mail (EDM) increasing in popularity and distribution, currently the most accessed and opened EDM by Council
Business and Community Support – Community Development		The Pensioner Transport Subsidy Scheme is currently under review, with no approved recommendations at this stage. Business Process Mapping will be re-evaluated for priority and business needs and rolled out in due course













Service >>		Events	
Programme	Status YTD	Current Period Comment	
Civic Reception Events		KPI achieved	
Performing Arts Hirers		Settlement information on 2 performances were delayed due to technological information enquiry	
Performing Arts Public Programs		On target	
Special Events		Conducted 6 special events in accordance with Events strategy. 3 T150 events conducted.	
V8 Supercar In Kind		Completed as per scheduled 02/07/2016	
Business Support-Performing Arts, Events & Protocol		Methods of achieving stated KPIs are being addressed.	

Service >>		Facilities	
Programme	Status YTD	Current Period Comment	
Community Leased Facilities		The external maintenance requests are recorded in our Community Development Monthly Report and over the past quarter 100% of these requests have been raised within the allocated timeframes.	
Old Magistrates Court		Conducted	
School of Arts		Conducted	
Townsville Entertainment & Convention Centre		Project is on target and major milestones have been achieved.	
Reid Park Pit Complex		100% compliance with KPI achieved.	

Service >>		Galleries	
Programme	Status YTD	Current Period Comment	
Gallery Collections Management		<p>Work continues towards the development and implementation of a digital database for the City of Townsville Art Collection. Implementation requires data transfer from the old database to the new system from IT. Gallery Services are in liaison, but the project is being re-assessed due to recent Management changes in both business units.</p> <p>Gallery Services' Collections Management Officer is balancing the development of this Conservation Management Plan with required tasks related to acquisitions and exhibitions specifically</p>	
Gallery Creative Classrooms		<p>19 Art-In-A-Suitcase programs (including launches) were delivered for 15 Townsville schools in the period July - September 2016. Participating schools in this period were Bluewater, Annandale, Willows, Oonoonba, Shalom, Good Shepherd, Holy Spirit, Railway Estate, Mutarnee, St. Joseph's Mundingburra, Weir, Woodstock, Townsville South, Wulguru, and Southern Cross.</p> <p>9 Artists-In-Schools programs (including launches) were delivered for 3 Townsville schools in the period July - September 2016. Participating schools in this period were Ryan, St. Joseph's Mundingburra, and Bohlevalle.</p>	
Gallery Creative Communities		<p>'Art After Dark' has been deferred for 2016, so a full program can be developed for delivery in 2017, which will allow Gallery Services to reach the KPI of 6 of the monthly programs.</p> <p>135 arts and cultural activities were developed and delivered in the period July - September 2016 for individuals, groups, organisations, and sub-cultures.</p>	

Gallery Creative Spaces		<p>Gallery Services delivered 7 Shop 'n' Play programs in the period July - September 2016. The programs (Percivals Photobooth and Metamorphosis Inspired Sculptures) were delivered in Townsville Bulletin Square and Willows Shopping Centre.</p> <p>New SHIFT programs have been in development in the period July - September 2016.</p>
Gallery Exhibitions		<p>Perc Tucker Regional Gallery and Pinnacles Gallery were on target for the forecasted visitation rates in this quarter.</p> <p>9 in-house curated exhibitions (major) were presented at Perc Tucker Regional Gallery and Pinnacles Gallery in the period July - September 2016.</p>
Gallery Public Art		<p>All works are documented. As with City of Townsville Art Collection public database, the final stage requires collaboration with IT. The project has been impacted by the management review affecting both sections.</p> <p>The document has largely been drafted by the Public Art Officer. It requires further specialist input, which was to be contributed by the Manager Gallery Services calling upon the Manager's experience in the Public Art field. Final proofing was to follow. The TCC management review and subsequent restructure will result in a necessary re-assessment of the timeline for this project, and identification of the appropriate channel to source the required input.</p>
Business Support-Galleries		<p>418 'Friends of the Galleries' members were current at the end of September, 2016.</p> <p>In the period July - September 2016, 33 individual volunteers completed 248 shifts, totalling 934.5 hours of service.</p>

Service >> Libraries		
Programme	Status YTD	Current Period Comment
Corporate Research		In the first quarter of 2016/17 we achieved 100% customer satisfaction, which exceeded our target of 95%. Usage by council staff of our key online information resources was 5184 (total sessions, searches and downloads), which exceeded our target of 4869 by 6%.
Library Customer Experience		KPI's are on track. Library membership strategy reprioritised to 2017/2018 operational plan due to expanded scope of project.
Learning & Information Services		On target
Library Administration		On target

Service >> Sport & Recreation		
Programme	Status YTD	Current Period Comment
Kalynda Chase Tennis Court		Management of the operations of Kalynda Chase facility are being handed over to Townsville City Council after negotiation with the current operators not able to manage the facility any longer
Riverway Grounds Operations		All KPI's on track within the Riverway Grounds
Townsville Stadium Operations		Slightly under visitors for the quarter but expected to be corrected with a heavy significant event quarter leading to Christmas
Swimming Pools		All urgent requests have been met in this period
Tony Ireland Stadium Operations		All KPI's currently on track in this area
Business Support-Sport Facilities		Staff continuing to work on their documentation processes to reflect 100% achievement of this KPI

Core Service >> Community and Culture		
Service >> Enforcement/Compliance		
Programme	Status YTD	Current Period Comment
Development Compliance		We were able to meet the KPI's for both appeals and response however there was an increase in jobs completed. These jobs included a significant number of jobs that are not deemed high priority through our risk assessment and as a result of an additional resource placed into the unit this back log of tasks is being completed, impacting on the resolution KPI.
Disaster Management		On target
Health Compliance		Focus on working with owners to resolve the breaches identified have resulted in better outcomes and compliance for all parties however has resulted in KPI's not being met for resolution of complaints.
Health Management		Response KPI has increased significantly following some changes over the past two months. September KPI was 92%.
Parking Compliance		Unit functioning effectively. KPI's being met.
Vector Control		First quarter is going to plan with budget expenditure and operational functionality. Some strategic changes have been implemented to the Annual Proactive Program which will allow for further efficiencies to occur in the future.
Animal Management		Continued prioritisation to complete high priority complaints within the Animal Management Program impact on the resolution of low priority complaints. Whilst there has been a reallocation of resources to assist in managing the back log of low priority complaints, this continues to affect the resolution KPI with a significant reduction in outstanding complaints.
Business Support-Environmental Health		No Update Required.  CSC processing unregistered animal survey 2015/16.  Planning to commence January 2017 for renewal runs.

## Core Service >> Environment and Sustainability

Core Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2	10
Operating Expense	1,417	1,372
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Service >> Environmental & Natural Resource Mgmt		
Programme	Status YTD	Current Period Comment
Coastal Management		As per Programme KPI & Milestone comments below



Environmental Education Awareness	●	<p>KPIs Due to level 3 water restrictions we are not conducting community planting events; We have increased Environmental Education Awareness Activities during the water restrictions and are well above average - Conducted 7 events 1 July - 1 September This is the reason KPI1439 is well ahead of schedule, and KPI-1685 is behind.</p> <p>Milestones Clean-Up Australia Day held in March annually Also conducted Great Northern Clean-Up event this year 11 September</p>
Land Protection	●	Program milestones progressing well and delivery of KPI's exceeding targets for this quarter
Natural Resources Management	●	Customer Requests continue to be responded to rapidly. We are working to improve the reporting process so that is reflected here, as the gap is mostly a result of the reporting process which we are now working to streamline.
Environmental Management Operations	●	<p>1. Coordination of Energy and Carbon Management Leadership Group. 2. Supported Electricity Account Management Working Group. 3. Supported Ross Creek Waterfront Priority Development Area Planning, Undertook Marine Habitat Protection on Council Land Coordinated 2 Energy and Carbon Management Meetings - frequency changed from monthly to 2 monthly</p> <p>Aquatic weed work commenced, but on hold until arrival of weed harvester for more effective and efficient management.</p>
Bushfire Management	●	<p>The implementation of the bushfire mitigation program is nearing completion with the majority of planned controlled burns completed and fire breaks installed across high priority council land parcels Continued partnerships with 9 other organisations on bushfire management - Queensland Fire and Emergency Services, Queensland Rural Fire Services, Department of Defence, Department of Transport and Main Roads, Queensland Parks and Wildlife Services, Ergon Energy, Queensland Rail, HQ Plantations, Queensland Police Pre-Season Bushfire Management Meeting has been reported to Local Disaster Management Group. Post-Season Meeting likely to occur in October</p>

Service >> Environmental & Sustainability Services		
Programme	Status YTD	Current Period Comment
Integrated Environmental & Sustainability Systems	●	The Integrated Environmental Management System continues to progress through quarterly coordination meetings. Quarterly reports are submitted for each meeting. The last meeting was held in July for the period April - June. The next meeting will be held in October.
Business Support-Integrated Sustainability Services	●	Program KPI's are expected to improve where possible to meet nominated targets during the next reporting period as continuous business improvement strategies progress



Service >> Sustainability Services		
Programme	Status YTD	Current Period Comment
Sustainability Education Awareness	●	Seasonal good weather has supported an increased number of tours, activities and attendees during this reporting period.
Carbon Cycle	●	All KPIs and Milestones progressing to date and goals
Catchment Management	●	Program KPI's and milestones are either on track or expected to meet nominated targets within the next reporting period.

## Core Service >> Enabling Services



### Core Service Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	101,231	100,607
Operating Expense	35,206	35,711
Capital Revenue	0	(40)
Capital Works	1,495	1,558
Contributed Assets	0	0




### Service >> Asset Management-Enabling

Programme	Status YTD	Current Period Comment
TWW Asset Management		The program is on track with the continuous improvement to condition assessment, maintenance improvement and risk assessment of water and wastewater assets in order to balance the cost, risk and performance to realise the value. However, roles and responsibilities of the asset management function need to be reviewed in line with ISO 55000 requirements.
Asset Management-Corporate		Satisfactory progress


### Service >> Business Management
















Programme	Status YTD	Current Period Comment
TWW Technical & Engineering Services		Programme is tracking well and on target.
Business Support-Enabling		There were 4 internal control deficiencies, 2 significant and 1 low risk financial reporting issue, raised in the management letter. Management has an appropriate action plan in place to address in a timely manner  The customer satisfaction survey (Voice of the customer) is scheduled for November 2016.





### Service >> Communication and Customer Relations








Programme	Status YTD	Current Period Comment
Marketing & Communication		All KPIs are on target or above for the quarter and showing positive signs for annual targets.
Together Townsville		On target, 41 confirmed initiatives for the financial year
Customer Service		KPIs performing well in the first quarter with consistent results. We are seeing a steady improvement on requests completed on time due to work being done with departments across the organisation.








### Service >> Financial Management




Programme	Status YTD	Current Period Comment
Collections		The Overdue Reminder notices and Pensioner Reminder notices for the current half yearly rates and charges were generated on the 13/09/2016. The combined number of Overdue Reminder notices being 9713 totalling \$24,085,847.69. This is a total increase of 912 reminder notices and \$460,000 in value from the last period. Since the issue of the reminder letters there has again been an increase in payment plans being requested. Negotiating payment plans with ratepayers is a service provided to assist the ratepayer to manage payments of the arrears in a timely manner. Following changes to the Pension Policy, separate Pensioner Reminder Notices are no longer issued.

Financial Reporting		Financial Accounting KPIs and milestones on target: * Certification on target * Soft closes on target * Asset paperless templates (PGM000002059) approved by Asset Management Group and ready for ECM
Joint Ventures		Monthly reports for the Townsville Entertainment & Convention Centre are not being received on a timely basis. Council is following up the timeliness of the reports with the operator. Forecasted results have been taken up and will be adjusted when the actual reports are received.
Meter Reading		The project brief has been completed and submitted to Knowledge Management. Awaiting a dedicated resource by Knowledge Management to assist in the implementation of the project.
Purchasing & Contracts		Still requires monitoring
Revenue Management		Process improvements are continuing in areas of Billing, Customer Service and Administration and Credit Management and Recovery. The recruitment process has been completed with all vacant positions now filled. Training and cross skilling opportunities between the various teams is ongoing.
Stores & Materials Management		Still requires monitoring
Systems Administration		Progress has been made regarding the implementation of a project ledger and the brief is currently under review.
Treasury Management		There have been no breaches with the Investment Policy during the quarter. Council's bank accounts have not been overdrawn at the end of the business day this quarter.
TWW – Business Management & Compliance		This programme is on track.
Tax Services		Tax lodgements for the quarter have been made by the due date.
Accounts Payable		Timely purchase order receipting is the main cause of the poor result for the 1st time touch KPI. The Accounts Payable Team are working with repeat offenders to improve receipting time frames.
Accounts Receivable		3347 invoices issued with 211 paid outside 60 days.
Billing		The rates for half year period ending 31/12/2016 issued on 04/08/2016 with a due date of 05/09/2016. 83,749 rate notices were issued.  Actively promoting online services through "Wrangle your Rates" information flyer included in customer correspondence and promoted by Customer Service.  Where possible we communicate with customers via email. We are investigating with Tech One where to save and store email addresses.
Budgets & Strategic Financial Planning		Comments not required for this quarter.
Cash Management		Bank deposits have been reconciled to the bank account within the required timeframe. Bank reconciliations have been completed as scheduled.











Service >>		Governance	
Programme	Status YTD	Current Period Comment	
Councillors		The programme is tracking well despite a few defects in the first month.	
Governance		Overall the Governance Programme is progressing well. However, the management review will result in a necessary re-assessment of Corporate Governance projects to identify appropriate resources to progress some projects.	
Internal Audit		Plan is on target and has been reported to Audit Committee 30/8/16.	
Legal		Legal Services achieved two milestones in the month of September; one has been placed on hold due to restructuring within Council.	




Media		Reactive media has increased this period however successful pick-up of positive media releases has been maintained
<b>Service &gt;&gt; Information Communication Technology</b>		
Programme	Status YTD	Current Period Comment
KM Service Transition		All program milestones are progressing as planned
KM Infrastructure		Broadly all programmes are progressing as per target timelines with exception of those programmes directly impacted by the organisation review and management restructure.
KM Enterprise Resource Planning		PRIMA Project on hold subject to functional enhancements acceptance by Project Leadership Team
Knowledge Management Office		Programme of works on target with the exception of those impacted by the organisational review and management restructure.
KM Service Operations		Programme KPI's are on Target. Programme Milestones are in progress or have been placed on-hold due to the Management Review and will resume once the outcomes are known and the scale of change/deviation has been assessed.  Asset audits are in progress and are being completed as part of Annual Asset Management Plan projects.
KM Service Strategy and Design		Service Strategy and Design programme of works is on target to be completed within the stipulated dates. Availability of key resources (SSD Manager, ICT Infrastructure Consultant) and the organisational review are impacting progress but are being managed.

<b>Service &gt;&gt; People</b>		
Programme	Status YTD	Current Period Comment
Corporate Safety		Risk Management Framework training has been delivered to 85% of the business using an external training provider. An e-learn training module is currently in development. This module will be made available on learn connect to ensure the remaining staff receive the training. In addition, this e-learn module will be required training for all new staff commencing with the organisation.  The first of our three Health and Safety Champion sessions was held on the 15th of September 2016, with the second session scheduled for the 24th of November 2016.
Culture		Culture program deleted last reporting cycle.
Diversity		Diversity in employment activities are currently focused on employee consultation and engagement as the basis for planned milestone (strategy) development.  Diversity in employment highlights include the establishment of an Aboriginal and Torres Strait Islander Workforce Strategy Working Group to design, implement and achieve Strategy initiatives. The Working Group is a whole of council collaboration comprising of employees who are members of the Aboriginal and Torres Strait Islander community and other interested and/or specialists across council.
Health & Wellbeing		Planning has commenced for the Staff Health and Wellbeing Questionnaire to be delivered in Quarter 1 (Jan - March 2017) but will be dependent on staff resourcing. The tender for a new EAP contract was advertised on 17/09/2016 and closes on 12/10/2016 and is on track to be implemented prior to the existing contract expiring on 31/12/2016.
Information Systems		Commenced early - Approved by Knowledge Management Project Management Office 8/9/2016 - Allison Arandez performing Project Manager role
People Services		Good progress to date.
Recognition & Reward		On target.




Workers Compensation		Workers' Compensation Claims System (Figtree) Upgrade Project Mandate submitted and approved to proceed at Knowledge Management Project Management Office (Knowledge Management Project Management Officer) meeting on 08/09/2016. Milestone on track for completion by target date.
Workforce Planning		Completion of Divisional Overviews pending structural changes.
Building Employee Capabilities		KPI has been achieved Milestones are progressing

## Core Service >> Enabling Services

Service >> Buildings & Facilities Management		
Programme	Status YTD	Current Period Comment
Emergent Buildings & Facilities		No update required.
Galleries, Libraries & Theatres		Projected works are on target for the Civic Theatre upgrades. No reporting is required for Fire Safety Audits until Quarter 4.
Graffiti Management		Graffiti removal is tracking very well now a full time resource has been allocated to the task.
Hire-General Community		No update required until Quarter 4
Precincts & Areas		Recommendations from the Realist Evaluation Report are being implemented in accordance with time frames and budget.
Property & Facility Emergency		The Property Management Emergency Response Plan review is under way with scheduled training to be delivered in November 2016.
Public Amenities		Audit review has been completed for public amenities and procurement documentation is being developed for projected capital works.
Residency-Operational Buildings & Depots		Capital Works program for the Local Disaster Coordination Centre has been deferred until March 2017 due to relocation to Dalrymple Road Depot.
SES Facilities		No update required until Quarter 4.
Sport & Recreational Facilities		Capital Works programme for sport and recreational facilities is on target. Additional lighting at Tony Ireland Stadium has been placed on hold.
Tenancy-Childcare Services		No update required until Quarter 4 for Fire Safety Certificates and completion of external repaint for Galbiri Childcare Centre is scheduled for commencement in January 2017.
Tenancy-Commercial Enterprises		Capital works program for Commercial Enterprise is scheduled for commencement in January 2017.
Tenancy-Community Group		The original heritage application for the Capital Works Program at School of Arts has been completed however due to amendments, a resubmission of these changes is under way.
Vacant Land & Miscellaneous		No update required.
Business Support - Property Management		Key Performance Indicators and Milestones in the Business Support Programme are on target for completion within the defined time frames.
Cemeteries Buildings		No update is required for this Key Performance Indicator until May 2014.

Service >> Fleet Management		
Programme	Status YTD	Current Period Comment
Heavy Fleet		Improvement seen in all areas due to regular review of services due and prioritisation occurring.
Light Fleet		Improvement seen in all areas due to regular review of service due and prioritisation occurring.
Minor Fleet		Improvements seen in all areas due to regular review of services due and prioritisation occurring.







Fleet Operations Overheads		The Fleet Operations program is on track.
Dry Plant Management Account		The Dry Plan Management program is on track.
Wet Plant Management Account		The cost recovery for Wet Plant is slightly lower than anticipated. This is due to plant utilisation from other areas of council being lower than expected.

## Core Service >> Public Infrastructure







### Core Service Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	3,649	5,112
Operating Expense	33,254	31,729
Capital Revenue	2,219	1,725
Capital Works	16,706	15,989
Contributed Assets	0	0



## Service >> Coastal Facilities






Programme	Status YTD	Current Period Comment
Coastal Maintenance		The last round of the Boat Ramp Inspection schedule was completed in July 2016. The raking of The Strand, Pallarenda and Rowes Bay completed.
Emergent Coastal Facilities		Only during an emergent event
Restoration Coastal Facilities		Only after an emergent event
Townsville Recreational Boat Park		The Townsville Recreational Boat Park project is on track to be completed by the 30 June 2017.

## Service >> Drain & Stormwater Management















Programme	Status YTD	Current Period Comment
Emergent Drains		Only during an emergent event
Investigations-Drains & Stormwater		The Investigations Drains and Stormwater program is on track.
Restoration Drains		Only after an emergent event
Stormwater Drainage Maintenance		Assets in the system are being placed on the Work orders. Flood Pump Inspection program completed August 2016. Maintenance Management Plan has commenced - 50% complete.
Stormwater Drainage-Capital		The Stormwater Drainage program is currently on track.
Asset Planning - Stormwater Drainage		Due to resource constraints through unplanned and longer term leave, improvement strategies targeted in the AMP will not be completed as scheduled. Therefore the Stormwater asset management function will not achieve desired outputs as it currently stands.




## Service >> Open Space Management

Programme	Status YTD	Current Period Comment
Emergent Open Spaces		Only during an emergent event
Investigations Open Space		The Investigations Open Space program is on track.

Open Space Maintenance		100% water quality testing for Strand Water Park. 70% of scheduled works management in CES system. 15% completed - currently mapping Dan Gleeson. Coconut denutting completed on The Strand - August 2016. Commenced the Maintenance Management Plan. Playground Inspections Commenced. Sector 2 Open Space Contract Commenced.
Restoration Open Spaces		Only after an emergent event
Open Space Management - Capital		The program has required milestone re-scheduling to account for resources constraints through unplanned and planned leave impacting scoping and design capacity. Priority has been given to delivery of the 16/17 construction program, which should remain on track to achieve the target. Therefore the 17/18 program development and design will be delayed to the second half of 2016/17.
Waterfront Promenade Stage 1A		Design is on track for completion by 31st December 2016.
Asset Planning Open Space Management		Open Space Asset Management is effectively meeting its desired outputs and is on target.







### Service >> Roads & Transport Management

Programme	Status YTD	Current Period Comment
Commercial Sales		No update required. This programme is currently not in use. It will come into effect if there is revenue received for private works carried out.
Department Transport Main Roads (DTMR)		Road Maintenance Performance Contract (RMPC) audit was completed in August 2016 with 79.6%.
Emergent Roads		Only during an emergent event
Investigations-Roads & Transport		The Investigations Roads and Transport program is on track.
Off Street Parking		Downtime for off-street parking is less than 0.1 %
On Street Parking		Parking meter downtime is less than 0.1%
Restoration Roads		No Update Required. This programme is not currently in use. This programme will come into effect if there is a Natural Disaster.
Roads - Capital		The Roads Capital program is currently on target to meet the 2016/17 objectives. Additional projects will have to be identified for the following three years programs.
Roads Maintenance		Traffic Signal downtime report for August 2016 - 0.03%. 90% of grading schedule 1 complete. QR crossing inspections schedule for once a year - program to commence early 2017. 43% compliance with reactive pothole repair maintenance. Scheduled maintenance completed.
Street Sweeping		The street sweeping program is on track.
Dalrymple Road Bridge		Outstanding defects are being managed and remains on track to achieve milestone.
North Shore Boulevard Duplication		The North Shore Boulevard Duplication project is progressing appropriately, with traffic counts indicating the duplication is not required immediately. A new state school planned for the North Shore area has impacted the design finalisation. The design will progress through to completion in the remainder of the year, in readiness for the next year's traffic count results.
CBD Utilities - Roads		Road projects are being completed in conjunction with the relevant underground services packages.
Amenity Maintenance		80% Compliance with the bus shelter cleaning schedule 80% Compliance with scheduled amenity maintenance

Asset Planning - Roads & Transport		Due to resource constraints through unplanned leave, improvement strategies targeted in the Asset Management Plan will not be completed as scheduled. Therefore the Transport Asset Management function will not achieve desired outputs as it currently stands..
<b>Service &gt;&gt; Public Infrastructure Management</b>		
<b>Programme</b>	<b>Status YTD</b>	<b>Current Period Comment</b>
Engineering Services Operational Support		The project management audit findings are being reviewed by the Project Management Steering group to establish improvement activities and recommendations to the Audit Committee.
Maintenance Services		Smart Service has been cancelled and is no longer functional.

**Core Service >> Planning and Development**

Core Service Financial Summary >>			
	Budget \$000	Actual \$000	
Operating Revenue	2,379	1,955	
Operating Expense	4,904	4,530	
Capital Revenue	0	0	
Capital Works	0	216	
Contributed Assets	0	0	

<b>Service &gt;&gt; Urban Planning/Built Environment</b>		
<b>Programme</b>	<b>Status YTD</b>	<b>Current Period Comment</b>
Development Assessment		<p>17 of 20 Survey Plans (85%) were issued within KPI timeframe. The average assessment time of all Plan of Surveys was 7 days.</p> <p>29 of 39 Code Applications (74%) were assessed within the KPI timeframe. The average assessment time of all applications is 32 days, well under the 40 business day KPI.</p> <p>33 of 39 Operational Works Applications (85%) were assessed within the KPI timeframe. The average assessment time of all applications was 25 days, well under the 30 business day KPI.</p> <p>Survey is currently being completed with results available next quarter.</p> <p>14 of 14 Bank Guarantees (100%) were released within the KPI timeframe. The time taken to release bank guarantees was 4 days, well under the 10 business day KPI.</p>
Economic Development		Projects are on track with key government submissions lodged and a review of the TCC economic development plan commencing alongside the RAI pathfinders project.
Hydraulics & Building Certification		Meeting KPI targets for this quarter
Strategic Planning		Ongoing City Plan amendments (including the development of a new Local Government Infrastructure Plan) have occurred to ensure the planning scheme remains up to date. Key place making projects have also commenced.
Strategic Land Management - Acquisition and Disposal		The Strategic Land Management area is compliant with the KPI's listed below.
Business Support-Urban Planning/Built Environment		The programme KPIs show solid performance. Attention will be given to improve the results for the processing of valid refund requests to bring these up to target. In balance a good result.

**Core Service >> Enabling Services**

**Service >> Laboratory Services**

Programme	Status YTD	Current Period Comment
TWW Laboratory Services		90% compliance achieved with defined timeframes for issuing analysis reports. This quarter has seen a high load in environmental sampling work. Staff are working to increase the turnaround efficiency through better prioritisation.

**Service >> Trade Services**

Programme	Status YTD	Current Period Comment
TWW – Trade Services		Programme is mainly on track with instrument preventative maintenance slightly below target due to an above average number of staff on leave which reduced the workforce.

**Core Service >> Solid Waste Management**

**Core Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	12,869	13,517
Operating Expense	7,199	6,806
Capital Revenue	35	0
Capital Works	1,220	1,668
Contributed Assets	0	0

**Service >> Solid Waste Business Management and Strategy**

Programme	Status YTD	Current Period Comment
TWW Waste Management & Support		Programme is tracking well. Further expressions of interest from the market have not yet been sourced for the salvage and resale operations at the Magnetic Island Waste Facility.

**Service >> Solid Waste Collection and Recycling**

Programme	Status YTD	Current Period Comment
TWW – Waste & Recycling Collection		Scope and timeframes to implement approved changes to day of collection for kerbside bins have been impacted by impending changes to landfilling operations.

**Service >> Solid Waste Treatment and Disposal**

Programme	Status YTD	Current Period Comment
TWW – Resource Recovery & Waste Disposal		Programme is tracking well. Interim capping at Magnetic Island Landfill is nearing completion with erosion controls being implemented during October which will then finalise this project.

Core Service >> Wastewater Services			
Core Service Financial Summary >>			
		Budget \$000	Actual \$000
Operating Revenue		41,793	41,780
Operating Expense		15,649	14,905
Capital Revenue		2,630	2,594
Capital Works		5,472	2,779
Contributed Assets		0	0

Service >> Wastewater Supply		
Programme	Status YTD	Current Period Comment
TWW – Wastewater Treatment		A bypass event at Mt St John resulted in a warning issued by The Department of Environment and Heritage Protection. Negotiations and sign-off caused a delay to the engagement of the membrane supplier for Cleveland Bay Purification Plant. The delay in procurement has impacted detailed design milestones but it is not expected to impact on the construction contract tender period.
TWW – Wastewater Management & Support		Wastewater Operation's customer satisfaction ratings were below the target of 90%. Most instances where wastewater operators did not meet the target relate to service requests which are not related to council's wastewater assets, but instead are related to the customer's drainage infrastructure.
TWW – Wastewater Collection		Programme is on track.
TWW – Wastewater Source Management		Review of the Commercial Wastewater Pricing strategy is at 70%. The draft report is well underway.
CBD Utilities - Wastewater		Construction works on program to achieve 2016/17 budget objectives.

### Core Service >> Water Services

Core Service Financial Summary >>			
		Budget \$000	Actual \$000
Operating Revenue		35,492	34,584
Operating Expense		22,012	21,531
Capital Revenue		1,551	1,235
Capital Works		8,064	8,955
Contributed Assets		0	0

Service >> Water Supply		
Programme	Status YTD	Current Period Comment
Water Reticulation		This programme is on track with the exception of the Hermit Park water main replacement.
TWW – Dams		Programme is on track.
TWW – Water Treatment		There were two water quality incidents for the quarter. Resampling is underway.
TWW – Water Management & Support		Programme is on track.
CBD Utilities - Water		Construction works on program to achieve 2016/17 budget objectives.
Bulk Water Distribution		Programme is progressing well and is on track.



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# Programme Detail



**Core Service >> Community and Culture**

**Service >> Cemeteries**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	137	150
Operating Expense	153	189
Capital Revenue	0	0
Capital Works	78	48
Contributed Assets	0	0

**Programme >> Cemeteries**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	137	150
Operating Expense	153	189
Capital Revenue	0	0
Capital Works	78	48
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of all interments processed within 5 business days of date of interment  <i>Comment&gt;&gt; Over the past quarter the target of 95% has been on track to support this KPI. Breakdown as follows: July – 95.45%, August – 90%, September – 93.75%</i>	95%	93%	95%	93%	
95% of all interment documentation lodged with Births, Deaths and Marriages within 7 business days of interment date  <i>Comment&gt;&gt; Over the past quarter, this target has been on track to achieve its 95%. Breakdown as follows: July – 95.45%, August – 100, September - 93.75% KPI reached</i>	95%	96%	95%	96%	
95% of all monument permits received to be processed within 3 business days  <i>Comment&gt;&gt; There have been some processing delays which have affected reaching the target of 95% - however – improvements have been consistent with each passing month. July - 62% currently reviewing, August – 83% - Processing delayed for August resulting in decrease in percentage, improvements required for upcoming months, September - 100% KPI reached</i>	95%	82%	95%	82%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Commence the development of metrics for cemetery operations to measure performance  <i>Comment&gt;&gt; Currently developing metrics with Operational Team. On track.</i>	01/07/16	31/12/16		50%	



Service >> Community & Cultural Services		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2	3
Operating Expense	193	192
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Community Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2	3
Operating Expense	193	192
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of draft lease documents are developed within 30 business days from receiving full council resolution  <i>Comment&gt;&gt; All draft leases were created within 30 business days</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Service >> Community Support Program		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	50	29
Operating Expense	1,580	1,612
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business and Community Support – Community Development		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	3
Operating Expense	581	544
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the approved recommendations arising out of the Pensioner Transport Subsidy Scheme Review <i>Comment&gt;&gt; Pensioner Transport Subsidy Scheme currently in review (stakeholder engagement stage)</i>	01/07/16	30/06/17		0%	
Implement the recommendations from the 2015/16 Business Process Mapping Project to support the development of section procedures <i>Comment&gt;&gt; Internal Business Process Mapping recommendations to be refined into priority and business areas in order to ascertain necessity for business improvements</i>	01/07/16	30/06/17		0%	

### Programme >> Community Grants

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	50	25
Operating Expense	411	643
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Community Grants information sessions held twice yearly (prior to the major closing of a funding round), to ensure applicants are aware of information regarding applying for Council Community Grants <i>Comment&gt;&gt; August – Show Me the Money Workshop held on 3 August 2016.</i>	.5	1	.5	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Community Grants Operational Model created and presented to management for consideration by 31 October 2016 <i>Comment&gt;&gt; In progress</i>	01/07/16	31/10/16		50%	

### Programme >> Community Planning and Development Programs

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	323	260
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Councils Reconciliation Action Plan 2015-2017 quarterly reporting on progress and deliverables completed <i>Comment&gt;&gt; As of end of August 2016, 24 deliverables have been achieved. Quarterly report completed and submitted to Management.</i>	1	.5	1	.5	
5 Community Groups - Built to Last workshops delivered <i>Comment&gt;&gt; 2 workshops delivered to date.</i>	1.25	2	1.25	2	

This programme has no reportable Milestones.

### Programme >> Community Recreation and Sport Programs

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	266	164
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 4 Active & Healthy workshops per year <i>Comment&gt;&gt; 4 workshops delivered to the Townsville Community so far.</i>	1	4	1	4	
Complete 12 Active Update e-newsletters per year <i>Comment&gt;&gt; Electronic Distribution Mail (EDM) being delivered monthly</i>	3	3	3	3	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete 10yr Community Sport & Recreation Plan <i>Comment&gt;&gt; Sport &amp; Recreation Plan assessment and recommendations for plan complete. Final plan to be drafted by December</i>	01/07/16	30/06/17	05/10/16	100%	

### Service >> Events

#### Service Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	589	665
Operating Expense	2,948	2,713
Capital Revenue	0	0
Capital Works	0	30
Contributed Assets	0	0

Programme >> Business Support-Performing Arts, Events & Protocol		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	1,777	1,346
Capital Revenue	0	0
Capital Works	0	30
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Raise purchase orders prior to event or purchase 100% of time <i>Comment&gt;&gt; 356 purchase orders raised 300 within target - 84.27%</i>	100%	84.27%	100%	84.27%	
Provide post show information to finance within 2 business days of an event <i>Comment&gt;&gt; 18 performances - 9 received within target - 50%</i>	90%	50%	90%	50%	

This programme has no reportable Milestones.

Programme >> Civic Reception Events		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	31	20
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct 12 citizenship ceremonies for the financial year <i>Comment&gt;&gt; July, August, September</i>	3	3	3	3	
Deliver 12 civic receptions throughout the year <i>Comment&gt;&gt; 1 x July, 3 x September</i>	3	4	3	4	

This programme has no reportable Milestones.

Programme >> Performing Arts Hirers		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	328	380
Operating Expense	99	241
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Hire agreements to be issued within 72 hrs of request 90% of time <i>Comment&gt;&gt; 30 agreements requested - 30 agreements sent</i>	90%	100%	90%	100%	
Provide settlement information to the hirer within 10 business days 90% time <i>Comment&gt;&gt; 9 performances - achieved 7</i>	90%	78%	90%	78%	

This programme has no reportable Milestones.

Programme >> Performing Arts Public Programs		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	80	79
Operating Expense	120	144
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete acquittal reports within 14 days <i>Comment&gt;&gt; 2 reports required, 1 completed within target</i>	90%	50%	90%	50%	
Conduct at least 4 Riverway sessions at Riverway Arts Centre <i>Comment&gt;&gt; July, September</i>	1	2	1	2	

This programme has no reportable Milestones.

Programme >> Special Events		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	181	206
Operating Expense	722	731
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct a minimum 21 significant events in accordance with council's Performing Arts and Events Strategy <i>Comment&gt;&gt; Delivered</i>	5.25	6	5.25	6	
Plan for the conduct of 6 x T150 event each month for the calendar year of 2016 to celebrate Townsville's 150th anniversary <i>Comment&gt;&gt; Delivered</i>	3	3	3	3	

This programme has no reportable Milestones.

Programme >> V8 Supercar In Kind		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	198	232
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Maintenance and repair of permanent and temporary infrastructure in place according to pre-race schedule and installation programme. <i>Comment&gt;&gt; Completed as per scheduled 02/07/2016</i>	25/05/16	02/07/16	02/07/16	100%	




Service >> Facilities		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	43	75
Operating Expense	701	703
Capital Revenue	950	316
Capital Works	950	1,073
Contributed Assets	0	0

Programme >> Community Leased Facilities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	32	59
Operating Expense	499	500
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of external maintenance requests raised by community child care lessees are actioned within one business day and lessees are responded to within two business days  <i>Comment&gt;&gt; 100% achieved as per Community Development Monthly report</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
The Community Lease procedures and toolkit utilised by Community Development staff is continually reviewed and implemented for use by 30 June 2017  <i>Comment&gt;&gt; The refinement of the lease procedure will be an ongoing project for Community Development. No specific updates required</i>	30/06/16	30/06/17		25%	

Programme >> Old Magistrates Court		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	46	46
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly tenancy management meetings with the tenants of the Old Magistrates Court building <i>Comment&gt;&gt; Conducted</i>	1	1	1	1	
Conduct quarterly safety inspection of the Old Magistrates Court building <i>Comment&gt;&gt; Conducted</i>	1	1	1	1	

This programme has no reportable Milestones.

**Programme >> Reid Park Pit Complex**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	11	16
Operating Expense	130	129
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Ceremony payments to be received 14 days prior to event <i>Comment&gt;&gt; Achieved</i>	90%	100%	90%	100%	

This programme has no reportable Milestones.

**Programme >> School of Arts**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	27	27
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly tenancy management meetings with the tenants of the School of Arts <i>Comment&gt;&gt; Conducted</i>	1	1	1	1	
Conduct quarterly safety inspection of the School of Arts building <i>Comment&gt;&gt; Conducted</i>	1	1	1	1	

This programme has no reportable Milestones.

Programme >> Townsville Entertainment & Convention Centre		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	950	316
Capital Works	950	1,073
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Delivery of TECC renewal works in accordance with the federally funded program  <i>Comment&gt;&gt; Project is on target and major milestones have been achieved.</i>	100%	90%	100%	90%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Package 6 Plumbing Works by Nov 2016  <i>Comment&gt;&gt; All roof plumbing works have been completed.</i>	01/07/16	30/11/16		85%	
Completion of Package 4 Fire Protection Services by Dec 2016  <i>Comment&gt;&gt; Fire penetrations and smoke doors are underway. Progress is slowed due to operational use of the TECC.</i>	01/07/16	30/12/16		30%	
Completion of Package 7 Electrical Works (Emergency and Exit Lighting)  <i>Comment&gt;&gt; Emergency and exit lighting works complete, aisle lighting works to commence shortly</i>	01/07/16	28/02/17		80%	
Completion of Package 8 (TECC Generator) by February 2017  <i>Comment&gt;&gt; Works are underway and will be completed within timeframe.</i>	01/07/16	28/02/17		30%	
Completion of Package 9 (TECC General Works) by February 2017  <i>Comment&gt;&gt; Curtains have been ordered, tiling works have commenced.</i>	01/07/16	28/02/17		35%	
Certification by contractor on all Electrical & Fire system works  <i>Comment&gt;&gt; No update required. Commencement scheduled January 2017</i>	01/01/17	28/02/17		0%	

Service >> Galleries		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	67	52
Operating Expense	1,074	961
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Galleries		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	7	7
Operating Expense	517	502
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Maintain an holistic Friends of the Galleries membership program with 700 members  <i>Comment&gt;&gt; 418 'Friends of the Galleries' members were current at the end of September, 2016.</i>	700	418	700	418	
Maintain an holistic Friends of the Galleries volunteer program with 30 Volunteers  <i>Comment&gt;&gt; In the period July - September 2016, 33 individual volunteers completed 248 shifts, totalling 934.5 hours of service.</i>	30	33	30	33	

This programme has no reportable Milestones.

Programme >> Gallery Collections Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	44	26
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and implementation of a digital database for the City of Townsville Art Collection  <i>Comment&gt;&gt; Work continues towards the development and implementation of a digital database for the City of Townsville Art Collection. Implementation requires data transfer from the old database to the new system from IT. Gallery Services are in liaison, but the project is being re-assessed due to recent Management changes in both business units.</i>	01/07/16	31/12/16		80%	
Development and implementation of a remedial Conservation Management Plan for the galleries art collections  <i>Comment&gt;&gt; Gallery Services' Collections Management Officer is balancing the development of this Conservation Management Plan with required tasks related to acquisitions and exhibitions specifically.</i>	01/07/16	30/06/17		35%	

Programme >> Gallery Creative Classrooms		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	98	87
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 50 'Art-In-A-Suitcase' programs to primary schools in the Townsville region  <i>Comment&gt;&gt; 19 Art-In-A-Suitcase programs (including launches) were delivered for 15 Townsville schools in the period July - September 2016. Participating schools in this period were Bluewater, Annandale, Willows, Oonoonba, Shalom, Good Shepherd, Holy Spirit, Railway Estate, Mutarnee, St. Joseph's Mundingburra, Weir, Woodstock, Townsville South, Wulguru, and Southern Cross.</i>	12.5	19	12.5	19	
Deliver 50 'Artist-In-Schools' programs to secondary schools in the Townsville region  <i>Comment&gt;&gt; 9 Artists-In-Schools programs (including launches) were delivered for 3 Townsville schools in the period July - September 2016. Participating schools in this period were Ryan, St. Joseph's Mundingburra, and Bohlevale.</i>	12.5	9	12.5	9	

This programme has no reportable Milestones.

Programme >> Gallery Creative Communities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	11	5
Operating Expense	49	34
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver 6 evening programs as part of the 'Art After Dark' initiative  <i>Comment&gt;&gt; 'Art After Dark' has been deferred for 2016, so a full program can be developed for delivery in 2017, which will allow Gallery Services to reach the KPI of 6 of the monthly programs.</i>	1.5	0	1.5	0	
Develop 100 arts and cultural activities with individuals, groups, organisations and sub-cultures  <i>Comment&gt;&gt; 135 arts and cultural activities were developed and delivered in the period July - September 2016 for individuals, groups, organisations, and sub-cultures.</i>	25	135	25	135	

This programme has no reportable Milestones.

Programme >> Gallery Creative Spaces		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	5	10
Operating Expense	9	22
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver 4 participative art programs for children and families to be held in Townsville shopping centres and other public centres  <i>Comment&gt;&gt; Gallery Services delivered 7 Shop 'n' Play programs in the period July - September 2016. The programs (Percivals Photobooth and Metamorphosis Inspired Sculptures) were delivered in Townsville Bulletin Square and Willows Shopping Centre.</i>	1	7	1	7	
Develop and deliver 8 instances of SHIFT: elevator art project  <i>Comment&gt;&gt; New SHIFT programs have been in development in the period July - September 2016.</i>	2	0	2	0	

This programme has no reportable Milestones.

Programme >> Gallery Exhibitions		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	44	28
Operating Expense	310	258
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver visual arts exhibitions and associated public programs and activities that achieve participation figures for Gallery Services of 100,000 visitors  <i>Comment&gt;&gt; Perc Tucker Regional Gallery and Pinnacles Gallery were on target for the forecasted visitation rates in this quarter.</i>	25,000	24,526	25,000	24,526	
Develop and deliver 6 in-house curated exhibitions in Perc Tucker and Pinnacles galleries during the year  <i>Comment&gt;&gt; 9 in-house curated exhibitions (major) were presented at Perc Tucker Regional Gallery and Pinnacles Gallery in the period July - September 2016.</i>	1.5	9	1.5	9	

This programme has no reportable Milestones.

Programme >> Gallery Public Art		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	2
Operating Expense	47	32
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of Public Art artworks catalogued into the developed Art In Public Spaces Database system  <i>Comment&gt;&gt; All works are documented. As with City of Townsville Art Collection public database, the final stage requires collaboration with IT. The project has been impacted by the management review affecting both sections.</i>	25%	75%	25%	75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and implementation of a Maintenance Management Plan for the Public Art Collection  <i>Comment&gt;&gt; The document has largely been drafted by the Public Art Officer. It requires further specialist input, which was to be contributed by the Manager Gallery Services calling upon the Manager's experience in the Public Art field. Final proofing was to follow. The TCC management review and subsequent restructure will result in a necessary re-assessment of the timeline for this project, and identification of the appropriate channel to source the required input.</i>	01/07/16	31/12/16		60%	

Service >> Libraries		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	13	14
Operating Expense	2,822	2,714
Capital Revenue	0	0
Capital Works	13	3
Contributed Assets	0	0

Programme >> Corporate Research		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	47	63
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of internal customers are satisfied with Corporate Research services  <i>Comment&gt;&gt; In the first quarter of 2016/17 we achieved 100% customer satisfaction, which exceeded our target of 95%.</i>	95%	100%	95%	100%	
Increase use of key corporate online information resources by council staff by 10%  <i>Comment&gt;&gt; Usage by council staff of our key online information resources was 5184 (total sessions, searches and downloads), which exceeded our target of 4869 by 6%.</i>	4,869	5,184	4,869	5,184	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate the potential for Corporate Research to support the business community through programs and services  <i>Comment&gt;&gt; Project begun, research undertaken</i>	01/07/16	30/06/17		25%	



Programme >> Learning & Information Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2	1
Operating Expense	604	117
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Provide 1200 hours of Children and Youth Programmes to the community throughout the year  <i>Comment&gt;&gt; On target. Increased hours of programs in second quarter School Holiday Program</i>	300	236	300	236	
500 hours of adult lifelong learning programs delivered throughout the year  <i>Comment&gt;&gt; On target</i>	125	168.5	125	168.5	
4 presentations on family history resources and services presented to Indigenous community organisations  <i>Comment&gt;&gt; On target</i>	1	2	1	2	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement annual digitisation plan  <i>Comment&gt;&gt; On target to deliver plan</i>	01/07/16	30/06/17		25%	

Programme >> Library Administration		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	11	12
Operating Expense	2,122	2,408
Capital Revenue	0	0
Capital Works	13	3
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Management Plan for each library branch <i>Comment&gt;&gt; Reprioritised to 2017/2018 Operational Plan</i>	01/07/16	30/06/17		0%	
Review and renew the Library Strategic Plan <i>Comment&gt;&gt; Scheduled to begin in third quarter</i>	01/07/16	30/06/17		0%	
Deliver a Digital Futures plan for library services <i>Comment&gt;&gt; Project nearing completion</i>	01/07/16	30/06/17		90%	
Upgrade of Library Management System <i>Comment&gt;&gt; Project nearing completion</i>	01/07/16	30/06/17		90%	

**Programme >> Library Customer Experience**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	50	126
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Increase the usage of the Library's online collections by 5% <i>Comment&gt;&gt; On target</i>	16,645	18,509	16,645	18,509	
Customer satisfaction with all library services and programs is 95% <i>Comment&gt;&gt; This percentage is based on program/events satisfaction only.</i>	95%	100%	95%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Library Membership Strategy <i>Comment&gt;&gt; Reprioritised to 2017/2018 Operational Plan due to expanded scope of project</i>	06/02/17	28/04/17		0%	

Service >> Sport & Recreation		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	159	122
Operating Expense	2,709	2,671
Capital Revenue	0	0
Capital Works	15	23
Contributed Assets	0	0

Programme >> Business Support-Sport Facilities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	352	380
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of external maintenance requests raised to Sports Facilities are actioned within two business days and responded to the customer within the same time period.  <i>Comment&gt;&gt; Lack of written evidence to prove 100% response rate</i>	100%	95%	100%	95%	

This programme has no reportable Milestones.

Programme >> Kalynda Chase Tennis Court		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	29	30
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
24,000 visitors to the Kalynda Chase Tennis Court throughout the year  <i>Comment&gt;&gt; KPI on track and progressing well.</i>	6,000	9,500	6,000	9,500	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Facilities Management Agreement (MOU) documentation for the Kalynda Chase Tennis Court  <i>Comment&gt;&gt; Townsville City Council to take over the operational running of this facility. No management agreement with an external group is now required</i>	01/07/16	31/12/16		0%	

**Programme >> Riverway Grounds Operations**

Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	126	92
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% customer satisfaction with council's management of the Riverway Grounds  <i>Comment&gt;&gt; Satisfaction rates above targets</i>	90%	95%	90%	95%	
Host 5 significant events at the Riverway Grounds during the year  <i>Comment&gt;&gt; 10th Anniversary and Filipino Festival</i>	1.25	2	1.25	2	

This programme has no reportable Milestones.

**Programme >> Swimming Pools**

Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	61	46
Operating Expense	1,000	952
Capital Revenue	0	0
Capital Works	15	23
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
24-hour response to urgent aquatic works requests  <i>Comment&gt;&gt; All urgent requests met</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> Tony Ireland Stadium Operations		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	55	27
Operating Expense	619	600
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
200,000 visitors to the Tony Ireland Stadium and Riverway Parklands during the year <i>Comment&gt;&gt; Visitor numbers to increase over the next few months with the warmer weather</i>	50,000	48,409	50,000	48,409	
Facilitate the use of the Tony Ireland Stadium for 8 significant events during the year <i>Comment&gt;&gt; International cricket and local AFL finals held in this period</i>	2	3	2	3	

This programme has no reportable Milestones.

Programme >> Townsville Stadium Operations		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	43	49
Operating Expense	583	617
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Facilitate the use of the Townsville RSL Stadium for 20 significant events during the year <i>Comment&gt;&gt; Target achieved</i>	5	6	5	6	
150,000 visitors to the Townsville RSL Stadium during the year <i>Comment&gt;&gt; Numbers will increase in next quarter with busy significant event schedule</i>	37,500	35,044	37,500	35,044	

This programme has no reportable Milestones.



**Core Service >> Community and Culture**

**Service >> Enforcement/Compliance**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	3,403	3,437
Operating Expense	3,544	3,749
Capital Revenue	0	0
Capital Works	0	4
Contributed Assets	0	0



**Programme >> Animal Management**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	2,054	1,974
Operating Expense	526	613
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer requests/complaints relating to Animal Management are responded to within determined timeframes <i>Comment&gt;&gt; KPI met</i>	85%	89%	85%	89%	
85% of customer requests/complaints relating to Animal Management are resolved within determined timeframes <i>Comment&gt;&gt; Continued prioritisation to complete high priority complaints within the Animal Management program impact on the resolution of low priority complaints. Whilst there has been a reallocation of resources to assist in managing the back log of low priority complaints, this continues to affect the resolution KPI.</i>	85%	72%	85%	72%	
Average time taken to process enquiries and appeals relating to Animal Management is maintained at less than 21 days <i>Comment&gt;&gt; KPI met</i>	21	6	21	6	
Average time taken to process permit applications is maintained at less than 28 days <i>Comment&gt;&gt; KPI met</i>	28	17	28	17	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver a "Pet Expo" 2017 event <i>Comment&gt;&gt; Pet Expo is scheduled to be delivered in July 2017 therefore no progress has occurred</i>	01/07/16	30/06/17		0%	
Undertake an unregistered dog survey <i>Comment&gt;&gt; 300 properties inspected. Focus on reactive CRM's created from previous inspections during survey.</i>	01/07/16	30/06/17		0%	

**Programme >> Business Support-Environmental Health**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	7	15
Operating Expense	1,357	1,386
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

**Programme >> Counter Disaster Operations**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

**Programme >> Development Compliance**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	8	47
Operating Expense	120	133
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer requests/complaints relating to Development Compliance are responded to within determined timeframes <i>Comment&gt;&gt; KPI met</i>	85%	88%	85%	88%	
85% of customer requests/complaints relating to Development Compliance are resolved within determined timeframes <i>Comment&gt;&gt; The KPI was not met however there was an increase in jobs completed. These jobs included a significant number of jobs that are not deemed high priority through our risk assessment and as a result of an additional resource placed into the unit this back log of tasks is being completed, impacting on the resolution KPI.</i>	85%	62%	85%	62%	
Average time taken to process enquiries and appeals relating to Development Compliance is maintained at less than 28 business days <i>Comment&gt;&gt; KPI met</i>	28	6	28	6	

This programme has no reportable Milestones.

**Programme >> Disaster Management**

Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	8	0
Operating Expense	301	257
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake exercise to test the Townsville Local Disaster Management Plans <i>Comment&gt;&gt; Exercise planned for 26 October 2016 - planning in progress</i>	01/07/16	30/06/17		50%	
Townsville Local Disaster Management Plans reviewed annually to meet external (State Government) audit requirements <i>Comment&gt;&gt; District Disaster Management Group Assessment of 2015 Plans Completed - Review and updating of plans in progress.</i>	01/07/16	30/11/16		50%	
Undertake exercise to test the Townsville Local Disaster Coordination Centre standard operating procedures <i>Comment&gt;&gt; Exercise planned for 31 January 2017 - planning commenced</i>	01/07/16	19/12/16		25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct annual Townsville Local Disaster Coordination Centre training program <i>Comment&gt;&gt; Monthly desktop training challenges being developed/issued - further training commences October 2016</i>	01/07/16	30/06/17		25%	
Conduct annual consultation program with Caravan Parks and Marinas <i>Comment&gt;&gt; Planning in progress for visits to caravan parks and marinas</i>	01/09/16	30/11/16		25%	

Programme >> Health Compliance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	11	15
Operating Expense	109	65
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of complaints relating to overgrown property responded to within target <i>Comment&gt;&gt; KPI met</i>	90%	99%	90%	99%	
85% of complaints relating to overgrown property resolved within target <i>Comment&gt;&gt; KPI not met as resolution of complaints is heavily reliant on owners ability to clear or council contractor availability.</i>	85%	71%	85%	71%	
85% of customer enquiries and request relating to Health Compliance are responded to within determined timeframes <i>Comment&gt;&gt; Resource reallocation to high priority work due to low seasonal demand led to KPI not being met.</i>	85%	84%	85%	84%	
Average time taken to process enquiries and appeals relating to Health Compliance is maintained at less than 21 days <i>Comment&gt;&gt; KPI not met as further discussions with appellants to provide more detail on appeal extended time for response.</i>	21	23	21	23	
85% of customer enquiries and request relating to Health Compliance are resolved within determined timeframes <i>Comment&gt;&gt; KPI not met as resolution of complaints is heavily reliant on owners ability to clear or council contractor availability</i>	85%	67%	85%	67%	

This programme has no reportable Milestones.

Programme >> Health Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	452	500
Operating Expense	396	402
Capital Revenue	0	0
Capital Works	0	4
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver monthly food safety newsletters <i>Comment&gt;&gt; Electronic newsletters distributed on a monthly basis.</i>	3	3	3	3	
85% of monthly allocated food, public health and environmental inspections completed each month <i>Comment&gt;&gt; 333 inspections were due and 373 inspections were completed</i>	85%	112%	85%	112%	
100% of food, public health and environmental business license applications completed within legislative timeframes <i>Comment&gt;&gt; 97% of licence applications were completed within legislative timeframes for the quarter (88 received, 66 issued, 13 not due, 7 not met)</i>	100%	97%	100%	97%	
Respond to 85% of customer enquiries regarding food safety, public health and environmental protection within response timeframes <i>Comment&gt;&gt; 61% of CRM's were responded to within the timeframes for the quarter</i>	85%	61%	85%	61%	
Resolve 90% of customer enquiries regarding food safety, public health and environmental protection within resolution timeframes <i>Comment&gt;&gt; 88% of CRM's were resolved within the timeframes for the quarter</i>	90%	88%	90%	88%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Environmental Health Disaster Plans reviewed and updated <i>Comment&gt;&gt; Review is currently occurring and current deadline is achievable</i>	01/07/16	01/11/16		50%	
Environmental Health Pandemic Plan reviewed and updated <i>Comment&gt;&gt; To commence in February 2017</i>	01/07/16	01/03/17		0%	
Chair Environmental Health Working Group (Disaster) Meetings <i>Comment&gt;&gt; Planning commenced</i>	01/07/16	01/12/16		10%	
Chair Two Shelter & Evacuation Centres Group Meetings <i>Comment&gt;&gt; One meeting held</i>	01/07/16	06/05/17		50%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct Food Inspections at Major Event (V8's) <i>Comment&gt;&gt; Completed</i>	01/07/16	12/07/16	12/07/16	100%	
Conduct Food Inspections at major event (Town Show) <i>Comment&gt;&gt; Completed</i>	01/07/16	07/07/16	07/07/16	100%	

Programme >> Parking Compliance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	859	882
Operating Expense	520	699
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of parking infringements waived due to incorrect issuing of ticket <i>Comment&gt;&gt; Officer errors being kept to a minimum and well under KPI.</i>	5%	1.4%	5%	1.4%	
Average time taken to resolve parking related enquiries and appeals maintained at less than 10 days <i>Comment&gt;&gt; Correspondence being turned around within KPI</i>	10	3.5	10	3.5	
90% of abandoned vehicles reported to council are removed from the public place within 14 days <i>Comment&gt;&gt; Slightly below KPI due to staff absences and providing assistance to other units</i>	90%	87%	90%	87%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake visits to Northern Beaches Camping Grounds at least twice weekly between May and October to provide guidance and advice to users and residents. <i>Comment&gt;&gt; Inspections carried out twice weekly and rangers recorded 6093 campers throughout the peak season</i>	01/05/15	30/06/16	30/09/16	100%	

Programme >> Vector Control		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	4	4
Operating Expense	215	194
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% mortality rate of larval mosquitoes due to broad acre mosquito treatments  <i>Comment&gt;&gt; 1045 mosquito site surveys, 175 larval treatments, 106 treatment evaluations and 680 hectares treated in period</i>	85%	96.49%	85%	96.49%	
3 adult mosquito surveillance trapping activities per month throughout the year  <i>Comment&gt;&gt; Weekly trapping regime maintained apart from excessive workloads or staff shortages due to leave.</i>	9	10	9	10	
Respond to 85% of customer enquiries/complaints regarding vector control within determined timeframes  <i>Comment&gt;&gt; Number of requests coming through has increased with Vector taking on all mosquito related issues</i>	85%	87.76%	85%	87.76%	
Resolve 85% of customer enquiries/complaints regarding vector control within determined timeframes  <i>Comment&gt;&gt; Slightly below target due to extra workloads from the allocation of all mosquito related requests.</i>	85%	84.1%	85%	84.1%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual dengue mosquito surveillance program completed  <i>Comment&gt;&gt; Program has been redesigned to provide support to Eliminate Dengue across Council and the community.</i>	03/10/16	16/12/16		30%	

**Core Service >> Environment and Sustainability**

**Service >> Environmental & Natural Resource Mgmt**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	2	7
Operating Expense	800	686
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0




**Programme >> Bushfire Management**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	31	42
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


**Programme Performance**



This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the Annual Integrated Sustainability Services bushfire mitigation program  <i>Comment&gt;&gt; The implementation of the bushfire mitigation program is nearing completion with the majority of planned controlled burns completed and fire breaks installed across high priority council land parcels</i>	01/07/16	30/06/17		75%	
Partner with other organisations on bushfire management  <i>Comment&gt;&gt; Continued partnerships with 9 other organisations on bushfire management - Queensland Fire and Emergency Services, Queensland Rural Fire Services, Department of Defence, Department of Transport and Main Roads, Queensland Parks and Wildlife Services, Ergon Energy, Queensland Rail, HQ Plantations, Queensland Police</i>	01/07/16	30/06/17		25%	
Bushfire Management Meetings (pre and post season) are reported to Local Disaster Management Group  <i>Comment&gt;&gt; Pre-Season Bushfire Management Meeting has been reported to Local Disaster Management Group. Post-Season Meeting likely to occur in October</i>	01/07/16	30/06/17		25%	

Programme >> Coastal Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	175	15
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Build and maintain 6 collaborative relationships with relevant external agencies in support of on-ground activities for coastal management  <i>Comment&gt;&gt; Successfully maintained 6 collaborative relationships with Reefcheck Australia regarding Water Quality &amp; Coral Reefs on Magnetic Island &amp; Middle Reef, Worksense &amp; Breakthru regarding Coastal Esplanade ecological management and access improvement, Conservation Volunteers Australia regarding Coastal Revegetation, Department of Natural Resources &amp; Mines regarding Marine Plant Management on Council/State Land, NQ Dry Tropics regarding Beach Scrub Project &amp; Toomulla Coastcare regarding Esplanade Revegetation on Council Land</i>	6	6	6	6	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete the annual Rowes Bay sand renourishment program  <i>Comment&gt;&gt; Annual Rowes Bay Sand Renourishment will commence in second quarter of 2017 calendar year</i>	07/03/17	30/06/17		0%	
Implement planned annual coastal management on ground works  <i>Comment&gt;&gt; Planned annual coastal management on ground works well on track in upgrading damaged public pedestrian path bollarding and improving coastal foreshore integrity through revegetation, weed management, access management and education</i>	01/07/16	30/06/17		25%	

Programme >> Environmental Education Awareness		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2	7
Operating Expense	66	32
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 10 environmental education activities throughout the year <i>Comment&gt;&gt; Pet Expo 24 July, SNTD 27 July, Eco warriors 29 July, National Tree Day 31 July, Eco Catchment Tour 9 August, Plant &amp; Garden Expo 27-28 August, Community service day Grammar School 30 August</i>	2.5	7	2.5	7	
Host 8 community NRM activities throughout the year <i>Comment&gt;&gt; National Tree Day Lou Lister Park 31 July</i>	8	1	8	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Provide Council support for the Townsville National Tree Day <i>Comment&gt;&gt; National Tree Day event held on 31 July</i>	01/07/16	30/06/17	31/07/16	100%	
Provide Council support for Clean Up Australia Day <i>Comment&gt;&gt; Great northern clean up held on 11 September</i>	01/07/16	30/06/17		50%	

**Programme >> Environmental Management Operations**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	103	149
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Support 4 major internal sustainability initiatives <i>Comment&gt;&gt; 1. Coordination of Energy and Carbon Management Leadership Group. 2. Supported Electricity Account Management Working Group. 3. Supported Ross Creek Waterfront Priority Development Area Planning, Undertook Marine Habitat Protection on Council Land</i>	1	4	1	4	
Coordinate council's Integrated Energy and Carbon Management Leadership Group through monthly meetings <i>Comment&gt;&gt; Coordinated 2 Energy and Carbon Management Meetings - frequency changed from monthly to 2 monthly</i>	3	2	3	2	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement planned annual sediment basins management Progress Councils Integrated Environmental Management System <i>Comment&gt;&gt; Aquatic weed management undertaken in 2 Fairfield Waters sediment basins</i>	01/07/16	30/06/17		25%	



Programme >> Land Protection		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	57	72
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
30 Property Pest Management Plans current <i>Comment&gt;&gt; 39 current during July - September</i>	30	39	30	39	
Participate in four pest management collaborations <i>Comment&gt;&gt; Pig baiting with QNI - July, Wild Dog Northshore control with developer - July, Sagittaria control CDTLI - July, European Honey Bee &amp; Varroa Mite Control Biosecurity Qld, Maintenance Service &amp; ISS July - August, Weed Blitz QPWS Magnetic Island - July, August, September</i>	1	5	1	5	
Conduct 12 inspections and control of Sagittaria in the Ross River <i>Comment&gt;&gt; 12 July, 13 July, 23 August, 24 August</i>	3	4	3	4	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Townsville Biosecurity Plan (previously Pest Management Plan) <i>Comment&gt;&gt; Development of the biosecurity plan has commenced. External expert advice sought.</i>	01/07/16	30/06/17		25%	
Plan and implement council's annual wild dog management program <i>Comment&gt;&gt; Planning complete and implementation of baiting program commenced, 4 participants to date. Professional trapper scheduled for November.</i>	01/07/16	30/06/17		25%	
Investigate and report on opportunities to improve pest mapping and NRM technology integration <i>Comment&gt;&gt; Currently investigating options</i>	01/07/16	30/06/17		10%	
Establish a network of landholders and partner agencies to increase awareness and capacity for pest plant and animal management <i>Comment&gt;&gt; Continuing to gather stakeholder network and promote co-ordinated pest management.</i>	01/07/16	30/06/17		25%	
Complete Thunbergia (pest weed) Program on Magnetic Island <i>Comment&gt;&gt; Herbicide treatment of Thunbergia in Picnic Bay. Final inspections are underway.</i>	01/07/16	30/06/17		75%	

Programme >> Natural Resources Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	370	376
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Revegetate with 1,000 native plants across Townsville <i>Comment&gt;&gt; Magnetic Island State School 50 - July, Borrow pits NGO 117 - July, NTD Lou Lister 150 - July</i>	250	317	250	317	
Attend 8 weed blitzes per year <i>Comment&gt;&gt; 14 July, 18 August</i>	2	2	2	2	
Investigate and respond to 100% of community service requests for on ground Natural Resource Management within designated timeframes <i>Comment&gt;&gt; Customer Requests continue to be responded to rapidly. We are working to improve the reporting process so that is reflected here, as the gap is mostly a result of the reporting process which we are now working to streamline</i>	100%	62%	100%	62%	
Implement Landcare and community natural resource management initiatives through support and collaboration with community NRM Groups for 12 sites <i>Comment&gt;&gt; Controlled Burn Cungulla with Rural Fire - July, Bohle River Wetland Site with Tafe Qld - July - September, Borrow pits with NGO - July, Mundy Creek with landcare - July - September, Mundingburra with landcare - July - September, Bohle River Wetland with CVA - July - September, Borrow pits, Loam Island with workway employment - July - September, Northern Beaches with Workways employment - July - September, Propagation Rowes Bay with CVA - July - September, Controlled Burn Ingham Road Blakeys Crossing with QPWS and Rural brigade - 20 August</i>	12	10	12	10	
Conduct 25 Litter Pickups from natural areas throughout the year <i>Comment&gt;&gt; Hanran Park - July, Ross Creek Oakes - July, Lakes - July, Louisa Creek - July, Greg Jabs Court - July, Oak Valley - July, Borrow Pits - July, Railway Estate - August, Central Park - August, Borrow Pits - August, Saunders Beach - August, Kingfisher Creek and Lagoon - August, Lakes - August, Albany Lane, Kelso - August, Mundy Creek - August, Louisa Creek - August</i>	5	16	5	16	
Attend and contribute to 4 council wide promotional activities (e.g. FOGS, Career Expo) <i>Comment&gt;&gt; Deadly Day Out - 8 July, Career Expo - 8 August</i>	1	2	1	2	

This programme has no reportable Milestones.

Service >> Environmental & Sustainability Services		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	3
Operating Expense	284	325
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Integrated Sustainability Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	3
Operating Expense	233	260
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer enquiries received by the property and rating system are resolved within their allocated service standard time frame  <i>Comment&gt;&gt; Averaged over previous 3 months, currently under review to reduce Customer Request Management (CRM) categories and review service standard time frames as part of continuous business improvement strategy</i>	85%	66%	85%	66%	
Operations and Support to develop 90% of quick add profiles and reference files for record keeping  <i>Comment&gt;&gt; Restructure of Council Management &amp; Divisions has delayed progress, however review of Functions &amp; Activities in Enterprise Content Management (ECM) has commenced. This needs to be completed before quick add profiles can be created as part of continuous business improvement strategy</i>	22.5%	0%	22.5%	0%	
100% of all ISS portable and attractive items to be reviewed and entered into the CES system  <i>Comment&gt;&gt; Portable and Attractive items review progress ahead of schedule</i>	25%	75%	25%	75%	
95% of all requisitions are raised before work is undertaken or goods received  <i>Comment&gt;&gt; Part of continuous business improvement strategy to mentor staff on purchasing process</i>	95%	81%	95%	81%	

This programme has no reportable Milestones.

Programme >> Integrated Environmental & Sustainability Systems		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	50	65
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Progress Councils Integrated Environmental Management System through quarterly coordination meetings <i>Comment&gt;&gt; The last coordination meeting was held in July for the period April - June.</i>	1	1	1	1	
Collate quarterly environmental data reporting for the IEMS Coordination Meeting <i>Comment&gt;&gt; A quarterly report was submitted for the last period April-June at the July coordination meeting</i>	1	1	1	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver the Annual Environmental Performance Report for TCC 2016 <i>Comment&gt;&gt; Two quarterly Environmental reports have been completed in 2016. These will assist in compiling data for the Annual Environmental Performance report for TCC 2016.</i>	20/04/16	31/03/17		25%	
Complete the Environmental Risk Survey and Gap Analysis Report <i>Comment&gt;&gt; The Environmental Risk Survey was completed in August and will be raised at the next Quarterly coordination meeting in October.</i>	31/03/16	31/07/16	31/08/16	100%	

Service >> Sustainability Services		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	333	361
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Carbon Cycle		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	181	223
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
<p>Deploy four collaborative internet of things networks for community/industry based capacity building for Smart City integration and involvement as part of TCC Energy and Resource Management Framework (ERMF) and Smart Buildings Trials</p> <p><i>Comment&gt;&gt; During the quarter the team has worked with a local company to install an Internet of Things (IoT) Network to provide free access to data visualisation tools for the community. The team has also worked with partners to install IoT networks monitoring urban areas.</i></p>	1	2	1	2	
<p>Facilitate ten community / industry capacity building workshops / activities for energy sustainability and resilience and climate change adaptation</p> <p><i>Comment&gt;&gt; The team has participated in 3 activities relating to energy sustainability and resilience with displays at JCU Market day, energy efficiency displays at National Tree Day</i></p>	2.5	3	2.5	3	
<p>Build and foster four energy related sustainability innovation partnerships.</p> <p><i>Comment&gt;&gt; The team has been developing relationships with Education Queensland around the concept of The Global Tropics Eco-Challenge as well as with a partnership around the Rowes Bay Sensory Network with a group undertaking coding training and supporting Carbon Cycle Team Sensor projects.</i></p>	1	2	1	2	
<p>Facilitate twenty community / industry based energy efficiency education activities.</p> <p><i>Comment&gt;&gt; The team has facilitated activities with NGOs around energy efficiency and environmental education, teacher engagement workshops for sensor building as well as Sustainable House Day and industry tours of the Rowes Bay Sustainability Centre.</i></p>	5	4	5	4	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Rowes Bay Sensory Project Year 1.  <i>Comment&gt;&gt; The project is progressing greatly. Student involvement is high with approximately 20 students currently underrating activities at the Rowes Bay Sustainability Centre. Sustainable House Day was an event to promote and involve the community in the project.</i>	01/07/16	30/06/17		5%	

**Programme >> Catchment Management**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	106	105
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Monitor water quality and ecosystem waterway health in 10 creeks/waterways with the support of community based Creek Watch groups throughout the year  <i>Comment&gt;&gt; Fewer creeks are monitored at this time of year due to dry weather conditions, however this will increase when creeks start flowing again. Other work is conducted throughout this time (School engagements, litter pickups, plantings, weed control)</i>	10	6	10	6	
Deliver 4 stormwater quality management training packages to industry  <i>Comment&gt;&gt; Erosion and Sediment Control Training Course is scheduled for the end of October (28,29)</i>	1	0	1	0	
Maintain the Creek to Coral partnership through attendance at four collaboration workshops and partnerships meetings  <i>Comment&gt;&gt; Initiated a partnership with the Department of Housing for water efficiency audits and leak detection, presented at a workshop on turf management during drought conditions organised by the State Sports and Recreation Department</i>	1	2	1	2	
Deploy 10 low cost water quality monitoring and visualisation buoys to aid in assessment management of urban water bodies.  <i>Comment&gt;&gt; Deployment is scheduled for middle of October and this initial deployment will entail deploying 3 buoys in Ross River, 1 in Ross Creek and 1 in Fairfield Waters</i>	2.5	0	2.5	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual update for the Reef Guardian Action Plan produced  <i>Comment&gt;&gt; Comments have been sought from across the organisation and we are now in the collation and editing process</i>	01/07/16	31/10/16		50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a mobile reporting platform for reducing urban runoff through leak notifications and work flow management  <i>Comment&gt;&gt; Platform has been created and is being piloted with trusted users</i>	01/07/16	30/06/17		25%	

**Programme >> Sustainability Education Awareness**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	46	34
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct Rowes Bay sustainability visits for 1,500 students, adults and professionals by 30 June 2017  <i>Comment&gt;&gt; Feature event being Sustainable House Open Day</i>	375	689	375	689	
Engage 25 schools and or community groups in environmental sustainability activities by 30 June 2017  <i>Comment&gt;&gt; The global tropics eco-challenge in partnership with James Cook University and Education Queensland engaged 5 schools in learning about the environment at the Ross Creek and building sensors to gather data. 5 Eco-catchment tours were also completed.</i>	6.25	10	6.25	10	
Conduct four environmental sustainability key educational activities at the Rowes Bay Sustainability Centre by 30 June 2017  <i>Comment&gt;&gt; The Rowes Bay Sensory Network project has incorporated a key educational activity around how school-aged children can engage in building and deploying sensors in their homes and the environment. Sustainable House Open Day was also held.</i>	1	1	1	1	
Produce eight thematic communication materials and activities by 30 June 2017  <i>Comment&gt;&gt; Two thematic materials have been developed linking in with the learnscapes as well as thematic presentations given to the community which includes Rowes Bay Sensory project and Sustainable House Day</i>	2	2	2	2	
Support five education activities or events that utilise the Sustainability Learnscape without direct officer involvement (passive education)  <i>Comment&gt;&gt; Riverway EcoActive Centre has been activated into an open-community sustainability and environment educational centre incorporating smart technology integration</i>	1.25	1	1.25	1	

This programme has no reportable Milestones.

**Core Service >> Enabling Services**

**Service >> Asset Management-Enabling**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	430	402
Operating Expense	542	391
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme >> Asset Management-Corporate**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	200	200
Operating Expense	173	189
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Implement 50% of the ISO 55000 readiness plan by June 2017 <i>Comment&gt;&gt; Satisfactory progress</i>	12.5%	25%	12.5%	25%	
Implementation and training - 50% of the whole of Council Lifecycle Asset Management Plan (LCCAMP) <i>Comment&gt;&gt; Satisfactory progress</i>	12.5%	25%	12.5%	25%	
Implementation and training - 50% of the Service Strategy Management Plan (SSMP) <i>Comment&gt;&gt; Satisfactory progress</i>	12.5%	25%	12.5%	25%	
Prioritise and implement - 25% of the General Portable and Attractive Items (PAI) Strategies <i>Comment&gt;&gt; Satisfactory progress</i>	6.25%	6.25%	6.25%	6.25%	
Implement 50% - Strategic Asset Management Plan <i>Comment&gt;&gt; Satisfactory progress</i>	12.5%	25%	12.5%	25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Prioritise & Optimise Whole of Council 10 Year CapEx Plan for council/EMT acceptance and delivering CapEx Improvement Plan <i>Comment&gt;&gt; Progressing</i>	01/07/16	30/06/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Assess and deliver TCC Asset Management Performance Report 2015/16 <i>Comment&gt;&gt; Progressing</i>	01/07/16	31/12/16		0%	
Review and update Long Term Strategic Asset Management Strategy Plan for council reviewed and approved by EMT <i>Comment&gt;&gt; Completed</i>	01/07/15	30/06/16	30/06/16	100%	
Improve, test and implement IPO Prioritisation and Optimisation System <i>Comment&gt;&gt; Progressing</i>	01/07/16	30/06/17		0%	
Integrating Strategy of SSMP , LCCAMP, SWP, and LTFP <i>Comment&gt;&gt; Planning stage</i>	01/07/16	30/06/17		0%	
Establish Asset Management System Specification and Capability <i>Comment&gt;&gt; Planning stage</i>	01/07/16	30/06/17		0%	
Deliver Corporate Asset Management Training and Councillors Workshops <i>Comment&gt;&gt; Completed</i>	01/07/16	30/06/17	31/07/16	100%	
Review Asset Management Group terms and reference based on ISO55000 Asset Management System <i>Comment&gt;&gt; Planning stage</i>	01/07/16	30/06/17		0%	

Programme >> TWW Asset Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	231	203
Operating Expense	369	202
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete evidence based renewal and upgrade of capital works plan by facilitating with water, wastewater and waste businesses. <i>Comment&gt;&gt; Currently in the process of developing and finalising the asset renewals listing and business cases for 2017/18.</i>	01/07/16	28/02/17		35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Complete 90% capitalisation of all the completed projects and perform revaluation without any non conformances.</p> <p><i>Comment&gt;&gt; Capitalisation has not commenced yet for 2017/18. There are still improvements required on behalf of project managers to provide the handover documents on time once the projects are complete.</i></p>	01/07/16	30/04/17		10%	
<p>Implement second year of readiness plan for ISO55000 in accordance with Townsville Water and Waste asset management plans.</p> <p><i>Comment&gt;&gt; Asset Management Plans have been approved by Townsville Water and Waste Management. Review of roles and responsibilities of Asset Management functions is essential to continue with the readiness plan for ISO55000.</i></p>	01/07/16	30/06/17		10%	
<p>Continue the condition assessment of critical assets and proactively maintain to improve reliability and the remaining lives.</p> <p><i>Comment&gt;&gt; Asset degradation models are in use. Further, condition assessment of selected critical assets show a clear decline in reactive maintenance expenses for the monitored assets.</i></p>	01/07/16	30/06/17		25%	
<p>Continue the development of risk scores and criticality ratings of assets to inform the maintenance strategy and critical spares requirements.</p> <p><i>Comment&gt;&gt; Risk scores and criticality ratings are being assessed at asset level for Mount St John Wastewater Treatment Plant and Water Reservoirs.</i></p>	01/07/16	30/06/17		20%	

Service >> Business Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	220	179
Operating Expense	776	763
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Enabling		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	288	313
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero high risk management report issues raised by external audit of financial statements  <i>Comment&gt;&gt; There were 4 internal control deficiencies, 2 significant and 1 low risk financial reporting issue, raised in the management letter, Management has an appropriate action plan in place to address in a timely manner</i>	0	0	0	0	
85% internal customer satisfaction (Good + Excellent) with Finance  <i>Comment&gt;&gt; The customer satisfaction survey (Voice of the customer) is scheduled for November 2016.</i>	85%	0%	85%	0%	

This programme has no reportable Milestones.

### Programme >> TWW Technical & Engineering Services

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	220	179
Operating Expense	489	450
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Meet all milestones for Water, Wastewater and Waste category 2 projects, in accordance with approved project briefs.  <i>Comment&gt;&gt; Of the 79 project milestones required in 2016/17, 36 have been completed in the first quarter.</i>	01/07/16	30/06/17		45%	
Develop project briefs for 100% projects managed by Program and Technical Support department (excluding developer delivered projects), in accordance with council's Project Management Framework.  <i>Comment&gt;&gt; Four of the 13 project briefs required, have been completed. Of the outstanding nine project briefs, five are in draft and four have not yet commenced.</i>	01/07/16	30/06/17		31%	
Conduct a safety audit during the year for each Technical and Engineering project in the implementation or construction phase.  <i>Comment&gt;&gt; Six projects are in construction phase with two safety audits complete. Of the outstanding four safety audits, three are planned and one is waiting on the contract to be awarded.</i>	01/07/16	30/06/17		33%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion.  <i>Comment&gt;&gt; Lessons Learned Reports are complete for all four projects in finalisation stage. Six further projects are expected to reach finalisation stage by the end of the financial year.</i>	01/07/16	30/06/17		40%	

Service >> Communication and Customer Relations		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,319	2,180
Operating Expense	2,226	2,285
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Customer Service		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1,303	1,312
Operating Expense	1,379	1,457
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Calls directed to the Customer Service Centre answered within 20 seconds  <i>Comment&gt;&gt; On target</i>	80%	89%	80%	86.33%	
Customer satisfaction with initial contact with council's Customer Service Centre  <i>Comment&gt;&gt; On target</i>	92%	93.33%	92%	90.93%	
External customer satisfaction with recent service interaction  <i>Comment&gt;&gt; On target</i>	80%	86%	80%	86.31%	
Response to e-requests and service request raised, within one business days  <i>Comment&gt;&gt; On target</i>	80%	82.66%	80%	85.34%	
Outbound calls to customers who have defaulted or broken a rates payment arrangement made within agreed timeframe  <i>Comment&gt;&gt; On target</i>	90%	100%	90%	95%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Customer Requests completed on time <i>Comment&gt;&gt; Below target but have seen a steady improvement in recent months and data integrity has improved.</i>	80%	72.36%	80%	64.75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement automated phone survey to monitor customer satisfaction with initial contact with Customer Service Centre in 'real time' <i>Comment&gt;&gt; Meeting scheduled with Interactive Intelligence week commencing 17 October. A schedule of works will be completed from this meeting. It is anticipated that this service will be implemented by December 2016</i>	01/07/14	30/12/16		0%	
Conduct investigation into inclusion of service point in mobile library <i>Comment&gt;&gt; Technology to be tested within mobile library by November, all going well this service point will be functional by December 2016</i>	01/07/16	30/06/17		0%	
Complete a review of the manual receipt book listing <i>Comment&gt;&gt; Review has been completed with new procedures implemented within customer service and across related council business units</i>	01/07/16	30/03/17		75%	

Programme >> Marketing & Communication		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	866	868
Operating Expense	711	743
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Increase in total visits to all council external websites by 5% when compared to the previous year. <i>Comment&gt;&gt; On target for the year. Month is within tolerance</i>	114,350	113,492	334,737	350,744	
Click to Chat take up increase by 5% across the entire year <i>Comment&gt;&gt; On target - exceeding</i>	385	731	1,012	2,366	
Achieve total of 110 Facebook interactions each month for Corp & Events <i>Comment&gt;&gt; On target</i>	110	194	330	714	
Achieve and maintain 5% average click through rate on Council EDMs <i>Comment&gt;&gt; Averaged a 4.94% click through rate for September</i>	5%	4.94%	5%	7.18%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
E-newsletter customer distribution master list growth <i>Comment&gt;&gt; We transferred over all our lists into the master list in September resulting in 10,905 total subscribers. This is now our benchmark to work from going forward</i>	500	11,065	500	11,065	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Estimate and manage marketing and communication budgets in accordance with agreed and approved activity forecasts for all marketing themes <i>Comment&gt;&gt; Ongoing as per marketing communication plans</i>	01/11/16	01/03/17		25%	
Conduct a review of the marketing communication theme structure and present recommendations to EMT. <i>Comment&gt;&gt; On hold pending management review and new TCC structure</i>	01/07/15	31/12/16		0%	

Programme >> Together Townsville		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	150	1
Operating Expense	136	85
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Establish and maintain 48 Together Townsville initiatives throughout the year <i>Comment&gt;&gt; On target 41 confirmed initiatives to date</i>	12	41	12	41	
Completion of written agreements for 100% of the incoming Together Townsville sponsorships <i>Comment&gt;&gt; On target</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Distribute proceeds of the Mayor's Christmas Tree Appeal to recipient charities <i>Comment&gt;&gt; On target - gift giving scheduled for Thursday 8 December 2016</i>	01/07/16	15/12/16		0%	
Update the Mayor's Christmas Tree Appeal Manual by 30/09/2016 <i>Comment&gt;&gt; Draft completed, will finalise once responsible areas confirmed under new structure</i>	01/07/16	30/09/16		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Together Townsville Guide to replace the Together Townsville Principles and Procedures document <i>Comment&gt;&gt; In progress</i>	01/10/16	30/06/17		0%	

Service >> Financial Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	76,709	76,281
Operating Expense	6,416	6,666
Capital Revenue	0	0
Capital Works	3	0
Contributed Assets	0	0

Programme >> Accounts Payable		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	204	204
Operating Expense	197	182
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of supplier invoices are paid within payment terms. <i>Comment&gt;&gt; The first quarter of this financial year is on track with an average of 88%</i>	85%	88%	85%	88%	
65% success rate in processing a suppliers invoice the 1st time. <i>Comment&gt;&gt; At 31%, the average is well below the targeted 65%. To improve the performance in this area, the Accounts Payable Team members are working with both Business Units and Suppliers to address the problems causing this poor result.</i>	65%	31%	65%	31%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Business Case for Scanning Solution <i>Comment&gt;&gt; To support the Business Case, data collection is underway.</i>	01/06/16	28/02/17		10%	

Programme >> Accounts Receivable		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	86	84
Operating Expense	77	105
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of invoices paid within 60 days. <i>Comment&gt;&gt; 3347 invoices issued with 211 paid outside 60 days.</i>	90%	95.01%	90%	95.01%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Move management of commercial water consumption charges from Property & Rating Rates Module to Property & Rating Debtors Module <i>Comment&gt;&gt; Business case has been put forward to Knowledge Management to assess viability. Dependent on Knowledge Management resources.</i>	01/07/16	30/09/16		0%	
Introduce off-site issue of invoices and statements to commercial customers <i>Comment&gt;&gt; Still being investigated. Included in assessment of current printing tender evaluation</i>	01/07/16	30/06/17		0%	

Programme >> Billing		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	67,775	67,404
Operating Expense	1,218	1,312
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Issue rates notices for 1st half of 2016/17 <i>Comment&gt;&gt; The rates for half year period ending 31/12/2016 issued on 04/08/2016 with a due date of 05/09/2016. 83,749 rate notices were issued.</i>	01/07/16	05/08/16	23/07/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Issue rates notices for 2nd half of 2016/17 <i>Comment&gt;&gt; Not due in this Quarter</i>	01/01/17	03/02/17		0%	
Continue to expand electronic notice delivery services and promote electronic delivery through various medium to encourage greater take up. <i>Comment&gt;&gt; Actively promoting online services through "Wrangle your Rates" information flyer, included in customer correspondence and promoted by Customer Service.</i>	01/07/16	30/06/17		20%	
Improve electronic communication methods with customers <i>Comment&gt;&gt; Where possible we communicate with customers via email. We are investigating with Tech One where to save and store email addresses.</i>	01/07/16	30/06/17		10%	

Programme >> Budgets & Strategic Financial Planning		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	218	218
Operating Expense	213	190
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a sustainable long term financial plan <i>Comment&gt;&gt; Comments not required for this quarter.</i>	01/04/17	30/06/17		0%	
Investigate and make recommendations with respect to finance performance reporting <i>Comment&gt;&gt; Comments not required for this quarter.</i>	01/08/16	31/12/16		0%	

Programme >> Cash Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	56	56
Operating Expense	56	37
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of bank deposits reconciled within 30 days <i>Comment&gt;&gt; Bank deposits have been reconciled to the bank account within the required timeframe.</i>	100%	100%	100%	100%	
90% of bank reconciliations completed within 3 days <i>Comment&gt;&gt; Bank reconciliations have been completed as scheduled.</i>	90%	100%	90%	100%	

This programme has no reportable Milestones.

### Programme >> Collections

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	408	349
Operating Expense	335	356
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Reminder notices issued for unpaid rates within 14 business days of due date <i>Comment&gt;&gt; 9713 Reminder Notices totalling \$24,085,847.69 generated 13/09/2016. This marked increase on previous periods however now includes Reminder notices being issued to pensioners as they are no longer sent a separate reminder.</i>	100%	100%	100%	100%	
Pensioner reminder notices to be issued within 21 days of the due date shown on the half yearly rate notice <i>Comment&gt;&gt; Pensioner Reminders are now issued standard reminder letters following policy changes approved by council. KPI no longer required.</i>	25%	0%	25%	0%	
Implement "one touch" strategies for management of rates arrears. <i>Comment&gt;&gt; Work processes continue to be reviewed. Working in conjunction with Knowledge Management to transfer Standpipe management across to Accounts Receivable to have all commercial debtors in the one system.</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Review Debt Recovery Policy and investigate and incorporate strategies to respond to current arrears trends. <i>Comment&gt;&gt; Changes to the Pensioner Rates Concession Policy has now been approved allowing recovery of pensioner arrears. A calling program has been implemented to contact affected pensioners.</i>	01/07/16	30/06/17		0%	

Programme >> Financial Reporting		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	298	298
Operating Expense	228	249
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Certification of audited financial statements <i>Comment&gt;&gt; On target</i>	01/07/16	14/10/16		0%	
Implement paperless recording of asset change details <i>Comment&gt;&gt; Templates approved by Asset Management Group and ready for ECM</i>	01/07/16	31/12/16	04/10/16	100%	

Programme >> Joint Ventures		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	540	466
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% monthly recognition of share of Joint Venture profit/loss <i>Comment&gt;&gt; Monthly reports for the Townsville Entertainment &amp; Convention Centre are not being received on a timely basis. Forecasted results have been taken up and will be adjusted when the actual reports are received. Council is following up the timeliness of the reports with the operator.</i>	100%	77%	100%	77%	

This programme has no reportable Milestones.

Programme >> Meter Reading		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	124	98
Operating Expense	119	123
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Move management of commercial water consumption charges via standpipe from Property & Rating Rates Module to Property & Rating Debtors Module.  <i>Comment&gt;&gt; The project brief has been completed and submitted to Knowledge Management. Awaiting a dedicated resource by Knowledge Management to assist in the implementation of the project.</i>	01/07/16	30/09/16		20%	





## Programme >> Purchasing & Contracts

### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	165	165
Operating Expense	169	236
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of contracts over \$200,000 to be published on council's website  <i>Comment&gt;&gt; Report for September being updated by Systems accounting</i>	100%	0%	100%	0%	
95% of Requisition to purchase orders process completed within 1 working day  <i>Comment&gt;&gt; Report for September being updated by Systems accounting</i>	95%	0%	95%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Business Case for Electronic Tendering  <i>Comment&gt;&gt; Has not progressed any further</i>	01/07/16	28/02/17		0%	
Develop Procurement Risk Management Tool  <i>Comment&gt;&gt; Has not progressed any further</i>	01/07/16	28/02/17		0%	
Develop and deliver contextual training for staff around procurement  <i>Comment&gt;&gt; Has not progressed any further</i>	01/07/16	30/11/16		0%	
Credit Card Project  <i>Comment&gt;&gt; Has not progressed any further</i>	01/08/16	25/11/16		0%	

Programme >> Revenue Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	45	45
Operating Expense	43	69
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Continue to identify and implement process improvement strategies to reduce processing times whilst maintaining service standards.  <i>Comment&gt;&gt; Improvements to the rate book process has been identified and currently in the implementation stage. Moved to electronic filing and storage to facilitate a paperless environment. Digital signatures now used on various revenue forms.</i>	01/07/16	30/06/17		0%	
Develop strategy for management of community lease parcel rating  <i>Comment&gt;&gt; Lease Directive is being developed in conjunction with Townsville Water.</i>	01/07/16	30/06/17		0%	

Programme >> Stores & Materials Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	256	259
Operating Expense	279	351
Capital Revenue	0	0
Capital Works	3	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of stock requisitions processed within 1 working day  <i>Comment&gt;&gt; Report for September being updated by Systems accounting</i>	95%	0%	95%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify remote inventory/store locations  <i>Comment&gt;&gt; Ongoing no update required</i>	01/07/16	30/06/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and put into place alternate supply chain arrangements for those inventory items that lend themselves to being Vendor Managed.  <i>Comment&gt;&gt; Ongoing no update required</i>	01/07/16	30/06/17		0%	

Programme >> Systems Administration		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	67	67
Operating Expense	67	83
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and make recommendation to the CEF Advisory group with respect to creating a committals ledge for Core Financial and Enterprise Asset Management committals.  <i>Comment&gt;&gt; Still under investigation</i>	01/01/16	31/03/17		0%	
Investigate and develop a business case with respect to developing a project ledger.  <i>Comment&gt;&gt; Project brief has been developed and under review</i>	01/08/16	30/06/17		0%	

Programme >> Tax Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	21	2
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% tax lodgement compliance rate for indirect taxes (e.g. Payroll tax, GST, FBT, fuel tax)  <i>Comment&gt;&gt; Tax lodgements during the quarter have been made by the due date.</i>	90%	100%	90%	100%	

This programme has no reportable Milestones.

Programme >> Treasury Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	6,639	6,699
Operating Expense	2,213	2,283
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero breaches of surplus cash investment parameters throughout the year  <i>Comment&gt;&gt; There have been no breaches with the Investment Policy during the quarter.</i>	0	0	0	0	
No more than 1 day overnight overdraft funds used within a quarter  <i>Comment&gt;&gt; Council's bank accounts have not been overdrawn at the end of the business day this quarter.</i>	1	0	1	0	

This programme has no reportable Milestones.

Programme >> TWW – Business Management & Compliance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	367	335
Operating Expense	641	620
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve result of 100% compliance at annual surveillance audit for ISO 9001 Quality Assurance System accreditation and ISO 14001 Environmental Management System accreditation.  <i>Comment&gt;&gt; Annual surveillance audit is carried out in the fourth quarter and will be reported on for that quarter.</i>	0%	0%	0%	0%	
Achieve 90% internal customer satisfaction for Business Management and Compliance services.  <i>Comment&gt;&gt; 92% of customers rated Business Management and Compliance as 'good' or 'excellent' for the first quarter.</i>	90%	92%	90%	92%	





Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete all scheduled internal audits for the year. <i>Comment&gt;&gt; 58% of scheduled internal audits for the year have been completed.</i>	01/07/16	30/06/17		58%	
Develop Annual Performance Plans for Townsville Water and Townsville Waste Services for 2017/18. <i>Comment&gt;&gt; Annual Performance Plans are scheduled to be developed during the fourth quarter.</i>	01/04/17	30/06/17		0%	
Submission and publication of Townsville Water's annual performance data via the Statewide Information Management (SWIM) System. <i>Comment&gt;&gt; Data was collected during the first quarter and will be analysed and finalised for submission in early October.</i>	01/07/16	31/12/16		80%	
Complete a base price model for Townsville Water. <i>Comment&gt;&gt; 10% of a base price model for Townsville Water has been completed. Model is on track as budgeting process has not started as yet.</i>	01/07/16	31/01/17		10%	
Update the Long Term Financial Plan for Townsville Water in coordination with Strategic Financial Planning, by the end of the financial year. <i>Comment&gt;&gt; There has been no progress to update the Long Term Financial Plan for Townsville Water due to the budget not being required until January for the next financial year.</i>	01/07/16	30/06/17		0%	
Complete a base price model for Townsville Waste. <i>Comment&gt;&gt; There has been no progress as yet for a base price model for Townsville Waste as the pricing model is in development stage.</i>	01/07/16	31/01/17		0%	
Update the Long Term Financial Plan for Townsville Waste in coordination with Strategic Financial Planning, by the end of the financial year. <i>Comment&gt;&gt; There has been no progress to update the Long Term Financial Plan for Townsville Waste due to the budget not being required until January for the next financial year.</i>	01/07/16	30/06/17		0%	
Development and publication of the Customer Service Standard Report Cards for Townsville Water and Townsville Waste Services on a quarterly basis. <i>Comment&gt;&gt; In July, the Customer Service Standard Report Card for the fourth quarter of 2015/16 was published.</i>	01/07/16	30/06/17		25%	
Complete all soft and hard financial close processes as required throughout the financial year. <i>Comment&gt;&gt; The first soft and hard financial close is not required until October.</i>	01/07/16	30/06/17		0%	

Service >> Governance		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	322	324
Operating Expense	1,934	1,954
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Councillors		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	3	0
Operating Expense	469	394
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual reporting requirements for councillor expenditure and complaints are completed and provided for inclusion in the Annual Report  <i>Comment&gt;&gt; Expenditure and complaints information are included in 2015/16 Annual report. Milestone will be completed once the annual report is finalised.</i>	01/07/16	31/10/16		90%	
Implement changes to minute manager across the organisation.  <i>Comment&gt;&gt; Project is on hold. This milestone is dependent on Knowledge Management processes</i>	01/07/16	30/06/17		0%	

Programme >> Governance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1	1
Operating Expense	932	1,068
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of complaints for internal review are responded to within 30 business days. <i>Comment&gt;&gt; 60% of complaints were responded to within the timeframes. Resource constraints will impact on complaints management</i>	100%	60%	100%	51.67%	
100% of RTI applications are processed within statutory timeframes <i>Comment&gt;&gt; All RTI applications were processed within timeframes</i>	100%	100%	100%	100%	
Complete quarterly Fraud Prevention Plan updates for EMT and Audit Committee per annum <i>Comment&gt;&gt; One quarterly progress report was provided to both the Executive Management Team and the Audit Committee</i>	2	1	2	1	
Complete quarterly Risk Management Performance reports for EMT and Audit Committee per annum <i>Comment&gt;&gt; One quarterly progress report was provided to both the Executive Management Team and the Audit Committee</i>	2	1	2	1	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual Report adopted by council 30 November 2016 <i>Comment&gt;&gt; Annual report is expected to be adopted by council on 22/11/2016</i>	01/07/16	30/11/16		90%	
Quarterly Performance Report for Q1 2016/17 completed <i>Comment&gt;&gt; Quarterly Performance Report is expected to be adopted by council on 22/11/2016</i>	01/10/16	30/11/16		70%	
Quarterly Performance Report for Q2 2016/17 completed <i>Comment&gt;&gt; No update required for this quarter</i>	01/01/17	28/02/17		0%	
Quarterly Performance Report for Q3 2016/17 completed <i>Comment&gt;&gt; No update required for this quarter</i>	01/04/17	31/05/17		0%	
2017/18 Operational Plan developed and adopted by council <i>Comment&gt;&gt; No update required for this quarter</i>	01/02/17	30/06/17		0%	
Community Report Card published to the community <i>Comment&gt;&gt; Community report card has been printed and ready for distribution. YouTube video will be ready within timeframes</i>	01/07/16	30/10/16		90%	
Quarterly Performance Report for Q4 2015/16 completed <i>Comment&gt;&gt; No comment provided for this Milestone.</i>	01/07/16	30/08/16	23/08/16	100%	
Complete annual review of Corporate Plan by March 2017. <i>Comment&gt;&gt; Project has not commenced. Progress for this milestone is depending on CEO's office</i>	01/12/16	30/03/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Quarterly Progress Report for Projects to supplement the Operational Plan 2017/18 utilising the Corporate Performance Management system. <i>Comment&gt;&gt; 7 year budget actual project charts now in User</i>	01/07/16	30/12/16		50%	
Develop a Legislative Compliance Framework <i>Comment&gt;&gt; Project has not commenced</i>	01/07/16	31/12/16		0%	
Review and update TCC Enterprise Wide Risk Management Framework <i>Comment&gt;&gt; Project has not commenced</i>	01/07/16	30/12/16		0%	
Modify risk management module in CPM to enable quarterly performance reporting by Executive Managers and consolidated reports to EMT and the Audit Committee <i>Comment&gt;&gt; Migration into the User Acceptance Testing Environment achieved in Quarter 1</i>	01/07/16	29/07/16		90%	

Programme >> Internal Audit		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	81	72
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of Councils Annual Internal Audit Plan <i>Comment&gt;&gt; Programme currently on target</i>	25%	25%	25%	25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Present the Internal Audit Plan to Audit Committee Quarter 1 <i>Comment&gt;&gt; Progress against plan reported to Audit Committee 30/8/16</i>	01/07/16	30/09/16	30/09/16	100%	
Present the Internal Audit Plan to Audit Committee Quarter 2 <i>Comment&gt;&gt; No comment provided for this Milestone.</i>	01/10/16	31/12/16		0%	
Present the Internal Audit Plan to Audit Committee Quarter 3 <i>Comment&gt;&gt; No comment provided for this Milestone.</i>	01/01/17	31/03/17		0%	
Present the Internal Audit Plan to Audit Committee Quarter 4 <i>Comment&gt;&gt; No comment provided for this Milestone.</i>	01/04/17	30/06/17		0%	

Programme >> Legal		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	317	322
Operating Expense	350	316
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% external customer satisfaction with Legal services <i>Comment&gt;&gt; Survey to be conducted later in the year</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop process maps and fact sheets in relation to the Acquisition of Land Act <i>Comment&gt;&gt; Document has been developed</i>	01/07/16	30/09/16	21/09/16	100%	
Annual review of organisation wide legal requirements <i>Comment&gt;&gt; Completed</i>	01/07/16	31/10/16	07/09/16	100%	
Develop and implement an advice management process, standards and reporting <i>Comment&gt;&gt; Project on hold due to management review</i>	01/07/16	31/03/17		50%	
Develop a legal service catalogue document <i>Comment&gt;&gt; Project on hold due to management review</i>	01/07/16	30/09/16		75%	

Programme >> Media		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	101	104
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% successful pickup of media releases issued <i>Comment&gt;&gt; Excellent coverage through print and electronic media this period</i>	90%	94.2%	90%	94.2%	



This programme has no reportable Milestones.

Service >> Information Communication Technology		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	5,760	5,763
Operating Expense	4,968	5,229
Capital Revenue	0	0
Capital Works	515	510
Contributed Assets	0	0

Programme >> KM Enterprise Resource Planning		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	1
Capital Revenue	0	0
Capital Works	300	125
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.






Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Legacy System upgrade to 4.3 <i>Comment&gt;&gt; Development environment completed. Currently undertaking functional and user acceptance testing</i>	01/07/16	30/06/17		75%	
PRIMA Project Completion <i>Comment&gt;&gt; Project on hold subject to functional enhancements acceptance by Project Leadership Team</i>	01/07/16	30/12/16		70%	

Programme >> KM Infrastructure		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	215	385
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Network Security Vulnerability and Penetration Testing remediation</p> <p><i>Comment&gt;&gt; 1. Knowledge Management Service Operations implementing a patch management strategy. 2. Cloud services Request For Tender Phase II concluded. Request For Tender includes Security Event Incident Management (SEIM). Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i></p>	01/07/16	30/06/17		45%	
<p>Office 365 Organisational Deployment as per the CCloud19 Strategy</p> <p><i>Comment&gt;&gt; Pilot completed. Organisational deployment of Office365 will be prioritised following organisational review.</i></p>	01/07/16	30/06/17		35%	
<p>Provision of Cloud Firewall Services implementation as part of Cloud19 Strategy</p> <p><i>Comment&gt;&gt; Cloud services Request For Tender Phase II concluded. Request For Tender includes managed firewall services. Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i></p>	01/07/16	30/06/17		50%	
<p>Active Directory remediation phase 2c and 2d implementation</p> <p><i>Comment&gt;&gt; Project phase 2c fast tracked to align to organisational restructure, Completion of 2c expected in October 2016 with some cleanup activities in November 2016.</i></p>	01/07/16	30/06/17		30%	
<p>Smart CCTV Infrastructure Design and Implementation</p> <p><i>Comment&gt;&gt; Key resource seconded to management duties. Design and implementation of Smart CCTV awaiting backfill resource(s).</i></p>	01/09/16	30/06/17		10%	
<p>Managed Security Service Implementation as part of Cloud19 Strategy</p> <p><i>Comment&gt;&gt; Cloud services Request For Tender Phase II concluded. Request For Tender includes Managed Security Service and Security Event Incident Management (SEIM). Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i></p>	01/07/16	30/06/17		45%	
<p>Managed Network Management Implementation as part of Cloud19 Strategy</p> <p><i>Comment&gt;&gt; Cloud services Request For Tender Phase II concluded. Request For Tender includes Managed Network Services. Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i></p>	01/07/16	30/06/17		45%	
<p>Telco Data and mobile exchange over implementation as part of Cloud19 Strategy</p> <p><i>Comment&gt;&gt; Cloud services Request For Tender Phase II concluded. Request For Tender includes Fixed, Mobile and Data Services. Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i></p>	01/07/16	30/06/17		45%	

Programme >> KM Service Operations			
Programme Financial Summary >>			
	Budget \$000	Actual \$000	
Operating Revenue	1,875	1,798	
Operating Expense	1,680	1,645	
Capital Revenue	0	0	
Capital Works	0	0	
Contributed Assets	0	0	

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
99% availability of enterprise systems consistent with the Knowledge Management Department service framework <i>Comment&gt;&gt; Achieved above target</i>	99%	99.8%	99%	99.8%	
100% of Priority Planning Correspondence turned around within 3 hours <i>Comment&gt;&gt; Achieved on target</i>	100%	99%	100%	99%	
95% of Name and Address Register exception report elements processed within 5 business days <i>Comment&gt;&gt; Achieved above target. July to September - 859 reports processed</i>	95%	100%	95%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Classification Merge Project <i>Comment&gt;&gt; ECM Class Merge commenced, but was required to be deferred due to the announcement of the management restructure as new Department/Section names would be announced and have an impact on the new classes. This is now relying on the outcome of the Management Review and Upgrade to ECM 4.03</i>	01/02/17	31/05/17		50%	
Mobile Device Management Implementation <i>Comment&gt;&gt; Cloud services Request for Tender Phase II concluded. Request for Tender includes Mobile Device Management (MDM). Report presented to Executive Officer and CEO for approval to proceed to contract negotiation phase.</i>	01/09/17	30/12/17		25%	
Outsource Outgoing Mail Processing to Australia Post <i>Comment&gt;&gt; Commenced under KM Project 16-040 (Postage Consultation). Consultation is being conducted as a pre-requisite before considering a managed service from Australia Post. Project commenced in early September and is due for completion by end of November 2016.</i>	01/07/17	30/06/18		30%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake Annual ICT Asset Stocktake  <i>Comment&gt;&gt; Physical and Virtual servers have been audited and reconciled to CES asset register in June 2016. Audit of storage equipment has taken place as part of the Storage Replacement Project, verification will be completed end of October 2016. Network switching assets were audited and verified in September 2016. Printer assets were audited in collaboration with Fuji Xerox and reconciled to CES asset register in April/May 2016. UPS assets have been audited and verified with vendor maintenance contracts from July – September 2016. Desktop audit of CCTV register has been completed, site verifications are in progress and will be completed in November 2016. Audit and reporting of loss of Portable and Attractive Items was completed in September 2016 and reported to Internal Auditors for the Low Value Asset stocktake report.</i>	01/09/16	28/04/17		80%	

Programme >> KM Service Strategy and Design			
Programme Financial Summary >>			
	Budget \$000		Actual \$000
Operating Revenue	303		303
Operating Expense	178		191
Capital Revenue	0		0
Capital Works	0		0
Contributed Assets	0		0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Cloud19 Strategy - Business Case and Design for Migrating ERP Environments to the Cloud  <i>Comment&gt;&gt; Cloud migration of ERP applications informed by Technology1 assessment which is currently under review.</i>	01/07/16	30/06/17		70%	
Cloud19 Strategy - Security Incident and Event Management (SIEM) Strategy  <i>Comment&gt;&gt; Completed round 3 tender for security services. Recommendation made to Executive Officer to CEO Office.</i>	01/07/16	31/03/17		70%	
Development of Strategic Recordkeeping Implementation Plan 2017-2020  <i>Comment&gt;&gt; Organisation structure has a key impact on this initiative. Deferred until completion of TCC organisational review</i>	01/07/16	31/03/17		0%	
Development of CCTV Strategy  <i>Comment&gt;&gt; Key resource seconded to manager of Service Strategy &amp; Design. Awaiting resource replacement approval and/or completion of organisational review.</i>	01/07/16	30/06/17		30%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Cloud19 Strategy - Business Case and Design for Data Centre as a Service (DCaaS) <i>Comment&gt;&gt; Business case under development. External consultant subject matter expert engaged. Industry consultation completed.</i>	01/07/16	30/06/17		30%	
Digital Signatures Solution (SaaS or Cosign Upgrade) <i>Comment&gt;&gt; Evaluation of Software as a Service (SaaS) underway with project alignment to maintenance expiration.</i>	01/07/16	30/06/17		25%	
Review of Spatial 3D Modelling and Visualisation Strategy <i>Comment&gt;&gt; Deferred due to subject matter expert availability.</i>	01/07/16	31/03/17		0%	

Programme >> KM Service Transition			
Programme Financial Summary >>			
	Budget \$000		Actual \$000
Operating Revenue	1,579		1,651
Operating Expense	1,422		1,432
Capital Revenue	0		0
Capital Works	0		0
Contributed Assets	0		0


### Programme Performance





This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
CES Annual upgrade to include the AiCE replacement with IPO <i>Comment&gt;&gt; The AiCE Replacement with IPO project is almost complete and planning is underway to incorporate IPO into the CES annual upgrade</i>	01/10/16	30/12/16		5%	
GIS viewer (Dekho) Replacement with GeoCortex <i>Comment&gt;&gt; Progressing as planned and are expected to be completed by the end of the financial year.</i>	01/07/16	30/06/17		80%	
Aerial Photography and LIDAR Capture to deliver the approved strategy <i>Comment&gt;&gt; Progressing as planned and are expected to be completed by the end of the calendar year.</i>	04/07/16	23/12/16		70%	
Growth Model Development and migration to corporate tools <i>Comment&gt;&gt; An external consultant was engaged to undertake a review of Growth Model and provide recommendations to the business.</i>	18/07/16	31/03/17		10%	

Programme >> Knowledge Management Office		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,003	2,010
Operating Expense	1,688	1,960
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% asset reconciliation between Financial and Operational Asset Register <i>Comment&gt;&gt; Financial Capitalisation is up to date.</i>	95%	95%	95%	95%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Business Process Improvement Framework <i>Comment&gt;&gt; This initiative is on permanent hold. Quality Systems Unit is currently not staffed. Status to be reviewed post management review.</i>	01/07/14	30/06/17		70%	
Development of Knowledge Management Governance Framework <i>Comment&gt;&gt; Knowledge Governance Framework is encapsulated within the TCC Digital Strategy. Review of the recommended governance model is with Executive Management Team. Adoption of the model is expected post organisational management review.</i>	01/07/14	30/06/17		70%	
Review and approve a KM renewed AMP for all classes <i>Comment&gt;&gt; Awaiting submission to EMT, approved by KM management.</i>	01/07/16	30/11/17		90%	
Implementation of the approved renewed AMP for all classes <i>Comment&gt;&gt; Awaiting EMT approval for implementation.</i>	01/12/15	30/06/17		0%	

Service >> People		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,346	2,387
Operating Expense	2,367	2,114
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Building Employee Capabilities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	548	580
Operating Expense	556	446
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% of targeted staff within the organisation undertakes identified management leadership development programs. <i>Comment&gt;&gt; This target has been achieved</i>	20%	20%	20%	20%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of an Achievement Planning Action Plan <i>Comment&gt;&gt; Currently under development</i>	01/07/16	30/06/17		20%	
Transfer of learning framework methodologies developed and piloted. <i>Comment&gt;&gt; Currently under development</i>	01/07/16	30/06/17		70%	

Programme >> Corporate Safety		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	418	418
Operating Expense	414	380
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct 3 Health and Safety Champion Team meetings <i>Comment&gt;&gt; The first of our three Health and Safety Champion sessions were held on the 15th of September 2016, with the second session scheduled for the 24th of November 2016.</i>	0	1	0	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement TCC Safety Risk Management Framework <i>Comment&gt;&gt; Risk management framework training has been delivered to 85% of the business using an external training provider. An e-learn training module is currently in development. This module will be made available on learn connect to ensure the remaining staff receive the training. In addition, this e-learn module will be required training for all new staff commencing with the organisation.</i>	01/07/16	30/06/17		85%	

**Programme >> Culture**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

**Programme >> Diversity**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	23	23
Operating Expense	22	24
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Gender Equity in Employment Strategy <i>Comment&gt;&gt; Employee consultation via survey to commence October 2016.</i>	01/07/15	31/12/16		25%	
Conduct NAIDOC employee event <i>Comment&gt;&gt; Planning Phase</i>	01/07/16	30/06/17		10%	
Community Engagement - Careers in Council <i>Comment&gt;&gt; NAIDOC, CareerOne Expo, Kirwan State High School career events</i>	01/07/16	30/06/17		25%	
Develop Diversity in Employment Strategy <i>Comment&gt;&gt; Planning Phase</i>	01/07/16	30/06/17		10%	

Programme >> Health & Wellbeing		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	178	187
Operating Expense	169	189
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake Staff Health and Wellbeing Questionnaire <i>Comment&gt;&gt; Staff Health and Wellbeing Questionnaire planning postponed while Employee Assistance Program tender underway, but still on track for delivery in Quarter 1 pending resources.</i>	01/07/16	30/06/17		10%	
Implement new Employee Assistance Program contract <i>Comment&gt;&gt; Employee Assistance Program tender has now closed. Received 5 tenders. On track with evaluating.</i>	01/07/16	30/06/17		40%	

Programme >> Information Systems		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	61	61
Operating Expense	56	30
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement a new Workers' Compensation Information system in accordance with agreed schedule  <i>Comment&gt;&gt; Commenced early - Approved by Knowledge Management Project Management Office 8/9/2016 - Allison Arandez performing Project Manager role</i>	01/12/16	30/06/17		0%	

## Programme >> People Services

### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	773	773
Operating Expense	808	793
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Payroll accuracy maintained at > 99%  <i>Comment&gt;&gt; Target exceeded.</i>	99%	99.9%	99%	99.9%	
90% recruitment campaigns completed within standard  <i>Comment&gt;&gt; Target met.</i>	90%	91%	90%	91%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual remuneration increment audits conducted  <i>Comment&gt;&gt; Due June 2017, not commenced yet.</i>	01/07/16	30/06/17		0%	
Certify new Enterprise Bargaining Agreement  <i>Comment&gt;&gt; It is anticipated that a further amended draft of the Modern Award will be released sometime in the late October. The Commission will then ask for feedback from Councils and Unions before presenting a final draft of the amended award to a Full Bench of the QIRC for consideration. January 2017 is firming the operative date for the new Award, which will enable Enterprise Bargaining negotiations to commence.</i>	01/07/16	31/12/17		0%	
Develop Remuneration Strategy  <i>Comment&gt;&gt; Due December 2017, not commenced yet.</i>	01/07/16	31/12/17		0%	

Programme >> Recognition & Reward		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	16	16
Operating Expense	10	7
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct Annual Long Service Ceremony to recognise staff contribution  <i>Comment&gt;&gt; Planning being finalised for ceremony in November.</i>	01/07/16	31/12/16		70%	

Programme >> Workers Compensation		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	329	329
Operating Expense	330	246
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance






KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve low-performance risk ratings each quarter  <i>Comment&gt;&gt; KPI is met</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Upgrade Workers' Compensation Claims System  <i>Comment&gt;&gt; Project Mandate approved Knowledge Management Project Management Office 08/09/16 and planning underway.</i>	01/07/16	30/06/17		10%	

Programme >> Workforce Planning		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Labour Demand Planning for the future workforce (1-3 year) <i>Comment&gt;&gt; Commenced development of Divisional Overviews</i>	13/09/16	14/11/16		40%	
Complete Labour Sustainability Planning to address critical changes in the workforce composition (5-10 year) <i>Comment&gt;&gt; Commenced development of Divisional Overviews</i>	13/09/16	14/11/16		40%	
Complete Labour Supply Planning to identify critical workforce resourcing gaps (1-3 year) <i>Comment&gt;&gt; Commenced development of Divisional Overviews</i>	13/09/16	14/11/16		40%	
Approval of Strategic Workforce Plan by EMT <i>Comment&gt;&gt; Formal process commenced 15 November 2016</i>	15/11/16	20/01/17		20%	
Strategic Workforce Planning Modelling <i>Comment&gt;&gt; In Progress</i>	01/07/16	30/06/17		20%	

**Core Service >> Enabling Services**

**Service >> Buildings & Facilities Management**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	6,291	6,321
Operating Expense	8,773	9,022
Capital Revenue	0	(46)
Capital Works	977	817
Contributed Assets	0	0

**Programme >> Business Support - Property Management**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	6,270	6,274
Operating Expense	3,335	4,181
Capital Revenue	0	0
Capital Works	10	0
Contributed Assets	0	0

**Programme Performance**


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of required tender documentation for all service contracts  <i>Comment&gt;&gt; Service contracts have been reviewed and developed this quarter, Cleaning contract has been finalised and will commence 1 November 2016.</i>	25%	25%	25%	25%	
80% of all service level agreements finalised for Property Management owned facilities/buildings  <i>Comment&gt;&gt; Further development of the service catalogues will recommence after the organisational review.</i>	20%	20%	20%	20%	
80% internal customer satisfaction with Property Management services  <i>Comment&gt;&gt; No update required for this Quarter.</i>	0%	0%	0%	0%	
60% of Facility Work Orders (Priority 1-4) completed within the defined timeframes  <i>Comment&gt;&gt; Work orders have been completed within the defined period and currently reviewing processes to increase efficiencies for future works.</i>	60%	60%	60%	60%	
90% of relevant Property Management owned sites integrated with the BMS System  <i>Comment&gt;&gt; On target with multiple buildings to be integrated this financial year.</i>	90%	90%	90%	90%	



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% completion of audit recommendations for security services within approved budget allocations  <i>Comment&gt;&gt; Security access and key audits are in progress with a completion of January 2017. Capital Works program in progress for security upgrades to community centres and Reid Park Pitt Complex</i>	80%	80%	80%	80%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the approved Service Delivery Review as endorsed by the Executive Management Team  <i>Comment&gt;&gt; Programme on hold until further notice due to Management restructure</i>	01/07/16	30/06/17		0%	
Completion of a project brief/plan for development of Advanced Asset Management Plans  <i>Comment&gt;&gt; Completed within defined timeframes.</i>	01/07/16	31/12/16	04/10/16	100%	
Completion of four (4) high priority building Advanced Asset Management Plans  <i>Comment&gt;&gt; Collation of data and research is underway.</i>	01/07/16	30/06/17		5%	
Annual review and update of the whole of Property Risk Assessment  <i>Comment&gt;&gt; Review has commenced and scheduled to be finalised in November 2016</i>	01/09/16	30/11/16		15%	
Annual review of Property Management Business Continuity Plan  <i>Comment&gt;&gt; Commencement scheduled for April 2017</i>	01/04/17	30/06/17		0%	
Reduction in reactive maintenance through improved maintenance planning  <i>Comment&gt;&gt; Stage 1 of maintenance schedules have been implemented to reduce reactive maintenance.</i>	01/07/16	30/06/17		45%	
Development of a whole of council key access system  <i>Comment&gt;&gt; Commencement scheduled for January 2017</i>	01/01/17	30/06/17		0%	
Complete and install all approved signage for the Townsville Boating Recreational Precinct  <i>Comment&gt;&gt; Stage 1 completed and Stage 2 is scheduled for installation</i>	01/07/16	30/12/17		50%	
Conduct a Risk Assessment of 143 Walker Street to determine security building requirements.  <i>Comment&gt;&gt; Commencement is scheduled for November 2016</i>	01/11/16	30/11/16		0%	
Draft Scope, prepare Quotations and Install Card Access to Council Community Centres  <i>Comment&gt;&gt; Commencement is scheduled for November 2016</i>	01/11/16	30/04/17		0%	

Programme >> Cemeteries Buildings		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	7	7
Capital Revenue	0	0
Capital Works	3	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations	0%	0%	0%	0%	
<i>Comment&gt;&gt; No update required until Quarter 4</i>					

This programme has no reportable Milestones.

Programme >> Emergent Buildings & Facilities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Galleries, Libraries & Theatres		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	846	669
Capital Revenue	0	0
Capital Works	165	54
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 10% variance of revised Civic Theatre Refurbishment budget <i>Comment&gt;&gt; Budget under final revision for projected works.</i>	0%	0%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Civic Theatre Upgrade tender documentation by October 2016 <i>Comment&gt;&gt; Tender documentation for these works has been completed.</i>	01/07/16	30/11/16	21/09/16	100%	
Contract Award to successful tenderer for Civic Theatre Upgrade by March 2017 <i>Comment&gt;&gt; Commencement scheduled for November 2016</i>	01/11/16	30/03/17		0%	

### Programme >> Graffiti Management

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	36	22
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% removal of Priority 1 - 4 graffiti within the defined timeframe. <i>Comment&gt;&gt; Graffiti removal is tracking very well now a full time resource has been allocated to the task.</i>	90%	90%	90%	90%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop and implement record keeping processes and procedures for the accurate collection of reportable data. <i>Comment&gt;&gt; Raw data has been collated and a process review is underway to determine effective and efficient reporting methods in line with Council recordkeeping practices.</i>	01/07/16	31/01/17		10%	

Programme >> Hire-General Community		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	248	194
Capital Revenue	0	0
Capital Works	10	3
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations	0%	0%	0%	0%	
<i>Comment&gt;&gt; No update required until Quarter 4</i>					

This programme has no reportable Milestones.

Programme >> Precincts & Areas		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	505	539
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
70% implementation of agreed recommendations from the Realist Evaluation Program	17.5%	17.5%	17.5%	17.5%	
<i>Comment&gt;&gt; Implemented recommendations for additional CCTV operator for high peak periods. Six monthly training package is being developed for delivery in November 2016</i>					

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake CCTV Operator Training to be run in conjunction with Queensland Police Service	01/03/17	31/03/17		25%	
<i>Comment&gt;&gt; Package has been developed and scheduled for delivery in January 2017.</i>					
Installation of automated alarm triggering technology for Nothern Beaches Leisure Centre	01/04/17	31/05/17		0%	
<i>Comment&gt;&gt; Commencement scheduled for April 2017.</i>					

Programme >> Property & Facility Emergency		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	6
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% attendance of Annual Property Management Emergency Response Training	0%	0%	0%	0%	
<i>Comment&gt;&gt; Training is scheduled for November 2016.</i>					

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual review of Property Management Emergency Response Plan	01/12/16	01/01/17		50%	
<i>Comment&gt;&gt; Under way and scheduled for completion by November 2016.</i>					

Programme >> Public Amenities		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	357	297
Capital Revenue	0	0
Capital Works	10	16
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of public amenities are inspected per year to ensure fit for purpose	85%	100%	85%	100%	
<i>Comment&gt;&gt; 100% completion of audit for public amenities to ensure fit for purpose.</i>					
100% of public amenities are cleaned to council standards throughout the year	100%	100%	100%	100%	
<i>Comment&gt;&gt; Target achieved by contractor. Verified through inspections and reporting processes.</i>					

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of procurement documentation and appoint successful contractor for Alma Bay sewerage upgrades <i>Comment&gt;&gt; Request for Quotation has been developed for these works.</i>	01/07/16	31/12/16		25%	
Upgrade sewer drainage to the Alma Bay Toilet Block <i>Comment&gt;&gt; Commencement scheduled for January 2017</i>	01/01/17	30/04/17		0%	
Renewal of Castle Hill Public Amenities sewerage system <i>Comment&gt;&gt; Commencement scheduled for January 2017</i>	01/01/17	30/04/17		0%	

Programme >> Residency-Operational Buildings & Depots		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	26
Operating Expense	1,597	1,487
Capital Revenue	0	0
Capital Works	540	621
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 10% realisation of potential risks in the construction of the Local Disaster Coordination Centre <i>Comment&gt;&gt; No update required for this Quarter.</i>	0%	0%	10%	0%	
100% completion of HVAC upgrade at 143 Walker Street within defined timeframe <i>Comment&gt;&gt; Project is under way and due for completion within this financial year</i>	100%	90%	100%	90%	
85% internal customer satisfaction with all refurbishments and upgrades <i>Comment&gt;&gt; No update required for this Quarter.</i>	0%	0%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4</i>	0%	0%	0%	0%	
100% Completion of Design for the Local Disaster Coordination Centre <i>Comment&gt;&gt; Redesign has commenced due to project relocating to Dalrymple Road Depot.</i>	100%	90%	100%	90%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of a new Chiller system for 143 Walker Street <i>Comment&gt;&gt; This has been ordered and delivery is scheduled for January 2017.</i>	01/07/16	30/06/17		45%	
Completion and certification of all Fire System upgrades for 143 Walker Street <i>Comment&gt;&gt; No update required until Quarter 4</i>	01/07/16	30/06/17		0%	
Purchase, installation and operational testing on a new generator for 143 Walker Street <i>Comment&gt;&gt; Project has been deferred.</i>	01/07/16	30/06/17		0%	
Completion of tender documents and appointment of contractor by November 2016 <i>Comment&gt;&gt; Project has been deferred.</i>	01/07/16	30/11/16		0%	
Commencement of Construction for Local Disaster Coordination Centre <i>Comment&gt;&gt; Commencement is deferred due to relocation to Dalrymple Road Depot. Project due to begin March 2017.</i>	01/12/16	30/06/17		0%	

**Programme >> Restoration Buildings & Facilities**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.


This programme has no reportable Milestones.

**Programme >> SES Facilities**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	42	20
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	


This programme has no reportable Milestones.






### Programme >> Sport & Recreational Facilities

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	21	22
Operating Expense	1,217	1,096
Capital Revenue	0	(46)
Capital Works	157	21
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of support brackets for Tobruk Pool Filtration pipework <i>Comment&gt;&gt; Completed within budget and timeframe.</i>	01/07/16	30/11/16	03/10/16	100%	
Installation of Liquid Chlorine Dosing Pump for three (3) community pools <i>Comment&gt;&gt; Quotation documentation has been written and currently awaiting responses from contractors.</i>	01/09/16	30/03/17		15%	
Upgrade of four (4) sight screens for Tony Ireland Stadium grounds <i>Comment&gt;&gt; On target for completion in December 2016.</i>	01/07/16	31/12/16		15%	
Complete RFQ and appoint contractor for installation of a Bird Prevention program for Tony Ireland Stadium grandstand <i>Comment&gt;&gt; Quotation documentation has been written and awaiting prices from contractors. On target for completion in November 2016.</i>	01/07/16	30/11/16		10%	
Install additional lighting on Tony Ireland Stadium grandstand looking out to grounds <i>Comment&gt;&gt; Project has been placed on hold. No further action.</i>	01/09/16	28/02/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Renew heat pumps at Long Tan Pool <i>Comment&gt;&gt; Project has commenced and awaiting engagement of engineers for design.</i>	01/07/16	28/02/17		20%	
Undertake chemical sealing of Riverway lagoons main balance tank <i>Comment&gt;&gt; Project has been completed within defined timeframe.</i>	01/07/16	30/09/16	30/09/16	100%	
Replacement of Riverway deck on upper lagoon near parkland <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	30/06/17		0%	
Complete new deck and shade structure to former water cascade area <i>Comment&gt;&gt; Commencement scheduled for March 2017.</i>	01/03/17	30/06/17		0%	

**Programme >> Tenancy-Childcare Services**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	127	104
Capital Revenue	0	0
Capital Works	9	19
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of external repaint of Galbiri Childcare Centre <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	31/03/17		0%	

**Programme >> Tenancy-Commercial Enterprises**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	183	176
Capital Revenue	0	0
Capital Works	0	7
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Downtime for Strand Longboard's is not greater than 3 months during refurbishment upgrade <i>Comment&gt;&gt; Refurbishment due to start 2017</i>	0	0	0	0	
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rehabilitation of Longboard's deck and substructure <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	30/04/17		0%	
Upgrade of Longboard's internal Air-conditioning, Roof and Shade Sails <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	30/04/17		0%	

### Programme >> Tenancy-Community Group

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	230	156
Capital Revenue	0	0
Capital Works	0	75
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and approval of heritage application for School of Arts upgrades <i>Comment&gt;&gt; Original application has been approved however seeking amendment changes for these works.</i>	01/07/16	31/12/16		90%	
Completion of roof upgrade including compliance for School of Arts <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	30/06/17		0%	
Installation of upgraded/new HVAC system for School of Arts offices and function rooms <i>Comment&gt;&gt; Commencement scheduled for January 2017.</i>	01/01/17	30/06/17		0%	

Programme >> Vacant Land & Miscellaneous		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	44	70
Capital Revenue	0	0
Capital Works	74	0
Contributed Assets	0	0

**Programme Performance**


This programme has no reportable KPI's.

This programme has no reportable Milestones.

Service >> Fleet Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	5,175	4,979
Operating Expense	5,339	5,505
Capital Revenue	0	6
Capital Works	0	226
Contributed Assets	0	0

Programme >> Dry Plant Management Account		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	205	230
Operating Expense	206	252
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Cost recovery for dry plant is +/- \$50k as at 30 June 2017 <i>Comment&gt;&gt; Cost recovery is within +/- \$50k as at the end of quarter one.</i>	\$0	\$0	\$0	\$0	

This programme has no reportable Milestones.

Programme >> Fleet Operations Overheads		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	1
Operating Expense	999	1,031
Capital Revenue	0	0
Capital Works	0	155
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Annualised resale value of disposed fleet is equal to or greater than listed net book (residual) value. <i>Comment&gt;&gt; Review of residual value on Fleet Assets is undertaken on a regular basis.</i>	0	0	0	0	
100% fleet planned projects completed within agreed timelines each quarter. <i>Comment&gt;&gt; The Capital Renewal program for 16/17 financial year has commenced.</i>	25%	21%	25%	21%	
90% internal customer satisfaction with Fleet Services. <i>Comment&gt;&gt; KPI achieved</i>	90%	97%	90%	97%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
100% of all assets listed for renewal as at 01/07/2016 to have their Asset Renewal Memos issued to end-user departments by 31 December 2016 <i>Comment&gt;&gt; Ongoing</i>	01/07/16	31/12/16		20%	

Programme >> Heavy Fleet		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,263	2,272
Operating Expense	1,958	2,036
Capital Revenue	0	20
Capital Works	0	(66)
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Fleet Workshops to respond to 100% of all breakdowns of Heavy Fleet within four business hours <i>Comment&gt;&gt; Good result. KPI being met</i>	100%	100%	100%	100%	



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of heavy plant jobs performed through the Fleet Workshop to be reworked <i>Comment&gt;&gt; There was no rework in Quarter One.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for heavy fleet assets completed within one month of falling due. <i>Comment&gt;&gt; Good result. KPI being met.</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> Light Fleet		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1,546	1,541
Operating Expense	1,138	1,221
Capital Revenue	0	(14)
Capital Works	0	137
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of light plant jobs performed through the Fleet Workshop to be reworked <i>Comment&gt;&gt; There was no rework performed in Quarter One.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for light fleet assets completed within one month of falling due. <i>Comment&gt;&gt; KPI being achieved</i>	100%	98%	100%	98%	
Fleet Workshops to respond to 100% of all breakdowns of Light Fleet within four business hours <i>Comment&gt;&gt; KPI on target and being achieved</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> Minor Fleet		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	267	259
Operating Expense	202	147
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of minor plant jobs performed through the Fleet Workshop to be reworked <i>Comment&gt;&gt; There was no rework performed in Quarter One.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for minor fleet assets completed within one month of falling due <i>Comment&gt;&gt; Improvement on last quarter, impacted by staff leave (planned and unplanned).</i>	100%	93%	100%	93%	

This programme has no reportable Milestones.

**Programme >> Wet Plant Management Account**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	895	676
Operating Expense	836	817
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

**Core Service >> Public Infrastructure**

**Service >> Coastal Facilities**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	313	248
Capital Revenue	0	0
Capital Works	1,112	1,298
Contributed Assets	0	0

**Programme >> Coastal Maintenance**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	313	248
Capital Revenue	0	0
Capital Works	19	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% compliance with Boat Ramp Inspection Schedule each quarter <i>Comment&gt;&gt; Boat Ramp Inspection Program completed</i>	80%	100%	80%	100%	
Deliver beach raking to The Strand, Pallarenda and Rowes Bay, within defined service levels. with 75 % compliance with the planned schedule <i>Comment&gt;&gt; Raking of The Strand, Pallarenda and Rowes Bay completed</i>	75%	100%	75%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual provision of Stinger Nets for swimming enclosures <i>Comment&gt;&gt; Stinger nets were removed in May 2016 and will be reinstalled as per annual program in early November</i>	01/11/16	15/05/17	07/10/16	100%	
Tide Gate Inspection Program Completed <i>Comment&gt;&gt; Tide Gate Inspection program is currently underway</i>	01/11/16	01/02/17		25%	

### Programme >> Emergent Coastal Facilities

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

### Programme >> Restoration Coastal Facilities

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Townsville Recreational Boat Park		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	1
Capital Revenue	0	0
Capital Works	1,093	1,298
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Townsville Recreational Boat Park Stage 2 construction complete.  <i>Comment&gt;&gt; Demolition and stormwater works commenced in August 2016. Works slower than expected due to unknown buried objects such as concrete seawalls, tanks etc being found.</i>	01/07/16	30/06/17		15%	

Service >> Drain & Stormwater Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	60
Operating Expense	3,138	2,730
Capital Revenue	0	6
Capital Works	543	1,030
Contributed Assets	0	0

Programme >> Asset Planning - Stormwater Drainage		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	32
Operating Expense	228	199
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Floodplain Management Strategy (3rd year of 5 year project) - Continue the review of the options available for flood management scheme areas and analysis of these areas.  <i>Comment&gt;&gt; Cranbrook scheme area completed. Work on Aitkenvale and Kelso areas have commenced.</i>	12.5%	25%	12.5%	25%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Flood Model Maintenance - Review and update the hydrological methods for flood modelling to align with the June 2016 updates of the Australian Rainfall and Runoff guidelines.  <i>Comment&gt;&gt; Review of historical stream gaging and development of rating kerbs complete. Work has commenced for development of modeling framework. Progressing as planned.</i>	2.5%	3%	2.5%	3%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Stormwater capital renewal program with identified projects for the upcoming three years  <i>Comment&gt;&gt; Progressing on target for completion by 31 December 2016.</i>	01/07/16	31/12/16		50%	
Revise the Stormwater 10 year renewal program budgets  <i>Comment&gt;&gt; Progressing on target for completion by 31 December 2016.</i>	01/07/16	31/12/16		50%	
Stormwater Asset Management Plan updated and improvement strategies implemented.  <i>Comment&gt;&gt; Some improvement strategies have commenced.</i>	01/07/16	30/06/17		10%	
Regional Stormwater Treatment Strategy - Progress implementation to update the development manual and create a monitoring program.  <i>Comment&gt;&gt; Comments on the strategy have been received from Department of Environment and Heritage Protection. Project is progressing as planned.</i>	01/07/16	30/06/17		20%	
Complete scheduled underground network condition assessments  <i>Comment&gt;&gt; Closed-Circuit Television crews are tracking on target.</i>	01/07/16	30/06/17		25%	

Programme >> Emergent Drains		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


### Programme Performance


This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Investigations-Drains & Stormwater		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	110	105
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Drains and Stormwater investigation tasks received completed within allocated timeframes  <i>Comment&gt;&gt; KPI being achieved</i>	90%	97.35%	90%	97.35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Drains and Stormwater new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; Previous work completed for years 18/19, 19/20 and 20/21. Working on 21/22 projects and ensuring all documentation is completed for identified projects.</i>	01/07/16	30/06/17		50%	

Programme >> Restoration Drains		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Stormwater Drainage Maintenance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	28
Operating Expense	2,786	2,412
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Maintenance Services to achieve 80% capture of asset on operational work order <i>Comment&gt;&gt; Assets in the system are being placed on the Work orders</i>	80%	80%	80%	80%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Flood pump inspection program completed <i>Comment&gt;&gt; Completed August 2016</i>	01/11/16	01/02/17	07/10/16	100%	
Commence the development of metrics for stormwater drainage operations <i>Comment&gt;&gt; Maintenance Management Plan commenced</i>	01/11/16	01/02/17		50%	

### Programme >> Stormwater Drainage-Capital


#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	13	14
Capital Revenue	0	6
Capital Works	543	1,030
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
90% of the approved 2016/17 Stormwater capital construction programs complete <i>Comment&gt;&gt; Carry over projects completed, with 16/17 scheduled for remainder of the year</i>	01/07/16	30/06/17		0%	
80% of the 2016/17 Stormwater Drainage capital works program designs completed. <i>Comment&gt;&gt; It is anticipated that 80% of the 16/17 stormwater capital program will be designed by the end of November.</i>	01/07/16	30/09/16		57%	
90% of the 17/18 Stormwater Drainage capital program scopes documented and approved <i>Comment&gt;&gt; Briefs have commenced on all projects listed for 17/18.</i>	01/07/16	27/01/17		10%	
10 year Stormwater Drainage Capital Plan updated <i>Comment&gt;&gt; Program goal is to have up to 20/21 project list available by January 2017.</i>	01/07/16	31/12/16		15%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
75% of the 2017/18 Stormwater Drainage capital program designs complete  <i>Comment&gt;&gt; The designs for the 17/18 stormwater drainage capital program is on track.</i>	01/07/16	30/06/17		33%	

Service >> Open Space Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	19	971
Operating Expense	7,971	7,689
Capital Revenue	1,207	461
Capital Works	5,072	4,527
Contributed Assets	0	0

Programme >> Asset Planning Open Space Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	143	66
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Open Space capital renewal program with identified projects for the upcoming three years <i>Comment&gt;&gt; Data gathering completed, analysis underway.</i>	01/07/16	31/12/16		50%	
Revise Open Space 10 year renewal program budgets <i>Comment&gt;&gt; Data gathering completed, analysis underway.</i>	01/07/16	31/12/16		50%	
Open Space Asset Management Plan updated and improvement strategies implemented. <i>Comment&gt;&gt; Improvement strategies are being implemented as planned.</i>	01/07/16	30/06/17		25%	

Programme >> Emergent Open Spaces		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Investigations Open Space		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	149	128
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Open Space investigation tasks received completed within allocated timeframes.  <i>Comment&gt;&gt; KPI on track</i>	90%	97.35%	90%	97.35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Open Space (including irrigation) new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; Previous work completed for years 18/19, 19/20 and 20/21. Working on 21/22 projects and ensuring all documentation is completed for identified projects.</i>	01/07/16	30/06/17		50%	

Programme >> Open Space Maintenance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	19	154
Operating Expense	7,666	7,481
Capital Revenue	0	(278)
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% compliance on water quality testing at the Strand Water Park  <i>Comment&gt;&gt; 100% water quality testing at Strand Water Park</i>	95%	100%	95%	100%	
60% implementation of new scheduled works management system within open space  <i>Comment&gt;&gt; 70% of scheduled works management in CES system</i>	60%	70%	60%	70%	
Develop 60% of catalogue of plant species at council's Botanical Gardens  <i>Comment&gt;&gt; 15% completed - currently mapping Dan Gleeson</i>	15%	15%	15%	15%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct coconut tree denutting on the Strand three times throughout the year <i>Comment&gt;&gt; Last completed August 2016</i>	01/07/15	30/06/17		33%	
Commence the development metrics for open space operations <i>Comment&gt;&gt; Commenced the Maintenance Management Plan</i>	01/07/16	31/12/16		50%	
Playground inspection programme completed <i>Comment&gt;&gt; Playground Inspections Commenced</i>	01/11/16	01/02/17		50%	
Develop new contract for open space and handover to replace existing <i>Comment&gt;&gt; Sector 2 Open Space Contract Commenced</i>	01/07/16	30/06/17		25%	

**Programme >> Open Space Management - Capital**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	818
Operating Expense	12	13
Capital Revenue	1,207	738
Capital Works	4,172	4,119
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
90% of the approved 2016/17 Open Space capital construction programs complete <i>Comment&gt;&gt; On track to complete 90% of the approved 2016/17 open space construction program.</i>	01/07/16	30/06/17		26%	
80% of the 2016/17 Open Space capital works program designs completed. <i>Comment&gt;&gt; It is anticipated that 60% of the 16/17 Open Space Capital Program will be designed by the end of November. However, it should have limited impact on the construction schedule.</i>	01/07/16	30/09/16		47%	
Update the 10 year Open Space Capital Plan <i>Comment&gt;&gt; Capital Plan Review workshops have been scheduled for October.</i>	01/07/16	31/12/16		50%	
90% of the 17/18 Open Space capital program scopes documented and approved <i>Comment&gt;&gt; Forecast 10% to be achievable by 27/01/2017 pending new asset modelling, re-programming and resource levels for inspections. Forecast 90% to be achievable by 27/08/2017.</i>	01/07/16	27/01/17		5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
75% of the 2017/18 Open space capital program designs complete <i>Comment&gt;&gt; 2017/18 projects are yet to be scoped.</i>	01/07/16	30/06/17		2%	

Programme >> Restoration Open Spaces		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Waterfront Promenade Stage 1A		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	900	408
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of the design for the Promenade Boardwalk by 31 December 2016. <i>Comment&gt;&gt; Design is on track for completion by 31st December 2016.</i>	01/07/16	31/12/16		60%	



Service >> Public Infrastructure Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,057	1,965
Operating Expense	6,220	6,107
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Engineering Services Operational Support		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	394	486
Operating Expense	2,134	2,181
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of Project Management improvement strategies identified by the Project Management Steering Group.  <i>Comment&gt;&gt; The Project Management Steering Group has reviewed the audit report</i>	01/07/16	30/06/17		5%	

Programme >> Maintenance Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1,662	1,479
Operating Expense	4,086	3,926
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% satisfaction with Maintenance Services through Satisfaction Survey  <i>Comment&gt;&gt; Last report from Customer Service was received in June 2016 - Smart Service Cancelled</i>	85%	100%	85%	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
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Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Progression of Works Management roll out including implementation of functional areas being RMPC, Rural Roads and Tree Management  <i>Comment&gt;&gt; Tree Maintenance Schedule Initiated - 25%</i>	01/07/15	30/06/17		25%	

Service >> Roads & Transport Management		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1,574	2,116
Operating Expense	15,613	14,955
Capital Revenue	1,012	1,258
Capital Works	9,980	9,133
Contributed Assets	0	0

Programme >> Amenity Maintenance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	18
Operating Expense	1,887	1,797
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance








KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 75% of amenity maintenance within defined service target timeframes and schedules  <i>Comment&gt;&gt; 80% compliance with amenity maintenance</i>	75%	80%	75%	80%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
All bus shelter cleaning to be conducted once a year  <i>Comment&gt;&gt; 80% compliance with Bus Shelter Cleaning Schedule</i>	01/07/15	30/06/17		80%	

Programme >> Asset Planning - Roads & Transport		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	59	39
Operating Expense	231	177
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Strategic Traffic Model - Develop micro-simulation traffic models across Townsville to determine efficiencies in strategic road planning. <i>Comment&gt;&gt; Project is progressing as planned.</i>	12.5%	10%	12.5%	10%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Transport capital renewal program with identified projects for the upcoming three years <i>Comment&gt;&gt; Data gathering completed, analysis underway.</i>	01/07/16	31/12/16		50%	
National Super Tuesday Bike Count - Participation in count to assist with demand analysis and planning of bike networks. <i>Comment&gt;&gt; Bike intersection counts have been completed and data is being processed. Project is progressing as planned.</i>	01/07/16	31/12/16		50%	
Transport Asset Management Plan updated and improvement strategies implemented. <i>Comment&gt;&gt; Some improvement strategies have commenced.</i>	01/07/16	30/06/17		10%	
Revise Transport 10 year renewal program budgets. <i>Comment&gt;&gt; Data gathering completed, analysis underway.</i>	01/07/16	31/12/16		50%	
Complete Pathway full network condition assessment. <i>Comment&gt;&gt; Preparation for condition assessment underway.</i>	01/01/17	30/06/17		5%	
Complete off street carpark network condition assessment. <i>Comment&gt;&gt; Not started. Completion date will need to be revised to 30 June 2017.</i>	01/07/16	31/12/16		0%	
Traffic Generation - Undertake intersection counts to align with census data and assist in traffic model calibration. <i>Comment&gt;&gt; The Tender has been awarded. Project is on track for completion as planned.</i>	01/07/16	31/03/17		75%	

## Programme >> CBD Utilities - Roads

### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	834	138
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
CBD Utilities community update issued bi-monthly <i>Comment&gt;&gt; Communications and engagement is continuing.</i>	1.5	1.5	1.5	1.5	
Zero environmental incidents at the CBD Utilities Upgrade Project construction sites. <i>Comment&gt;&gt; Good result. KPI being met</i>	0	0	0	0	
Zero Lost Time Injuries at the CBD Utilities Upgrade Project construction sites. <i>Comment&gt;&gt; Good result. KPI being met.</i>	0	0	0	0	

This programme has no reportable Milestones.

### Programme >> Commercial Sales

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

### Programme >> Dalrymple Road Bridge

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	5
Contributed Assets	0	0


### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Finalise construction project and defects liability period by 31 March 2017. <i>Comment&gt;&gt; Revegetation defects are being rectified currently.</i>	01/07/16	31/03/17		0%	

Programme >> Department Transport Main Roads (DTMR)		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	251	587
Operating Expense	240	699
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 80% compliance on Road Maintenance Performance Contract (RMPC) Audit Report throughout the year	80%	79.6%	80%	79.6%	
<i>Comment&gt;&gt; RMPC audit was completed in August 2016 with 79.6 %.</i>					

This programme has no reportable Milestones.

Programme >> Emergent Roads		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


**Programme Performance**


This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Investigations-Roads & Transport		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	369	311
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Roads and Transport investigation tasks received completed within allocated timeframes  <i>Comment&gt;&gt; KPI on track</i>	90%	97.35%	90%	97.35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Roads and Transport new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; Previous work completed for years 18/19, 19/20 and 20/21. Working on 21/22 projects and ensuring all documentation is complete for identified projects.</i>	01/07/16	30/06/17		50%	



### Programme >> North Shore Boulevard Duplication

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	11
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor traffic volumes / counts at least once per year on North Shore Boulevard.  <i>Comment&gt;&gt; Traffic volumes have been checked recently. The count shows that the duplication upgrade trigger has not yet been reached. Count will be checked again next year.</i>	01/07/16	30/06/17	10/10/16	100%	
Detailed design for the duplication of North Shore Boulevard completed by the 30 September 2016.  <i>Comment&gt;&gt; Due to the State Government planning a school within close proximity for the project, the design has been delayed to consider impacts in the intersection design.</i>	01/07/16	30/09/16		80%	


### Programme >> Off Street Parking

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	64	65
Operating Expense	69	55
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Parking meter downtime for off street parking less than 10%	10%	.1%	10%	.1%	
<i>Comment&gt;&gt; Compliance is under 10% downtime</i>					


This programme has no reportable Milestones.

**Programme >> On Street Parking**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	462	482
Operating Expense	87	96
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Parking meter downtime for on street parking less than 10%	10%	.1%	10%	.1%	
<i>Comment&gt;&gt; Compliance with less than 10% downtime</i>					

This programme has no reportable Milestones.

**Programme >> Restoration Roads**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.

**Programme >> Roads - Capital**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	1	69
Operating Expense	84	99
Capital Revenue	1,012	1,255
Capital Works	9,146	8,979
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
80% of the 2016/17 Roads capital works program designs completed. <i>Comment&gt;&gt; 85% of the 16/17 roads capital program has been designed.</i>	01/07/16	30/09/16	06/10/16	100%	
80% of the roads preventive maintenance program (Overlays and re-seals) budget spent <i>Comment&gt;&gt; Currently 3% under target, works in progress, will be on target by due date.</i>	01/07/16	31/12/16		37%	
90% of the approved 2016/17 Roads capital construction programs complete <i>Comment&gt;&gt; On target, progressing well.</i>	01/07/16	30/06/17		19%	
75% of the 2017/18 Roads capital program designs complete <i>Comment&gt;&gt; The designs for the 17/18 roads capital program is on track.</i>	01/07/16	30/06/17		31%	
90% of the 17/18 Roads capital program scopes documented and approved <i>Comment&gt;&gt; Design in progress from ground-truthing scoping, 90%. Approved briefs reflected in update. Additional projects being investigated through assets for Road Reconstruction program to meet budget value.</i>	01/07/16	27/01/17		4%	
10 year Roads and Transport Capital Plan updated <i>Comment&gt;&gt; Capital Plan review workshops have been scheduled for October.</i>	01/07/16	31/12/16		10%	

Programme >> Roads Maintenance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	737	854
Operating Expense	12,288	11,362
Capital Revenue	0	3
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% Attendance within response time for reactive pothole repairs <i>Comment&gt;&gt; 43% compliance with reactive pothole repair maintenance. Scheduled maintenance completed.</i>	80%	43%	80%	43%	
Less than 2% total downtime for council controlled traffic signals <i>Comment&gt;&gt; 0.03% downtime of traffic signals</i>	2%	.03%	2%	.03%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rural Road Grading Completed Schedule 1 <i>Comment&gt;&gt; 90% of grading schedule 1 complete</i>	01/07/15	30/11/16		90%	
Rural Road Grading Completed Schedule 2 <i>Comment&gt;&gt; Not yet commenced</i>	01/07/15	30/06/17		0%	
QR Crossing Inspections Completed in accordance with the planned schedule (Signals & Linemarking) <i>Comment&gt;&gt; Not yet commenced</i>	01/07/15	30/06/17		0%	

### Programme >> Street Sweeping

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	357	359
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of street sweeping schedule undertaken throughout the year (defined areas swept three times throughout the year) <i>Comment&gt;&gt; KPI being achieved.</i>	25%	25%	25%	25%	

This programme has no reportable Milestones.

**Core Service >> Planning and Development**

**Service >> Urban Planning/Built Environment**

**Service Financial Summary >>**






	Budget \$000	Actual \$000
Operating Revenue	2,379	1,955
Operating Expense	4,904	4,530
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0

**Programme >> Business Support-Urban Planning/Built Environment**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	80	71
Operating Expense	534	485
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% compliance with 2 business day distribution time for planning applications to internal stakeholders  <i>Comment&gt;&gt; Performance of this KPI is being maintained above target for the quarter.</i>	90%	98.98%	90%	98.98%	
100% of the privately certified building approvals lodged are processed and available in business systems within 3 business days of lodgement with council  <i>Comment&gt;&gt; Performance for this KPI is marginally off target only and only relates to a very limited number of approvals not lodged by target.</i>	100%	99%	100%	99%	
95% of decision notices for Development Approvals made available on council's website within 5 business days of approval  <i>Comment&gt;&gt; Performance of this KPI is being maintained above target for the quarter.</i>	95%	97%	95%	97%	
90% of publicly available planning and building documents are available for viewing within 5 business days of request  <i>Comment&gt;&gt; Performance of this KPI is being maintained above target for the quarter.</i>	90%	97.3%	90%	97.3%	
90% of publicly available planning and building documents are available for purchase within 10 business days of request  <i>Comment&gt;&gt; Performance of this KPI is being maintained above target for the quarter.</i>	90%	98.6%	90%	98.6%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of Right to Information requests referred to Planning & Development Division will be actioned within agreed timeframes  <i>Comment&gt;&gt; Performance of this KPI is being maintained at 100% target.</i>	100%	100%	100%	100%	
90% of trusts and bonds are released to the applicant within 10 business days of complying with release requirements.  <i>Comment&gt;&gt; All requests for release of trusts and bonds have been processed by Planning and Development within KPI.</i>	90%	100%	90%	100%	
95% of valid refund requests process within 2 working days through Business and Finance  <i>Comment&gt;&gt; Five out of 30 requests not met KPI.Processes being reviewed to improve the turnaround of these refunds.</i>	95%	84%	95%	84%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Successful release of a customer engagement framework.  <i>Comment&gt;&gt; Strategy for engagement continues to be worked on.</i>	09/03/16	09/03/17		50%	

#### Programme >> Development Assessment

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	930	586
Operating Expense	1,882	1,792
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Survey Plans issued within 10 days of receipt of completed application  <i>Comment&gt;&gt; 17 of 20 Survey Plans (85%) were issued within KPI timeframe. The average assessment time of all Plan of Surveys was 7 days.</i>	10	7	10	7	
Code Assessable Applications are Approved / Processed within 40 business days  <i>Comment&gt;&gt; 29 of 39 Code Applications (74%) were assessed within the KPI timeframe. The average assessment time of all applications is 32 days, well under the 40 business day KPI.</i>	40	32	40	32	
Operational Works Processed within 30 business days  <i>Comment&gt;&gt; 33 of 39 Operational Works Applications (85%) were assessed within the KPI timeframe. The average assessment time of all applications was 25 days, well under the 30 business day KPI.</i>	30	25	30	25	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% Customer Satisfaction Rating with Development Assessment achieved throughout the year  <i>Comment&gt;&gt; Survey is currently being completed with results available next quarter.</i>	90%	0%	90%	0%	
Bank Guarantees Released to Applicant within 10 Business Days of request to release  <i>Comment&gt;&gt; 14 of 14 Bank Guarantees (100%) were released within the KPI timeframe. The time taken to release bank guarantees was 4 days, well under the 10 business day KPI.</i>	10	3	10	3	

This programme has no reportable Milestones.

Programme >> Economic Development		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	812	741
Operating Expense	899	763
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Implement 100% of planned Invest Townsville Program initiatives  <i>Comment&gt;&gt; North Queensland and Land Opportunities brochures have been updated in line with the program initiatives.</i>	100%	100%	0%	0%	
100% of submissions for grant and election funding developed within State and Federal Timeframes each quarter  <i>Comment&gt;&gt; Two Queensland Government Building Our Regions submissions submitted along with five Public Domain Commonwealth Games submissions submitted.</i>	100%	100%	0%	0%	
100% compliance with council's commercial premises lease agreements  <i>Comment&gt;&gt; Compliant.</i>	100%	100%	100%	100%	
Develop and submit 100% of agreed State and Federal strategic policy submissions  <i>Comment&gt;&gt; International Education and Training Strategy to Advance Queensland has been submitted.</i>	100%	100%	0%	0%	
Deliver 90% agreed Sister City Economic Development outcomes during the year  <i>Comment&gt;&gt; Foshan and Changshu Photographic exhibition is occurring.</i>	90%	100%	0%	0%	
100% compliance with Council's Outdoor Dining Policy  <i>Comment&gt;&gt; Compliant.</i>	100%	100%	100%	100%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor & review Townsville Enterprise Limited's performance quarterly against agreed service levels <i>Comment&gt;&gt; First report has been provided</i>	01/07/16	30/06/17		10%	
Development of a digital platform and design work for expanding Visitor Information services. <i>Comment&gt;&gt; Business plan commenced</i>	01/07/16	30/06/17		25%	
Complete a review of the Townsville City Council Economic Development Plan. <i>Comment&gt;&gt; RAI Pathfinder project - community consultation completed</i>	01/07/16	31/12/16		50%	
Complete a review of the North Queensland Region of Council's Economic Development Plan <i>Comment&gt;&gt; Draft plan completed</i>	01/07/16	30/06/17		50%	
Create a CBD Place Makers Grants Scheme to enable businesses to partner with council to activate the CBD. <i>Comment&gt;&gt; Draft report completed</i>	01/07/16	31/03/17		50%	
Complete a review of how markets should operate in Townsville and develop actions with a focus on improving the Cotters Markets. <i>Comment&gt;&gt; Draft report completed</i>	01/07/16	31/12/16		50%	
Complete a design and project brief for improvements to the Magnetic Island signage to be "shovel" ready to access funding if the opportunity arises. <i>Comment&gt;&gt; Project brief completed</i>	01/07/16	30/06/17		50%	

**Programme >> Hydraulics & Building Certification**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
<b>Operating Revenue</b>	548	551
<b>Operating Expense</b>	696	692
<b>Capital Revenue</b>	0	0
<b>Capital Works</b>	0	0
<b>Contributed Assets</b>	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of residential plumbing and draining applications are processed within 10 business days <i>Comment&gt;&gt; Meeting target</i>	90%	96%	90%	96%	
90% of commercial plumbing and draining applications are processed within 15 business days <i>Comment&gt;&gt; Meeting target</i>	90%	100%	90%	100%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of customers report a satisfaction rating of good or excellent with plumbing and drainage compliance assessment services  <i>Comment&gt;&gt; Survey currently being completed, results to be provided next quarter.</i>	90%	0%	90%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Mobility Project for Hydraulics Unit to allow full electronic mobility for inspections  <i>Comment&gt;&gt; Mobility project implemented on the 04/10/2016</i>	01/07/15	31/12/16	11/10/16	100%	

**Programme >> Strategic Land Management - Acquisition and Disposal**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% compliance with the Strategic Land Management Framework functions when disposing of council land  <i>Comment&gt;&gt; Compliant.</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake a review of council's land holdings and make recommendations on opportunities to rationalise through acquisitions and/or sales.  <i>Comment&gt;&gt; Not yet due.</i>	01/07/16	31/03/17		0%	

**Programme >> Strategic Planning**







**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	10	5
Operating Expense	893	798
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Respond to 90% of proposed changes to relevant state and regional policies by due dates <i>Comment&gt;&gt; Advice provided within agreed timeframes.</i>	90%	90%	90%	90%	
Provide advice for development applications within agreed assessment timeframes <i>Comment&gt;&gt; Advice provided within agreed timeframes.</i>	100%	100%	100%	100%	
Provide architectural advice to heritage listed owners within 15 business days <i>Comment&gt;&gt; Advice provided within required timeframes.</i>	100%	100%	100%	100%	
Developer contribution calculators are maintained and modified quarterly to reflect infrastructure charging policy and reforms <i>Comment&gt;&gt; September quarter adjustments were made.</i>	100%	100%	100%	100%	
90% Customer satisfaction rating good or excellent. <i>Comment&gt;&gt; Survey is currently being completed with results available next quarter.</i>	0%	0%	0%	0%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete an annual review of the Development Manual Planning Scheme Policy and Townsville City Plan to facilitate appropriate development outcomes. <i>Comment&gt;&gt; Annual review of Development manual Planning Scheme Policy in progress. On track for completion by June 2017. Townsville City Plan Amendment Package 2016/02 no longer proceeding due to replacment by Alignment of Townsville City Plan to new Planning Act project.</i>	01/07/16	30/06/17		0%	
Complete 2 additional street art murals to continue to improve the amenity and vibrancy of Ogden Street <i>Comment&gt;&gt; Two additional sites have been identified and further discussions are occurring with Gallery Services.</i>	01/07/15	30/06/17		10%	
Complete a urban design guideline to provide guidance for developers within the Waterfront PDA to help achieve a world class destination. <i>Comment&gt;&gt; In progress. Draft guideline prepared for internal consultation in October 2016. On track for completion by June 2017.</i>	31/12/15	30/06/17		50%	
Submit the Local Government Infrastructure Plan (LGIP) to the State Government for the final state interest check. <i>Comment&gt;&gt; Public consultation underway</i>	01/07/16	30/06/17		75%	
Complete a public art strategy for consideration as a planning scheme policy. <i>Comment&gt;&gt; Project on hold due to revised project prioritisation, in light of new projects (including the State Government's 'Lansdown' Opportunities Assessment, Master Plan and Infrastructure Plan Project).</i>	01/07/16	28/02/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake market testing and develop a concept plan for the North Yards Rail site to address on-site safety risks and retention of high value heritage components to enable future redevelopment.  <i>Comment&gt;&gt; Consultant has provided preliminary report for review.</i>	30/06/16	30/06/17		85%	
Inclusion of heritage trail information into the Townsville Tours and Trail App.  <i>Comment&gt;&gt; "Pubs on Palmer" will be launched in November.</i>	30/06/16	30/03/17		30%	
Develop an implementation strategy to increase the amount of trees within the CBD.  <i>Comment&gt;&gt; Exploring data capture opportunities and preliminary work is being completed as part of the PDA design guidelines.</i>	30/06/16	30/06/17		15%	
Identify and report to council on opportunities for commercial uses within public spaces to enhance lifestyle, business development and tourism.  <i>Comment&gt;&gt; Draft action list complete. Exploring opportunities tied to The Strand Water Park re-opening.</i>	30/06/16	30/06/17		10%	
In partnership with Knowledge Management develop a Townsville Growth Model within corporate systems to complement the new Australian Statistical Geography Standard boundaries.  <i>Comment&gt;&gt; Phase 1 report has been delivered.</i>	01/07/16	30/06/17		10%	
Develop an activation strategy for the Waterfront which may include temporary uses of under utilised spaces and low cost capital investment.  <i>Comment&gt;&gt; Draft activation strategy being prepared.</i>	01/07/16	30/06/17		10%	

Service >> Laboratory Services		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	842	905
Operating Expense	526	499
Capital Revenue	0	0
Capital Works	0	5
Contributed Assets	0	0

Programme >> TWW Laboratory Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	842	905
Operating Expense	526	499
Capital Revenue	0	0
Capital Works	0	5
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 95% compliance with defined timeframes for issuing analysis reports.  <i>Comment&gt;&gt; 90% compliance achieved with defined timeframes for issuing analysis reports. This quarter has seen a high load in environmental sampling work. Staff are working to increase the turnaround efficiency through better prioritisation.</i>	95%	90%	95%	90%	

This programme has no reportable Milestones.

Service >> Trade Services		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	818	886
Operating Expense	1,338	1,283
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> TWW – Trade Services		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	818	886
Operating Expense	1,338	1,283
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete 90% of instrument preventative maintenance on time per quarter. <i>Comment&gt;&gt; 81% of instrument preventative maintenance was completed on time for the first quarter. An above average number of staff were on leave in September which reduced workforce to 50%.</i>	90%	81%	90%	81%	
Complete 90% of electrical preventative maintenance on time per quarter. <i>Comment&gt;&gt; 95% of electrical preventative maintenance was completed on time for the first quarter.</i>	90%	95%	90%	95%	
Complete 90% of fitters' preventative maintenance on time per quarter. <i>Comment&gt;&gt; 91% of fitters preventative maintenance was completed on time for the first quarter.</i>	90%	91%	90%	91%	
90% satisfaction rating in two monthly customer survey for work quality. <i>Comment&gt;&gt; The two monthly customer survey was not performed in this period. The next survey is planned for October 2016.</i>	90%	0%	90%	0%	
Maintain 100% SCADA uptime. <i>Comment&gt;&gt; 100% SCADA uptime was maintained.</i>	100%	100%	100%	100%	
Maintain telemetry with uptime of 95% availability, averaged across all sites. <i>Comment&gt;&gt; 99.64% of telemetry was maintained across all sites.</i>	95%	99.64%	95%	99.64%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver 100% of electrical and mechanical sewage treatment plant renewals in accordance with the approved program. <i>Comment&gt;&gt; Progress as at the end of quarter 1 is on track for delivery by the end of the financial year.</i>	01/07/16	30/06/17		25%	
Deliver 100% of electrical and mechanical pump station renewals in accordance with the approved program. <i>Comment&gt;&gt; Progress as at the end of quarter 1 is on track for delivery by the end of the financial year.</i>	01/07/16	30/06/17		22%	



**Core Service >> Solid Waste Management**

**Service >> Solid Waste Business Management and Strategy**

**Service Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	8	7
Operating Expense	840	965
Capital Revenue	0	0
Capital Works	12	0
Contributed Assets	0	0

**Programme >> TWW Waste Management & Support**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	8	7
Operating Expense	840	965
Capital Revenue	0	0
Capital Works	12	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Measure and monitor performance against the North Queensland Regional Waste Reduction and Recycling Plan's objectives and targets.  <i>Comment&gt;&gt; A draft Key Performance Indicator scorecard is being considered by the working group. Further refinement will be carried out prior to adoption. Data has been sourced and results are being tracked and monitored.</i>	01/07/16	30/06/17		30%	
Develop greater choice of wheelie bin options for residential properties and make recommendations to council, by the end of the financial year.  <i>Comment&gt;&gt; Council introduced a 140 litre waste bin at the start of the financial year which allows residents to select from a wider range of bin combination choices.</i>	01/07/16	30/06/17	30/09/16	100%	
Investigate additional opportunities for regional contracts for waste processing or recycling.  <i>Comment&gt;&gt; Regional contract opportunities for scrap metal recycling and tyre processing are currently being investigated.</i>	01/07/16	30/06/17		10%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate opportunities for the greater diversion of organic waste from the Magnetic Island waste stream.  <i>Comment&gt;&gt; An organics processing feasibility study was completed in 2015/16 and the recommendations have been considered. A project to target organic recycling through home composting on Magnetic Island is being developed and the State Government has been approached as a potential project partner.</i>	01/07/16	30/06/17		15%	
Establish salvage and resale operations at the Magnetic Island Waste Facility through a suitably qualified contractor.  <i>Comment&gt;&gt; Further expressions of interest from the market have not yet been sourced.</i>	01/07/16	30/06/17		0%	

Service >> Solid Waste Collection and Recycling		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	9,982	9,961
Operating Expense	3,586	3,557
Capital Revenue	0	0
Capital Works	51	59
Contributed Assets	0	0

Programme >> TWW – Waste & Recycling Collection		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	9,982	9,961
Operating Expense	3,586	3,557
Capital Revenue	0	0
Capital Works	51	59
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction with kerbside waste and recycling collection.  <i>Comment&gt;&gt; 96.67% of customers rated kerbside waste and recycling collection as 'good' or excellent'.</i>	90%	96.67%	90%	96.67%	
Less than 1 per 1000 missed kerbside waste and recycling services.  <i>Comment&gt;&gt; There were 0.43 missed bins per 1000 for the first quarter. This is well within the service standard of &lt;1 missed per 1000 bins.</i>	1	.43	1	.43	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement approved changes to day of collection for kerbside bins.  <i>Comment&gt;&gt; Project scope and timeframes have been impacted by impending changes to landfilling operations. Planning for this project is continuing and it is envisaged implementation will occur in the second half of 2017.</i>	01/07/16	31/10/16		0%	

Service >> Solid Waste Treatment and Disposal		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,880	3,548
Operating Expense	2,773	2,284
Capital Revenue	35	0
Capital Works	1,158	1,610
Contributed Assets	0	0

Programme >> TWW – Resource Recovery & Waste Disposal		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	2,880	3,548
Operating Expense	2,773	2,284
Capital Revenue	35	0
Capital Works	1,158	1,610
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction with disposal facilities.  <i>Comment&gt;&gt; 83.33% was achieved for the first quarter. 100% of customers rated the disposal facilities as 'excellent', 'good' or 'satisfactory'.</i>	90%	83.33%	90%	83.33%	
Divert 40% of waste from landfills for recycling or beneficial reuse on site.  <i>Comment&gt;&gt; 55.42% was diverted from landfills for recycling or beneficial reuse for the first quarter.</i>	40%	55.42%	40%	55.42%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete first year construction of the Stuart Transfer Station, in line with project schedule.  <i>Comment&gt;&gt; Detailed design is being undertaken and is in line with adopted project timeframes. The construction contract will be awarded in March 2017 pending the outcome of state funding.</i>	01/07/16	30/06/17		25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver interim capping and rehabilitation activities for Magnetic Island Landfill in accordance with closure plan.  <i>Comment&gt;&gt; Interim capping is nearing completion with erosion controls being implemented during October which will then finalise this project.</i>	01/07/16	30/06/17		90%	

#### Core Service >> Wastewater Services

#### Service >> Wastewater Supply

#### Service Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	41,793	41,780
Operating Expense	15,649	14,905
Capital Revenue	2,630	2,594
Capital Works	5,472	2,779
Contributed Assets	0	0

#### Programme >> CBD Utilities - Wastewater

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	1	1
Capital Revenue	0	0
Capital Works	1,413	2,876
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero environmental incidents at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were zero environmental incidents at the construction sites of the CBD Utilities Upgrade Project.</i>	0	0	0	0	
Zero 'lost time' injuries at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were zero lost time injuries at the construction sites of the CBD Utilities Upgrade Project.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works. <i>Comment&gt;&gt; Construction works on program to achieve 2016/17 budget objectives.</i>	01/07/16	30/06/17		30%	
Proactive and regular communication with stakeholders. <i>Comment&gt;&gt; Construction works on program to achieve 2016/17 budget objectives.</i>	01/07/16	30/06/17		25%	

**Programme >> TWW – Wastewater Collection**

**Programme Financial Summary >>**

	Budget \$000	Actual \$000
Operating Revenue	39,391	39,502
Operating Expense	1,922	1,830
Capital Revenue	13	39
Capital Works	1,314	(1,105)
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero penalty infringement notices issued or instances of legal action initiated by the Regulator for non-compliance. <i>Comment&gt;&gt; Zero penalty infringement notices were received for the first quarter.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct pump station renewals in line with the approved capital program. <i>Comment&gt;&gt; Project is on track for both program delivery and budget.</i>	01/07/16	30/06/17		25%	
Deliver sewerage infrastructure renewals in line with the approved capital program. <i>Comment&gt;&gt; Contractor proposals for sewer relining and manhole packages have been received and are under evaluation. Contracts are expected to be awarded by mid October.</i>	01/07/16	30/06/17		15%	
Conduct smoke testing in line with the approved program throughout the year. <i>Comment&gt;&gt; Smoke Testing Program 17 commenced 5th September 2016 and is on track to be completed by early December 2016.</i>	01/07/16	30/06/17		25%	
Complete construction of 9P pump station and pressure main. <i>Comment&gt;&gt; Contractor has been awarded for the works. Site works are expected to start in middle of October.</i>	01/07/16	30/06/17		20%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete 50% construction of pump station 7A. <i>Comment&gt;&gt; With approval by council the scope/milestone description has now changed to "100% construction of Rising Main from Pump stations 7A to 7B". The tender documentation has been compiled and is expected to be advertised in middle of October.</i>	01/07/16	30/06/17		10%	
Complete 25% construction of the Southern Suburbs rising main to Cleveland Bay Purification Plant. <i>Comment&gt;&gt; Project is on track with design currently being finalised. Tendering will commence shortly to enable commencement of construction by March 2017</i>	01/07/16	30/06/17		0%	

#### Programme >> TWW – Wastewater Management & Support

##### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	960	849
Operating Expense	9,413	9,232
Capital Revenue	617	555
Capital Works	0	(181)
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction for wastewater services fault management. <i>Comment&gt;&gt; Wastewater Operation's customer satisfaction ratings were below the target of 90%. Most instances where wastewater operators did not meet the target relate to service requests which are not related to council's wastewater assets, but instead are related to the customer's drainage infrastructure.</i>	90%	76.67%	90%	76.67%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and develop report on interconnectivity opportunities for sewer catchments to assist with wet weather flows. <i>Comment&gt;&gt; Potential opportunities have been identified. The Project is progressing as planned.</i>	01/07/16	30/06/17		25%	
Sewer Strategy catchment areas prepared for new census data. <i>Comment&gt;&gt; Network models of discrete catchment areas continue to be updated to align with the development of the new growth model, as a result of the 2016 census collection.</i>	01/07/16	30/06/17		35%	



Programme >> TWW – Wastewater Source Management		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	1,423	1,411
Operating Expense	190	182
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.









Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete review of the commercial wastewater pricing strategy. <i>Comment&gt;&gt; Review of the commercial wastewater pricing strategy is at 70%. The draft report is well underway.</i>	01/07/16	30/09/16		70%	
Implement the wastewater education program for residential customers. <i>Comment&gt;&gt; Program is ongoing and is on track.</i>	01/07/16	30/06/17		25%	

Programme >> TWW – Wastewater Treatment		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	19	17
Operating Expense	4,042	3,498
Capital Revenue	2,000	2,000
Capital Works	2,744	1,189
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero penalty infringement notices issued or instances of legal action initiated by the Regulator for non-compliance. <i>Comment&gt;&gt; There were zero penalty infringement notices received. There was one warning for a bypass at Mt St John.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero safety incidents. <i>Comment&gt;&gt; There have been no reportable incidents in the reporting period.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero environmental incidents. <i>Comment&gt;&gt; There have been no reportable incidents in the reporting period.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Finalise negotiations with the Department of Environment and Heritage Protection for environmental licences for wastewater treatment plants.  <i>Comment&gt;&gt; Magnetic Island Water Recycling (MIWR) effluent discharge point to Magnetic Island transfer station has been approved. The application for amendment of MIWR to have a sub surface irrigation release point and discharge nutrient targets in line with current industry standards is still in progress. Awaiting request for information from Department of Environment and Heritage Protection.</i>	01/07/16	30/06/17		20%	
Deliver 100% of sewage treatment plant renewals in accordance with the approved program.  <i>Comment&gt;&gt; Asset numbers have been created and projects initiated.</i>	01/07/16	30/06/17		10%	
Investigate potential markets and deliver a strategy for effluent reuse.  <i>Comment&gt;&gt; Project Brief has been drafted and project is progressing as planned.</i>	01/07/16	30/06/17		5%	
Complete detailed design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Detailed designs have been delayed due to procurement of membrane systems which took much longer than expected. Detailed designs are now due in late January 2017. This represents a four week delay, however, the delay is not expected to impact timing for the Construction Contractor Request for Tender release or period.</i>	01/11/16	31/12/16		45%	
Award construction contract for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Remains on track for the award of the construction contract April 2017.</i>	01/08/16	29/04/17		0%	
Award supply contract for membrane system for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Negotiations and sign off caused a delay to the engagement of the membrane supplier. Analysis of this technical procurement was detailed and time consuming and was concluded approximately 5 weeks after the planned time for award. The delay in procurement has impacted detailed design milestones but it is not expected to impact on the construction contract tender period.</i>	01/07/16	31/07/16	05/09/16	100%	
Award early tender involvement agreements for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Shortlisted participants were approved at council's full meeting in June and agreements were issued to Early Tenderer Involvement (ETI) participants for execution in July.</i>	01/07/16	31/07/16	06/07/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Develop (80%) of design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project.</p> <p><i>Comment&gt;&gt; Development of 80% designs is in progress however, procurement of the membrane systems has caused delays. To mitigate these delays the designer is splitting the process, civil, structural, mechanical, and instrumentation and controls packages from the electrical design packages. The first package will be delivered in November while the electrical 80% package will be delivered in December 2016.</i></p>	01/07/16	31/10/16		60%	
<p>Commence construction work for the Cleveland Bay Purification Plant Capacity Upgrade Project.</p> <p><i>Comment&gt;&gt; Commencement of construction of the upgrade remains on track for 1 June 2017.</i></p>	30/04/17	01/06/17		0%	
<p>Complete regulatory progress reporting in compliance with the Transitional Environmental Programme for the Cleveland Bay Purification Plant Capacity Upgrade.</p> <p><i>Comment&gt;&gt; The next report is due in December 2016.</i></p>	01/07/16	30/06/17		0%	
<p>Complete progress reporting in compliance with the State Government Funding Agreement for the Cleveland Bay Purification Plant Capacity Upgrade Project.</p> <p><i>Comment&gt;&gt; A milestone report was submitted and the State has made its first payment of \$2million.</i></p>	01/07/16	30/06/17		50%	
<p>Complete the environmental assessment of groundwater contamination for Mt St John Wastewater Treatment Plant.</p> <p><i>Comment&gt;&gt; Bores have been installed and the sampling program is underway.</i></p>	01/07/16	31/12/16		50%	
<p>Complete Stage 1, weed management plan for the outfall channel at Mt St John Wastewater Treatment Plant.</p> <p><i>Comment&gt;&gt; Expression of Interest process has been approved by council.</i></p>	01/07/16	31/12/16		5%	
<p>Complete Stage 2, clearing of outfall channel at Mt St John Wastewater Treatment Plant.</p> <p><i>Comment&gt;&gt; Expression of Interest process has been approved by council. Documents are being prepared.</i></p>	01/07/16	30/06/17		0%	
<p>Complete annual returns report for Cleveland Bay Purification Plant and Mt St John Wastewater Treatment Plant by 30 October 2016.</p> <p><i>Comment&gt;&gt; Cleveland Bay Purification Plant annual report draft is under review. Mt St John annual report is 80% complete and on track for completion by end of the month.</i></p>	01/07/16	30/10/16		90%	

Programme >> Wastewater Preventative Maintenance		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	82	163
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

This programme has no reportable Milestones.


**Core Service >> Water Services**

Service >> Water Supply		
Service Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	35,492	34,584
Operating Expense	22,012	21,531
Capital Revenue	1,551	1,235
Capital Works	8,064	8,955
Contributed Assets	0	0

Programme >> Bulk Water Distribution		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	27	62
Operating Expense	1,703	1,854
Capital Revenue	0	0
Capital Works	526	477
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of planned major maintenance tasks on the Bulk Water system. <i>Comment&gt;&gt; 25% of planned major maintenance tasks are completed.</i>	01/07/16	30/06/17		25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Determine the location and functionality of a new water treatment plant for the city. <i>Comment&gt;&gt; A draft review has been completed and a preferred site has been identified for recommendation for a more detailed investigation to proceed.</i>	01/07/16	30/09/16		90%	
Amend the Bulk Water Model to incorporate council's water operations and water allocations regime. <i>Comment&gt;&gt; Review of the bulk water operations within the integrated bulk water model has been undertaken. The project is progressing as planned.</i>	01/07/16	31/03/17		5%	
Determine the cost estimate of a new water treatment plant for the city. <i>Comment&gt;&gt; A high level cost estimate has been completed and a detailed assessment will now be undertaken.</i>	01/07/16	31/12/16		40%	
Complete pump station and power supply land acquisitions for the Haughton Pipeline Duplication Project. <i>Comment&gt;&gt; Project is on track. Alignments are being finalised to establish easement and land acquisition requirements. Acquisition options are also being considered and landholders are being consulted.</i>	01/07/16	30/06/17		10%	
Engage Ergon Energy to provide power supply upgrade design documentation for the Haughton Pipeline Duplication Project. <i>Comment&gt;&gt; Ergon has submitted a scope statement and concept estimate to Council, providing a proposed design solution for the power supply upgrade. Aspects of the offer are currently being reviewed and clarified before Council submits an application to initiate the detail design and construction of the proposed power upgrade which is currently due in December. Therefore progress of this activity is in line with the current project delivery strategy.</i>	01/07/16	31/07/16		50%	
Complete cultural heritage and native title investigations for the Haughton Pipeline Duplication Project. <i>Comment&gt;&gt; Project is on track. Currently awaiting advice from Cultural Heritage Advisor in relation to applicable cultural and heritage matters, including Native Title.</i>	01/07/16	30/06/17		15%	

Programme >> CBD Utilities - Water		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	4	4
Capital Revenue	0	0
Capital Works	5,162	4,698
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero environmental incidents at the construction sites of the CBD Utilities Upgrade Project. <i>Comment&gt;&gt; There were zero environmental incidents at the construction site of the CBD Utilities Upgrade Project.</i>	0	0	0	0	
Zero 'lost time' injuries at the construction sites of the CBD Utilities Upgrade Project. <i>Comment&gt;&gt; There was zero lost time injuries at the construction sites of the CBD Utilities Upgrade Project.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works. <i>Comment&gt;&gt; Construction works on program to achieve 2016/17 budget objectives.</i>	01/07/16	30/06/17		30%	
Proactive and regular communication with stakeholders. <i>Comment&gt;&gt; Construction works on program to achieve 2016/17 budget objectives.</i>	01/07/16	30/06/17		25%	

### Programme >> TWW – Dams

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	20	14
Operating Expense	481	1,286
Capital Revenue	0	0
Capital Works	0	5
Contributed Assets	0	0

### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% conformance with Dam Safety Conditions Schedules for Ross and Paluma dams. <i>Comment&gt;&gt; Townsville Water achieved 100% compliance with Dam Safety Condition Schedules for Ross and Paluma Dams.</i>	100%	100%	100%	100%	
100% compliance with Interim Resource Operations Licences for taking water from Paluma-Crystal Water Supply Scheme and Ross River Water Supply Scheme. <i>Comment&gt;&gt; Townsville Water achieved 100% compliance with the Interim Resource Operations Licence for Ross Dam, Paluma Dam and Crystal Creek.</i>	100%	100%	100%	100%	


This programme has no reportable Milestones.



Programme >> TWW – Water Management & Support		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	888	1,032
Operating Expense	12,804	13,459
Capital Revenue	1,008	967
Capital Works	0	17
Contributed Assets	0	0

Programme Performance
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KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 100% compliance with routine, incident and management reporting requirements regarding water quality, throughout the year.  <i>Comment&gt;&gt; Townsville Water achieved 100% compliance with routine, incident and management reporting.</i>	100%	100%	100%	100%	
Achieve 90% customer satisfaction for water services fault management.  <i>Comment&gt;&gt; 92.23% of customers rated water services fault management as 'good' or 'excellent' for the first quarter.</i>	90%	92.23%	90%	92.23%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop the Water Demand Management Action Plan in accordance with the Townsville City Council Water Demand Management Strategy 2015 – 2025.  <i>Comment&gt;&gt; Potential initiatives have been identified and draft ranking methodology has been completed. Progressing as planned.</i>	01/07/16	30/06/17		25%	

Programme >> TWW – Water Treatment		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	4,014	1,764
Capital Revenue	0	0
Capital Works	233	336
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve a water quality index of 1 for Trility operations of the Douglas Water Treatment Plant.  <i>Comment&gt;&gt; Trility were slightly under the target of a water quality index of 1 at the Douglas Water Treatment Plant for July and September, however achieved the target in August.</i>	1	0.997	1	0.997	
100% compliance with drinking water quality requirements in accordance with Townsville Water's Drinking Water Quality Management Plan.  <i>Comment&gt;&gt; Townsville Water achieved 99.8% compliance with its drinking water quality requirements. This was due to an E.coli detection and a Trihalomethane (THM) detection at a sample point in the Townsville Water Supply Scheme. Extensive flushing was carried out on the day of the E.coli detection and chlorines were increased to the area in order to ensure adequate disinfection. Resampling occurred as soon as the E.coli detection was discovered and these resamples came back clear. The THM detection occurred as a result of the increased chlorine dosing in the area. The THM levels have since reduced to within the Australian Drinking Water Guideline limits</i>	100%	99.8%	100%	99.8%	
Achieve a water quality index of 1 for Trility operations of the Northern Water Treatment Plant.  <i>Comment&gt;&gt; Northern Water Treatment Plant had a water quality index of 1 for all months in the first quarter.</i>	1	1	1	1	

This programme has no reportable Milestones.

### Programme >> Water Preventative Maintenance

#### Programme Financial Summary >>

	Budget \$000	Actual \$000
Operating Revenue	0	0
Operating Expense	68	13
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance


This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Water Reticulation		
Programme Financial Summary >>		
	Budget \$000	Actual \$000
Operating Revenue	34,557	33,476
Operating Expense	2,939	3,152
Capital Revenue	543	268
Capital Works	2,144	3,421
Contributed Assets	0	0
Programme Performance		

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Install 100% of new water meters within 4 weeks of a compliant water meter application being received by Water Operations department.  <i>Comment&gt;&gt; Water operations achieved 100% compliance for the first quarter.</i>	100%	100%	100%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update WaterGems network model to align with growth model zones for automation where possible.  <i>Comment&gt;&gt; 2016 growth numbers have been identified and water network infrastructure has been updated. The project is progressing as planned.</i>	01/07/16	30/09/16		50%	
Completion of all water service renewals in allocated budget.  <i>Comment&gt;&gt; Contractors have commenced delivery of service replacement packages which should now allow the project to significantly progress.</i>	01/07/16	30/06/17		1%	
Complete construction of the Morey St water main replacement.  <i>Comment&gt;&gt; Construction of the Morey Street water main commenced middle of November and works are progressing well.</i>	01/07/16	30/06/17		20%	
Completion of all small diameter mains water service renewals in allocated budget.  <i>Comment&gt;&gt; Delivery contractors have been appointed with delivery works scheduled in October.</i>	01/07/16	30/06/17		1%	
Complete construction of the water main extension for the Jensen development, by the end of the financial year.  <i>Comment&gt;&gt; Design of the water main is now complete and tenders will be released by the end of October, to enable commencement of construction early in 2017.</i>	01/07/16	30/06/17		5%	
Complete construction of the Armstrong St and Queens Rd, Hermit Park water main replacement.  <i>Comment&gt;&gt; Due to tender prices exceeding budget, this project has been placed on hold.</i>	01/07/16	30/06/17		0%	



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