



Corporate Performance Report

Quarter 2
2016/17



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Introduction >>

I am pleased to present the 2016/17 Corporate Performance Report for Quarter 2. 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 2 of 2016/17:

- Completed Draft Waterfront Design Guideline, seeking feedback from stakeholders
- Cleveland Bay Purification Plant Capacity Upgrade Project progressing well
- Delivered public community and cultural events for the community
- Longboards Capital Works Program schedule for completion in April 2017
- Completed renewal of Castle Hill Public amenities sewerage system
- Completed installation of signage for the Townsville Boating Recreational Precinct
- Strong performance results for Strategic Planning with ongoing Townsville City Plan amendments ensuring the planning scheme remains up to date

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

A handwritten signature in black ink that reads 'Adele Young'.

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 25 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>> 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>> 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.



Core Services



Core Service >> Community and Culture

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,527	6,733
Operating Expense	31,719	31,400
Capital Revenue	2,050	2,238
Capital Works	2,354	1,813
Contributed Assets	0	0

Service >> Cemeteries

Programme	Status YTD	Current Period Comment
Cemeteries	●	Over the past quarter the 95% target for Interments processed within 5 working days and lodgements with Births, Deaths and Marriages within 7 days has been exceeded each month and is on track to achieve the targets for the year. Breakdown as follows – October 100%, November 100%, December 100%. Delay in processing one monument permit in December has affected the 95% target being met. Expected to still reach this target for the year. Breakdown as follows – October 95%, November 100%, December 80%.

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 action item from full council.

Service >> Community Support Program

Programme	Status YTD	Current Period Comment
Community Grants	●	KPI on target with next information session/s due to occur in February 2017. Development and implementation of a new grants model to be monitored and further explored under the new state structure.
Community Planning and Development Programs	●	Reconciliation Action Plan and Community Groups Built to Last project platforms of work for the Community Planning and Development Team are on track.
Community Recreation and Sport Programs	●	Both Active & Healthy workshops & Active & Healthy EDM tracking on target and quarterly milestones being achieved.
Business and Community Support – Community Development	●	The operational improvements for Pensioner Transport Subsidy Scheme (PTSS) have been completed. The larger-scale review to determine the future of the PTSS is nearing completion, awaiting final report. Due to the recent structural changes, the recommendations outlined in the report have been parked until further clarification is provided on the future direction of process mapping from a Council-wide perspective.

Service >> Events

Programme	Status YTD	Current Period Comment
Civic Reception Events	●	On target with 3 citizenships and 4 Civic receptions held throughout period
Performing Arts Hirers	●	Target achieved for both KPI's
Performing Arts Public Programs	●	Both KPI's achieved within target this period
Special Events	●	All events for the programme have been delivered during the 2016 year and targets met.

V8 Supercar In Kind	●	No update required for this quarter. Planning cycle and activities for 2017 Event will commence in New Year (3rd quarter update)
Business Support-Performing Arts, Events & Protocol	●	On target, although purchase orders could show improvement

Service >> Facilities		
Programme	Status YTD	Current Period Comment
Community Leased Facilities	●	Due to the recent structural changes, the functions of Lease management will continue to be assessed in order to maintain a consistent process for all stakeholders involved in Lease management.
Old Magistrates Court	●	Safety inspection conducted including meeting with tenant
School of Arts	●	Tenants meeting and quarterly inspections conducted
Townsville Entertainment & Convention Centre	●	Project is on target and major milestones have been achieved.
Reid Park Pit Complex	●	Achieved - all bookings were approved and met KPI

Service >> Galleries		
Programme	Status YTD	Current Period Comment
Gallery Collections Management	●	Currently working to complete the development and implementation of Collection Management programs by 30 June 2017. Delays encountered in 2nd quarter due to staff leave.
Gallery Creative Classrooms	●	Gallery Creative Classrooms has delivered 14 Art in a Suitcase programs to primary schools and 11 Art in Schools programs to secondary schools during this quarter. Overall Gallery Creative Classrooms is on target to meet KPIs of 50 programs in each area by 30 June 2017.
Gallery Creative Communities	●	Gallery Creative Communities programs are on target to meet KPIs by 30 June 2017. In second quarter planning was undertaken to develop activities for the Art After Dark program. These will begin to be delivered in January 2017. 117 arts and cultural activities have been delivered during this quarter.
Gallery Creative Spaces	●	Gallery Creative Spaces programs and activities are on target. 6 participative art programs for children and families have been delivered in this quarter at Carols by Candlelight and at Stable on the Strand. Artworks have been developed and placed in elevators in 4 locations - Northtown, Civic Theatre, Aquarius and Federation Place.
Gallery Exhibitions	●	Gallery Exhibitions on target. 22,124 visitors this quarter and 5 in-house major exhibitions, including Townsville Art Awards, SALT, Picturing Townsville, Emerging Artists TAFE Exhibition and Jordan Grant Free and Foreign Subjectivity.
Gallery Public Art	●	Gallery Public Art cataloguing 85% complete by 30 June 2017. Collaboration with IT to continue into 3rd quarter to complete cataloguing project. Staff currently working on Strand Ephemera so maintenance management plan target date has been extended to 30 June 2017.
Business Support-Galleries	●	There are currently 405 Friends of Galleries. Membership will be monitored over the next quarter and opportunities sought to increase membership. Friends of the Galleries volunteers have contributed 684 volunteer hours to 156 shifts of Gallery programs and activities during this quarter.

Service >> Libraries		
Programme	Status YTD	Current Period Comment
Corporate Research	●	In the second 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 3,638 (total sessions, searches and downloads), which was under our target of 4,869 by 25.3%. This was attributed to the time of year and staff leave.
Library Customer Experience	●	Programme is progressing well, with all targets met for this quarter.
Learning & Information Services	●	Programme progressing as planned.
Library Administration	●	Management plans and strategic plan are on hold pending new corporate plan.

Service >> Sport & Recreation		
Programme	Status YTD	Current Period Comment
Kalynda Chase Tennis Court	●	Visitor numbers being met. Management agreement under review with business case to be presented to council for TCC to take over management of the facility
Riverway Grounds Operations	●	Event target being met with high satisfaction rate
Townsville Stadium Operations	●	Significant event and visitor targets both being reached
Swimming Pools	●	All urgent requests being met in the prescribed timeline
Tony Ireland Stadium Operations	●	Significant event and visitor targets being achieved
Business Support-Sport Facilities	●	All external maintenance requests are being met within the timeframes set out

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	●	Everything is on target for this program.
Health Compliance	●	Continued outcome focus by working with owners to resolve the breaches identified has resulted in better outcomes and compliance for all parties, however, has resulted in KPI's not being met for resolution of complaints, although all other KPI's are being met.
Health Management	●	All KPIs for the program are tracking well and currently on target.
Parking Compliance	●	Officer errors being kept to a minimum and well under KPI. Correspondence being turned around within KPI Slightly below KPI due to staff absences and providing assistance to other units
Vector Control	●	No major rain events and minimal tidal activity up until November produced minimal mosquito activity. Large tidal events in November and December produced significant larval hatchings.
Counter Disaster Operations	●	Nil counter disaster operations conducted

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 for 2017 project status. 2016 Renewal Projects have been finalised. Food Licences, reminders and restorations have been completed. Animals SMS unregistered surveys completed by Customer Service Centre, with Property and Rating data cleansed ready for 2017.

Core Service >> Environment and Sustainability

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7	37
Operating Expense	2,864	2,857
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	●	Performance for program on target. Collaborative relationships maintained, major works at Rowes Bay scheduled for May \ June.
Environmental Education Awareness	●	<p>We have increased the amount of environmental educational activities we normally conduct throughout the year from 10 to 16 this year to cover the lack of community planting conducted.</p> <p>We have also replaced the community plantings with alternative events including giving away plants to the community to conduct their own water smart plantings.(NRM planting activities have been reduced because of the drought)</p> <p>We also supported an additional community environmental volunteer appreciation event, including Birdlife Australia, Conservation Volunteers, Workways, and Landcare.</p> <p>N.B. PGK0000001685 Host 8 community NRM activities throughout the year is on track (8 events held already this year) the figure in Target YTD of 16 is incorrect.</p>
Land Protection	●	On target with all the KPIs and milestones for land protection. Biosecurity Plan Development contract awarded and on track, Wild Dog Program under way and on target.
Natural Resources Management	●	<p>Continuing of giving away local native water sensitive plants to the community. From 31 July 2016 - December 2016 we have given away 2,363.</p> <p>Our response rate for community requests for on ground NRM within designated time frames remains very high.</p> <p>October 96.4% November 91.6% December 100%</p> <p>Weed Blitz are finished for 2016 and will start again early 2017. One was cancelled due to weather. Internal revegetation activities on hold due to the water restrictions.</p>

Environmental Management Operations	●	Monthly meetings were changed to every 2 months but now put on hold during Management Review, have not recommenced yet. 4 Major Internal Sustainability Initiatives Supported to reduce Council: energy consumption, GHG emissions and costs including in particular work in relation to Electricity Account Management
Bushfire Management	●	Bushfire Mitigation Program - Controlled Burning on Council land completed, 100% of normal Fire Breaks installed. External funding utilised to expand extent of Firebreaks to additional areas also 80% complete on top of usual firebreaks

Service >> Environmental & Sustainability Services		
Programme	Status YTD	Current Period Comment
Integrated Environmental & Sustainability Systems	●	Progress on the Integrated Environmental System continued throughout the quarter. A progress report was presented at the last quarterly coordination meeting in October.
Business Support-Integrated Sustainability Services	●	Program KPIs have progressed where possible to meet nominated targets during the reporting period as continuous business improvement strategies progress




Service >> Sustainability Services		
Programme	Status YTD	Current Period Comment
Sustainability Education Awareness	●	Program progressing well and on track to achieve targets
Carbon Cycle	●	Program progressing well working towards achieving targets
Catchment Management	●	All quarterly targets have been met. Some targets required adapting existing initiatives to capitalise on the current drought conditions.








Core Service >> Enabling Services

Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	142,118	142,650
Operating Expense	71,216	73,366
Capital Revenue	1,919	(108)
Capital Works	7,959	4,326
Contributed Assets	0	0

Service >> Asset Management-Enabling		
Programme	Status YTD	Current Period Comment
TWW Asset Management	●	Programme is tracking well to target.
Asset Management-Corporate	●	Implementation of the ISO55000 readiness plan is under way and will meet the nominated deadlines and satisfactory progress being made on the implementation of the General Portable and Attractive Items Internal Control.

Service >> Business Management		
Programme	Status YTD	Current Period Comment
TWW Technical & Engineering Services	●	Completion of project milestones, development of project briefs and delivery of lessons learned reports and safety audits are on track.
Business Support-Enabling	●	No high risk audit issues Customer survey delayed until February 2017.

Service >> Communication and Customer Relations		
Programme	Status YTD	Current Period Comment
Marketing & Communication		All KPIs have exceeded targets for the period with council communication channels providing a valuable source of information for the community.
Together Townsville		On target - 41 initiatives to date with 12 initiatives delivered this quarter. T150 Defence Force AirShow and Townsville Bulletin Sky Show; Heatley Family Movie Night as part of Mental Health Week – in-kind; Peggy Banfield Park Shade Shelter and BBQ and Picnic Area; MCTA safe flame candles sponsorship; Summer Reading Program; Cyclone Sunday; Cyclone Sunday In-kind media; Carols by Candlelight; Carols by Candlelight –In-Kind Media; Carols by Candlelight – In-kind Accom; T150 Time Capsule; New Year’s Eve Celebrations. Total funding to date: \$398,500 cash and \$246,929 in-kind
Customer Service		Customer Service has performed well in the first half of this financial year with all our KPIs achieving plan. Work continues with internal stakeholders to ensure delivery of customer service in line with community expectation for all assistance requests.

Service >> Financial Management		
Programme	Status YTD	Current Period Comment
Collections		For the purposes of this reporting the arrears percentages are calculated twice annually as a percentage of the total rates levied for each half year. The arrears are monitored weekly, however the overall outstanding amount for the half year are only able to be reported in quarter 1 and quarter 3. Formal recovery action is ongoing throughout the year to ensure the target will be met. Preparations remain in place to ensure the reminder notices are issued 14 days after the due date of the half yearly rate notices. Financial hardship cases continue to be assessed on a case by case basis.
Financial Reporting		* Financial Statement milestones completed on a timely basis for year-ended 30 June 2016. * October Soft close has been completed. * A review has been undertaken on the soft close control measure to ensure completeness and accuracy of information provided is achieved and to ensure the control is operating efficiently and effectively. A cash count and other internal control reviews will be completed in the next quarter in the lead up to internal audit. This will enable our 2 controls per 6 months to be tested and KPI achieved.
Joint Ventures		Monthly reports for the Townsville Entertainment & Convention Centre are not being received on a timely basis. Management 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		Project Brief has been accepted in the first week of January 2017 by a project manager from IT. Commencement date yet to be advised
Purchasing & Contracts		Projects under review in line with Nous recommendations.
Revenue Management		Process improvements continue to be identified and implemented in the areas of Billing, Customer Service and Administration and Credit Management and Recovery. Staff training and cross skilling continues across teams with secondment opportunities identified. Recruitment for a new trainee has been completed. Performance improvements in line with a one touch philosophy continue to be explored and implemented. Directive continues to be developed in conjunction with Townsville Water.
Stores & Materials Management		Projects under review in line with Nous recommendations.

Systems Administration	●	Project ledger will be implemented in the 2017/18 financial year. Communication with the business is underway.
Treasury Management	●	There have been no breaches with the Investment Policy during the quarter. Council's bank account has not been overdrawn at the end of the business day this quarter.
TWW – Business Management & Compliance	●	Auditing and reporting is on track. A high result of 100% customer satisfaction was achieved. A number of the financial planning activities will take place in alignment with the next budget review.
Tax Services	●	Tax lodgements for the quarter have been made by the due date.
Accounts Payable	●	An improvement in purchase order receipting time frames is enabling the accounts payable team to pay invoices within terms and is increasing the capacity of the account payable team to process an invoice on first touch. The business case for an invoice scanning solution is progressing.
Accounts Receivable	●	3,180 invoices issued with 183 paid outside 60 days.
Billing	●	Issue of rates notice for 2nd half of 2016/2017 - currently working towards the half yearly rate run - to be levied on 21/01/2017. Continue to expand electronic notice delivery services - no further progress until a decision is made as to whether the dump vouchers will be removed from the half yearly rate notices, however we have a meeting with Forms Express next week to discuss other options for notification - e.g.: SMS Improve electronic communication - continuing to use email when sending correspondence. Meeting with Formsport in late January to discuss electronic communication methods for customers. We are also exploring how to best store email addresses and how they can be used across council.
Budgets & Strategic Financial Planning	●	Work pertaining to council's 2017/18 long-term financial plan is not due to commence until April 2017. Due to outcomes/recommendations outlined in the Nous report, and the development of the 4 month revised budget, recommendations relating to financial performance reporting measures have been delayed to 30/06/2017.
Cash Management	●	Bank deposits have been reconciled to the bank account within the required timeframe. Bank reconciliations have mostly been completed as scheduled.





Service >> Governance	
Programme	Status YTD Current Period Comment
Councillors	● Minor delays experienced this quarter.
Governance	● Projects under review in line with Nous recommendations.
Internal Audit	● Plan is on target and was communicated to Audit Committee members on 12/12/16 (note 6th December meeting was cancelled)
Legal	● Projects under review in line with Nous recommendations.
Media	● Reactive and Positive media maintained at high levels throughout the quarter







Service >> Information Communication Technology	
Programme	Status YTD Current Period Comment
KM Service Transition	● Two of the four projects have been completed with another on target. The fourth project has slipped slightly in schedule due to a reassessment of priorities.
KM Infrastructure	● All programs are progressing as per target timelines.
KM Enterprise Resource Planning	● Projects are currently meeting expected timeframes.

Knowledge Management Office		This program of work has been impacted by the Management Review with initiatives on hold or under review,
KM Service Operations		KPI's all achieved, Milestones all on target
KM Service Strategy and Design		Those projects that are progressing are on target. A number of projects are under review to ensure alignment with Nous recommendations.

Service >>		People
Programme	Status YTD	Current Period Comment
Corporate Safety		The e-learn module for Risk Management Framework training is nearing completion with the final review of content and the addition of voice-overs outstanding. This module will be made available on learn connect to ensure staff who were unable to attend training sessions early this year are captured. 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 and our next two sessions are scheduled for 16th of March 2017 and 8th of June 2017.
Culture		Program under review in line with Nous recommendations.
Diversity		PGM0000001644 - Develop Gender Equity in Employment Strategy: Advised by previous Director to postpone program until new GM P&C available to provide strategic direction. PGM0000002004 – Conduct Reconciliation Week Employee Event – 30 June 2017. Change of event title/date to ensure Council's Reconciliation Action Plan (RAP) outcome is delivered.
Health & Wellbeing		Tender for new Employee Assistance Program contract has been finalised and will commence from 01/01/2017. Planning has commenced to undertake Staff Health and Wellbeing Questionnaire in 2017.
Information Systems		Replacement of the in-house Workers' Compensation service with a "cloud" based service has commenced and the existing version of the Figtree application service and database has been relocated to the NTT Data "cloud". During January and early February the system will be updated to the latest software version. Development of a NEW HR Dashboard, based on a new data warehouse tool set and presentation application has commenced in conjunction with IT Services.
People Services		Milestones not due until June/December.
Recognition & Reward		Long Service Award very successful.
Workers Compensation		Figtree Upgrade Project in progress with conversion from server to hosted environment completed on 12/12/2016 and version upgrade scheduled to go live in February 2017.
Workforce Planning		Projects under review to ensure alignment with Nous recommendations.
Building Employee Capabilities		KPI has been achieved and milestones are progressing well

Service >>		Buildings & Facilities Management
Programme	Status YTD	Current Period Comment
Emergent Buildings & Facilities		Not required until local disaster.
Galleries, Libraries & Theatres		The Design work for the Civic Theatre refurbishment has been awarded and work is currently underway.
Graffiti Management		A higher than normal occurrence has seen a larger than normal number of priority one removals occurring. Time frames are being achieved.

Hire-General Community		No update is required until Quarter 4
Precincts & Areas		Recommendations from the Realist Evaluation Report continue to be implemented in accordance with timeframes and budget.
Property & Facility Emergency		Targets have been achieved.
Public Amenities		100% has been achieved ensuring public amenities are fit for purpose and cleaned to Council standards.
Residency-Operational Buildings & Depots		Procurement of major infrastructure for the HVAC upgrade has been purchased and is due for delivery and installation by March 2017.
Restoration Buildings & Facilities		No action has been required to date. Will monitor as required.
SES Facilities		No update is required until Quarter 4
Sport & Recreational Facilities		All capital works projects are on schedule for delivery within the defined timeframes.
Tenancy-Childcare Services		No update is required until quarter 4
Tenancy-Commercial Enterprises		The Capital Works Program at Longboards is on schedule for completion in April 2017.
Tenancy-Community Group		Contract has been awarded for the roof upgrade and HVAC system at School of Arts and scheduled for completion May/June 2017.
Vacant Land & Miscellaneous		No milestones or KPIs for this programme to report on.
Business Support - Property Management		Key Performance Indicators and Milestones in the Business Support Programme are on target for completion within the defined timeframes.
Cemeteries Buildings		No update is required for this Key Performance Indicator until May 2017.

Service >> Fleet Management		
Programme	Status YTD	Current Period Comment
Heavy Fleet		97% of preventative schedule services has been completed within the required time.
Light Fleet		Responses within four (4) hours for light vehicles has been successfully achieved.
Minor Fleet		No minor plant jobs required rework in Quarter 2.
Fleet Operations Overheads		Resale value of disposed fleet has been greater than the listed residual value and the Capital Renewal Program is on track for completion by June 2017. Garbage trucks and street sweeper are lodged in Councils CES System as commitments.
Dry Plant Management Account		No update is required for this quarter
Wet Plant Management Account		No update required for this quarter

Core Service >> Public Infrastructure















Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,500	8,378
Operating Expense	68,006	65,735
Capital Revenue	9,248	19,804
Capital Works	36,033	30,933
Contributed Assets	4,000	0



Service >> Coastal Facilities		
Programme	Status YTD	Current Period Comment
Coastal Maintenance		Tide gate inspections were completed last quarter. Boat ramp inspections have all been completed to date. Last round of beach raking maintenance was completed before Christmas, December 2016.
Emergent Coastal Facilities		Only for emergent events
Restoration Coastal Facilities		Only after emergent events
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 emergent events
Investigations-Drains & Stormwater		The Investigations Drains and Stormwater program is on track.
Restoration Drains		Only after emergent events
Stormwater Drainage Maintenance		Capture of assets against the Work Order commenced last year 2016. Maintenance Management Plan is currently being developed.
Stormwater Drainage-Capital		The Stormwater Drainage Capital programme is on track to meet milestones.
Asset Planning - Stormwater Drainage		The program activities are proceeding as planned.

Service >> Open Space Management		
Programme	Status YTD	Current Period Comment
Emergent Open Spaces		Only during emergent events
Investigations Open Space		The Investigations Open Space program is on track.
Open Space Maintenance		All requests on target and compliant. Please see comments below.
Restoration Open Spaces		Only after emergent events
Open Space Management - Capital		As at the end of quarter two 43% of the Open Space Capital budget had been expended. The program is set to meet targets for all 2016/17 construction. Planning; consultations; investigations; ground-truthing and design of 2017/18 program has been delayed due to awaiting latest asset condition data requiring validation. This work will now be a focus for the remainder two quarters and should not adversely impact the 17/18 programme.
Waterfront Promenade Stage 1A		Design contract suspended until review of PDA master planning has been undertaken by independent consultant. Completion date is estimated only at this stage and will be updated in quarter 3.
Asset Planning Open Space Management		The program activities are proceeding as planned.

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)		Next RMPC Audit is due on 16 January 2017. Update will be provided next quarter. No updates this quarter.
Emergent Roads		Only during emergent events
Investigations-Roads & Transport		The Investigations Roads and Transport program is on track.
Off Street Parking		The last report for parking meter availability was received for November 2016, with 99.87% uptime availability achieved. This is a result of 0.13% downtime for the month. This is compliant with less than 10% downtime.
On Street Parking		The last report for parking meter availability was received for November 2016, with 99.87% uptime availability achieved. This is a result of 0.13% downtime for the month. This is compliant with less than 10% downtime.
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 program activities are progressing generally as planned. Scoping activities for the 2017/18 program are progressing, but with some delays which are expected to be gained back in the coming quarter.
Roads Maintenance		All on target except for pothole repairs due to the DeltaS intervention levels needing review and improvements to the current works management process to be implemented. DeltaS has been upgraded and further results will be provided next quarter
Street Sweeping		The regular street sweeping programme during quarter two has been impacted by a number of non-programmed sweeps and the availability of the sweepers due to mechanical problems. The street sweeping programme will be monitored during quarter three.
Dalrymple Road Bridge		The program remains on track to achieve the milestone.
North Shore Boulevard Duplication		The North Shore Boulevard Duplication projects 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		Project is on target to complete programmed works within time and allocated budget.
Amenity Maintenance		The bus shelter cleaning program is a reoccurring program. The program commenced last year with 74% of this program completed to date. 80% compliance with the completion of amenity maintenance this quarter.
Asset Planning - Roads & Transport		The program activities are progressing as planned.







Service >>		Public Infrastructure Management	
Programme	Status YTD	Current Period Comment	
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		Customer Satisfaction Survey from Customer Service was received for August 2016 on 19 October 2016 with a result of 90%. RMPC is 50%, Rural Roads is 80%, Tree Maintenance is 100%.	

Core Service >> Planning and Development


Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,758	3,533
Operating Expense	10,058	10,144
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0


Service >> Urban Planning/Built Environment

Programme	Status YTD	Current Period Comment
Development Assessment		Results of KPI's are showing a sound result. The Customer Satisfaction Survey parameters were changed for the 2016 survey year. Results were expected and mitigation work is being undertaken to improve the result.
Economic Development		All projects are compliant although the finalisation of the Townsville Pathfinders Project has been delayed. An Action Plan has been completed and the project report is scheduled for consideration in early 2017.
Hydraulics & Building Certification		On the whole we are tracking ok. We are working with the industry to try to resolve the concerns expressed to us about inspection time slot availability.
Strategic Planning		Ongoing Townsville 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 acquisition and disposal framework but not with the milestone regarding review of land holdings.
Business Support-Urban Planning/Built Environment		Results of KPIs are now reflecting the efforts made to streamline processes and focus on delivering a sound level of service.

Service >> Laboratory Services

Programme	Status YTD	Current Period Comment
TWW Laboratory Services		This programme is on track.

Service >> Trade Services

Programme	Status YTD	Current Period Comment
TWW – Trade Services		Instrument and mechanical preventative maintenance was lower than targeted for the quarter as a result of staff leave during November and December.

Core Service >> Solid Waste Management

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	16,306	17,407
Operating Expense	14,538	13,883
Capital Revenue	40	0
Capital Works	1,800	2,728
Contributed Assets	0	0

Service >> Solid Waste Business Management and Strategy		
Programme	Status YTD	Current Period Comment
TWW Waste Management & Support	●	Waste management and support activities are on track.

Service >> Solid Waste Collection and Recycling		
Programme	Status YTD	Current Period Comment
TWW – Waste & Recycling Collection	●	Customer service satisfaction with collection services was high during the second quarter. Changes to day of collection for kerbside bins will not occur until after a prerequisite change to landfill operations which is now planned for the 17/18 financial year.

Service >> Solid Waste Treatment and Disposal		
Programme	Status YTD	Current Period Comment
TWW – Resource Recovery & Waste Disposal	●	Customer satisfaction with disposal facilities is under the target. 100% of customers rated the facilities as satisfactory, good or excellent, however only 76.33% rated facilities as good or excellent. Capital projects for this programme are tracking well.

Core Service >> Wastewater Services

Core Service Financial Summary >>			
	Budget YTD	Actual YTD	
	\$000	\$000	
Operating Revenue	42,834	42,935	
Operating Expense	30,953	30,062	
Capital Revenue	3,260	6,377	
Capital Works	12,363	8,465	
Contributed Assets	0	0	

Service >> Wastewater Supply		
Programme	Status YTD	Current Period Comment
Wastewater Preventative Maintenance	●	This programme has no reportable KPIs and no reportable milestones.
TWW – Wastewater Treatment	●	The programme is mostly on track. The 80% design documentation for Cleveland Bay Purification Plant Capacity Upgrade project was delivered during the quarter, albeit 5 weeks behind schedule due to procurement delays. This has not however affected the time for commencement of construction of the upgrade. Licence negotiations with the Department of Environment and Heritage Protection for amendments to treatment plant licences are continuing following receipt of a request for information from the department.
TWW – Wastewater Management & Support	●	Customer satisfaction is on target. Some delays have been experienced with investigations into interconnectivity opportunities for sewer catchments; however the project is still expected to be completed by the targeted date.
TWW – Wastewater Collection	●	All capital projects are on track for completion by targeted completion dates.
TWW – Wastewater Source Management	●	The completion of the review of the commercial wastewater pricing strategy has been delayed. A draft pricing strategy has now been prepared for internal consultation.
CBD Utilities - Wastewater	●	Project is on target to complete programmed works within time and allocated budget.

Core Service >> Water Services

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	45,073	44,194
Operating Expense	46,498	43,402
Capital Revenue	3,103	2,546
Capital Works	17,736	18,243
Contributed Assets	0	0

Service >> Water Supply

Programme	Status YTD	Current Period Comment
Water Reticulation		Programme is mostly on track. The WaterGems network model and the completion of the small diameter mains water service are behind schedule due to changes to the city growth patterns as a result of the inclusion of the Rocky Springs development. Completion of water service renewals is slightly below target in December due to the disruptions of the Christmas break period.
Water Preventative Maintenance		This programme has no reportable KPIs and no reportable milestones.
TWW – Dams		Townsville Water achieved 100% compliance with Dam Safety Condition Schedules and the Interim Resource Operations Licence for the quarter.
TWW – Water Treatment		For the Townsville Water Supply Scheme, there were 2 E.coli detections and a chlorine exceedance identified in the Townsville Water Supply Scheme during the quarter. All necessary flushing and isolation, additional treatment, and resampling was undertaken in situ to ensure adequate disinfection and to maintain the quality of water provided to customers. For the Paluma Township Water Supply Scheme, a boil water alert is currently in place and investigations are ongoing to identify causes and rectification plans.
TWW – Water Management & Support		Customer service satisfaction targets were met for the quarter and all reporting requirements with regard to water quality were complied with.
CBD Utilities - Water		Project is on target to complete programmed works within time and allocated budget.
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 YTD \$000	Actual YTD \$000
Operating Revenue	273	300
Operating Expense	345	387
Capital Revenue	0	0
Capital Works	188	117
Contributed Assets	0	0


Programme >> Cemeteries

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	273	300
Operating Expense	345	387
Capital Revenue	0	0
Capital Works	188	117
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>> Over the past quarter the 95% target has been exceeded each month and is on track to achieve the target for the year. Breakdown as follows – October 100%, November 100%, December 100%.</i>	95%	100%	95%	96.5%	
95% of all interment documentation lodged with Births, Deaths and Marriages within 7 business days of interment date <i>Comment>> Over the past quarter the 95% target has been exceeded each month and is on track to achieve the target for the year. Breakdown as follows – October 100%, November 100%, December 100%.</i>	95%	100%	95%	98%	
95% of all monument permits received to be processed within 3 business days <i>Comment>> Delay in processing one monument permit in December has affected the 95% target being met. Expected to still reach this target for the year. Breakdown as follows – October 95%, November 100%, December 80%.</i>	95%	92%	95%	87%	
Zero defects on interments throughout the year. <i>Comment>> Zero defects on interments resulting in success for this KPI</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Commence the development of metrics for cemetery operations to measure performance <i>Comment>> Milestone is still progressing on track</i>	01/07/16	31/12/16		55%	

Service >> Community & Cultural Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5	95
Operating Expense	377	456
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Community Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5	95
Operating Expense	377	456
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>> All draft leases were created within 30 business days of receiving action item from full council.</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Service >> Community Support Program		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	50	94
Operating Expense	3,295	2,950
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business and Community Support – Community Development		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	2
Operating Expense	1,099	1,031
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>> The operational improvements for Pensioner Transport Subsidy Scheme (PTSS) have been completed. The larger-scale review to determine the future of the PTSS is nearing completion, awaiting final report.</i>	01/07/16	30/06/17		75%	
Implement the recommendations from the 2015/16 Business Process Mapping Project to support the development of section procedures <i>Comment>> Due to the recent structural changes, the recommendations outlined in the report have been parked until further clarification is provided on the future direction of process mapping from a Council-wide perspective.</i>	01/07/16	30/06/17		25%	

Programme >> Community Grants		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	50	84
Operating Expense	1,053	1,024
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>> No update required for this quarter</i>	.5	0	1	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>> Bench marking, literature review, concept elements identified and internal unit engagement has occurred. Project on hold due to organisational change. Moving forward, meeting has been arranged in the New Year with Councillor of the FAEG to identify other opportunities for potential inclusion in a future grants model.</i>	01/07/16	31/10/16		75%	

Programme >> Community Planning and Development Programs

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	3
Operating Expense	715	545
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>> Status as at end of September 2016 - 30 Deliverables have been given the status of 100%. This figure includes 100% completed achievements and current status of 100% for some milestones on ongoing deliverables. RAP Quarterly Report to Management completed for July to September 2016 quarter; December quarterly report will be presented to the February 2017 Community and Cultural Development Committee – delay due to priority workloads.</i>	1	0	2	.5	
5 Community Groups - Built to Last workshops delivered <i>Comment>> 3 workshops delivered within the quarter - Grants; Yarnin on Common Ground; and the annual Forum</i>	1.25	3	2.5	5	

This programme has no reportable Milestones.

Programme >> Community Recreation and Sport Programs

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	5
Operating Expense	427	349
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>> Workshop held in partnership with Cowboys High Performance Unit</i>	1	1	2	5	
Complete 12 Active Update e-newsletters per year <i>Comment>> Active Update sent out start of every month.</i>	3	3	6	6	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete 10yr Community Sport & Recreation Plan <i>Comment>> Sport & 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 YTD \$000	Actual YTD \$000
Operating Revenue	926	1,129
Operating Expense	5,734	5,662
Capital Revenue	0	0
Capital Works	0	30
Contributed Assets	0	0

Programme >> Business Support-Performing Arts, Events & Protocol

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	3,384	2,809
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>> 312 purchase orders raised 257 within target - 82%</i>	100%	82%	100%	83.14%	
Provide post show information to finance within 2 business days of an event <i>Comment>> 39 performances - 35 achieved target - 90%</i>	90%	90%	90%	70%	

This programme has no reportable Milestones.

Programme >> Civic Reception Events		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	59	43
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>> October, November, December</i>	3	3	6	6	
Deliver 12 civic receptions throughout the year <i>Comment>> 3 x October, 1 x December</i>	3	4	6	8	

This programme has no reportable Milestones.

Programme >> Performing Arts Hirers		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	603	761
Operating Expense	193	501
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>> 10 agreements requested and sent within 24hrs</i>	90%	100%	90%	100%	
Provide settlement information to the hirer within 10 business days 90% time <i>Comment>> 31 performances - achieved 30 within target 96%</i>	90%	96%	90%	87%	

This programme has no reportable Milestones.

Programme >> Performing Arts Public Programs		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	136	160
Operating Expense	213	243
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>> 1 report required, completed within 1 day</i>	90%	100%	90%	75%	
Conduct at least 4 Riverway sessions at Riverway Arts Centre <i>Comment>> Riverway session was held in October</i>	1	1	2	3	

This programme has no reportable Milestones.

Programme >> Special Events		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	188	208
Operating Expense	1,606	1,795
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>> All events were held as scheduled for the quarter</i>	5.25	6	10.5	12	
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>> All events were held as scheduled for the quarter</i>	3	4	6	7	

This programme has no reportable Milestones.

Programme >> V8 Supercar In Kind		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	279	271
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>> Completed as per scheduled 02/07/2016</i>	25/05/16	02/07/16	02/07/16	100%	

Service >> Facilities		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	86	123
Operating Expense	1,402	1,407
Capital Revenue	2,050	2,238
Capital Works	2,050	1,635
Contributed Assets	0	0

Programme >> Community Leased Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	64	95
Operating Expense	997	1,001
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>> This target continues to be met</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>> Due to the recent structural changes, the functions of Lease management will continue to be assessed in order to maintain a consistent process for all stakeholders involved in Lease management.</i>	30/06/16	30/06/17		25%	

Programme >> Old Magistrates Court		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	93	93
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>> Meeting held with tenants during inspections</i>	1	1	2	2	
Conduct quarterly safety inspection of the Old Magistrates Court building <i>Comment>> Inspection conducted</i>	1	1	2	2	

This programme has no reportable Milestones.

Programme >> Reid Park Pit Complex		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	22	28
Operating Expense	258	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
Ceremony payments to be received 14 days prior to event <i>Comment>> All bookings were approved and KPI was met</i>	90%	100%	90%	100%	

This programme has no reportable Milestones.

Programme >> School of Arts		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	54	54
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>> Meeting with tenants held November</i>	1	1	2	2	
Conduct quarterly safety inspection of the School of Arts building <i>Comment>> Quarterly inspections conducted</i>	1	1	2	2	

This programme has no reportable Milestones.

Programme >> Townsville Entertainment & Convention Centre		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	2,050	2,238
Capital Works	2,050	1,635
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>> Project is on target and major milestones have been achieved.</i>	100%	100%	100%	95%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Package 6 Plumbing Works by Nov 2016 <i>Comment>> Hot water tanks have been installed.</i>	01/07/16	30/11/16		95%	
Completion of Package 4 Fire Protection Services by Dec 2016 <i>Comment>> One penetration left to complete that is very challenging and will require up to 4 weeks to complete.</i>	01/07/16	30/12/16		85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Package 7 Electrical Works (Emergency and Exit Lighting) <i>Comment>> All electrical works have been completed and currently awaiting handover documentation.</i>	01/07/16	28/02/17		95%	
Completion of Package 8 (TECC Generator) by February 2017 <i>Comment>> Delays with defective carpet tiles, not yet resolved. Curtain winches also delayed due to structural certification and lack of as constructed information</i>	01/07/16	28/02/17		30%	
Completion of Package 9 (TECC General Works) by February 2017 <i>Comment>> Dishwasher works to be completed in January 2017.</i>	01/07/16	28/02/17		75%	
Certification by contractor on all Electrical & Fire system works <i>Comment>> No update required. Commencement scheduled January 2017.</i>	01/01/17	28/02/17		0%	

Service >> Galleries		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	143	103
Operating Expense	2,033	2,062
Capital Revenue	0	0
Capital Works	8	0
Contributed Assets	0	0

Programme >> Business Support-Galleries		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	13	21
Operating Expense	1,029	1,117
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
Maintain an holistic Friends of the Galleries membership program with 700 members <i>Comment>> 405 "Friends of the Galleries" members were current at the end of the second quarter</i>	700	405	700	411.5	
Maintain an holistic Friends of the Galleries volunteer program with 30 Volunteers <i>Comment>> In the 2nd quarter, 25 individual volunteers completed 156 shifts totalling 684 hours of service</i>	30	25	60	58	

This programme has no reportable Milestones.

Programme >> Gallery Collections Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	79	50
Capital Revenue	0	0
Capital Works	8	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>> Should be completed by end of 3rd quarter</i>	01/07/16	31/12/16		80%	
Development and implementation of a remedial Conservation Management Plan for the galleries art collections <i>Comment>> Monitoring progress for completion by 30 June 2017</i>	01/07/16	30/06/17		45%	

Programme >> Gallery Creative Classrooms		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2	27
Operating Expense	189	232
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>> 14 Art-In-A-Suitcase programs were delivered to 13 schools in the 2nd quarter.</i>	12.5	14	25	33	
Deliver 50 'Artist-In-Schools' programs to secondary schools in the Townsville region <i>Comment>> 11 Artist-In-Schools programs were delivered to 2 schools (Bohle and Heatley) in 2nd quarter</i>	12.5	11	25	20	

This programme has no reportable Milestones.

Programme >> Gallery Creative Communities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	15	8
Operating Expense	99	70
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>> Art After Dark will begin in January 2017. Planning was undertaken in quarter 2. No reporting required this quarter, however quarter 3 will provide update on this KPI</i>	1.5	0	3	0	
Develop 100 arts and cultural activities with individuals, groups, organisations and sub-cultures <i>Comment>> 117 arts and cultural activities were developed and delivered</i>	25	117	50	252	

This programme has no reportable Milestones.

Programme >> Gallery Creative Spaces		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5	10
Operating Expense	18	51
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>> Gallery Services delivered 6 programs at Carols by Candlelight and Stable on the Strand</i>	1	6	2	13	
Develop and deliver 8 instances of SHIFT: elevator art project <i>Comment>> Artwork installed in 4 locations - Northtown, Civic Theatre, Aquarius, Federation Place</i>	2	4	4	4	

This programme has no reportable Milestones.

Programme >> Gallery Exhibitions		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	108	35
Operating Expense	511	482
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>> 22,124 visitors to Gallery exhibitions and associated programs and activities</i>	25,000	22,124	50,000	46,650	
Develop and deliver 6 in-house curated exhibitions in Perc Tucker and Pinnacles galleries during the year <i>Comment>> 5 in-house major exhibitions curated during 2nd quarter includes, 61st Townsville Art Awards, SALT, Picturing Townsville, Jordan Grant Free and Foreign Subjectivity and Emerging jArtists from TAFE.</i>	1.5	5	3	14	

This programme has no reportable Milestones.

Programme >> Gallery Public Art		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	2
Operating Expense	107	59
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>> Collaboration with IT to continue into 3rd quarter</i>	25%	10%	50%	85%	

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>> Project extended to 30/6/2017.</i>	01/07/16	31/12/16		60%	

Service >> Libraries		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	253	449
Operating Expense	5,951	5,642
Capital Revenue	0	0
Capital Works	78	3
Contributed Assets	0	0

Programme >> Corporate Research		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	164	145
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>> In the second 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>> Usage by council staff of our key online information resources was 3,683 (total sessions, searches and downloads), which was under our target of 4869 by 25.3%.</i>	4,869	3,638	9,738	8,822	

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>> Further work has been undertaken and the project is on target for completion by 30/6/2017</i>	01/07/16	30/06/17		70%	

Programme >> Learning & Information Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	27	6
Operating Expense	1,239	247
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>> Met target on providing Children and Youth programs to the community</i>	300	351.5	600	587.5	
500 hours of adult lifelong learning programs delivered throughout the year <i>Comment>> Met target on providing adult lifelong learning programs</i>	125	162.25	250	330.75	
4 presentations on family history resources and services presented to Indigenous community organisations <i>Comment>> Met target on providing family history resources and services to Indigenous community organisations</i>	1	1	2	3	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement annual digitisation plan <i>Comment>> Priority areas have been identified. Work to continue in third quarter and completion of plan by 30 June 2017 is expected.</i>	01/07/16	30/06/17		50%	

Programme >> Library Administration

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	22	20
Operating Expense	4,434	4,894
Capital Revenue	0	0
Capital Works	78	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>> Deferred to 2017/18. Review will be undertaken to reflect a collaborative approach with galleries.</i>	01/07/16	30/06/17		0%	
Review and renew the Library Strategic Plan <i>Comment>> To be developed during 3rd and 4th quarter and completed by 30 June 2017</i>	01/07/16	30/06/17		0%	
Deliver a Digital Futures plan for library services <i>Comment>> Successfully delivered Digital Futures plan for library services</i>	01/07/16	30/06/17	30/11/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Upgrade of Library Management System <i>Comment>> Successfully implemented major upgrade of our Library Management System</i>	01/07/16	30/06/17	30/11/16	100%	

Programme >> Library Customer Experience		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	204	423
Operating Expense	114	357
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>> Met target in increasing the usage of library online collections</i>	16,645	19,547	33,290	38,056	
Customer satisfaction with all library services and programs is 95% <i>Comment>> The satisfaction % rate is based on new members who have joined the library</i>	95%	96.7%	95%	98.35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Library Membership Strategy <i>Comment>> Programme to commence in February</i>	06/02/17	28/04/17		0%	

Service >> Sport & Recreation		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	317	275
Operating Expense	5,426	5,429
Capital Revenue	0	0
Capital Works	30	23
Contributed Assets	0	0

Programme >> Business Support-Sport Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	706	813
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>> Achieved - Written responses now occurring</i>	100%	100%	100%	97.5%	

This programme has no reportable Milestones.

Programme >> Kalynda Chase Tennis Court

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	58	60
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>> Lower numbers than last quarter due to heat and holiday period</i>	6,000	8,250	12,000	17,750	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Facilities Management Agreement (MOU) documentation for the Kalynda Chase Tennis Court <i>Comment>> Management Agreement under review</i>	01/07/16	31/12/16		0%	

Programme >> Riverway Grounds Operations

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	254	208
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>> Satisfaction targets are being exceeded.</i>	90%	95%	90%	95%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Host 5 significant events at the Riverway Grounds during the year <i>Comment>> Riverway New Year's Eve Celebrations, Indian Festival, Pacific Festival</i>	1.25	3	2.5	5	

This programme has no reportable Milestones.

Programme >> Swimming Pools		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	122	109
Operating Expense	2,000	1,956
Capital Revenue	0	0
Capital Works	30	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>> All urgent requests met</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> Tony Ireland Stadium Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	110	71
Operating Expense	1,246	1,159
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>> Visitor numbers above target</i>	50,000	65,000	100,000	113,409	
Facilitate the use of the Tony Ireland Stadium for 8 significant events during the year <i>Comment>> Relay for Life and Sheffield Shield hosted</i>	2	2	4	5	

This programme has no reportable Milestones.

Programme >> Townsville Stadium Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	85	95
Operating Expense	1,161	1,232
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>> Multiple Townsville Fire, Gala Dinner Events in this period</i>	5	10	10	16	
150,000 visitors to the Townsville RSL Stadium during the year <i>Comment>> Above Target for this quarter</i>	37,500	41,200	75,000	76,244	

This programme has no reportable Milestones.

Core Service >> Community and Culture

Service >> Enforcement/Compliance

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,474	4,164
Operating Expense	7,156	7,405
Capital Revenue	0	0
Capital Works	0	4
Contributed Assets	0	0

Programme >> Animal Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,207	1,972
Operating Expense	1,061	1,171
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>> KPI met</i>	85%	97%	85%	93%	
85% of customer requests/complaints relating to Animal Management are resolved within determined timeframes <i>Comment>> 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>> KPI met</i>	21	11	42	17	
Average time taken to process permit applications is maintained at less than 28 days <i>Comment>> KPI met</i>	28	24	56	41	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver a "Pet Expo" 2017 event <i>Comment>> 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>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	14	17
Operating Expense	2,718	2,880
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 animal registration renewals and approvals distributed to customers <i>Comment>> No update required for this quarter</i>	01/03/17	14/06/17		0%	
Annual Environmental Health licences renewals distributed to customers <i>Comment>> No update required for this quarter</i>	01/02/17	15/04/17		0%	

Programme >> Counter Disaster Operations

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	10	34
Operating Expense	244	243
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>> KPI met</i>	85%	92%	85%	90%	
85% of customer requests/complaints relating to Development Compliance are resolved within determined timeframes <i>Comment>> 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%	73%	85%	67.5%	
Average time taken to process enquiries and appeals relating to Development Compliance is maintained at less than 28 business days <i>Comment>> KPI met</i>	28	2	56	8	

This programme has no reportable Milestones.

Programme >> Disaster Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	8	86
Operating Expense	610	574
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>> Exercise Dam You Huey conducted 26/10/16</i>	01/07/16	30/06/17	26/10/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Townsville Local Disaster Management Plans reviewed annually to meet external (State Government) audit requirements <i>Comment>> Plans approved at TLDMG Meeting held on 7/12/16</i>	01/07/16	30/11/16	07/12/16	100%	
Undertake exercise to test the Townsville Local Disaster Coordination Centre standard operating procedures <i>Comment>> Practice Setup of Facility conducted 15/12/16. Discussion exercise planned for early February 2017.</i>	01/07/16	19/12/16		50%	
Conduct annual Townsville Local Disaster Coordination Centre training program <i>Comment>> This program is complete and was successful.</i>	01/07/16	30/06/17	29/11/16	100%	
Conduct annual consultation program with Caravan Parks and Marinas <i>Comment>> Caravans Park and Marina owners contacted by phone to confirm facility details and wet season preparations. Details included in Evacuation Sub Plan.</i>	01/09/16	30/11/16	15/11/16	100%	

Programme >> Health Compliance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	23	24
Operating Expense	221	140
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>> KPI met</i>	90%	100%	90%	99.5%	
85% of complaints relating to overgrown property resolved within target <i>Comment>> KPI not met as resolution of complaints is heavily reliant on owners ability to clear or council contractor availability.</i>	85%	74%	85%	72.5%	
85% of customer enquiries and request relating to Health Compliance are responded to within determined timeframes <i>Comment>> KPI met</i>	85%	97%	85%	90.5%	
Average time taken to process enquiries and appeals relating to Health Compliance is maintained at less than 21 days <i>Comment>> KPI met</i>	21	10	42	33	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer enquiries and request relating to Health Compliance are resolved within determined timeframes <i>Comment>> KPI not met as resolution of complaints is heavily reliant on owners ability to clear or council contractor availability</i>	85%	69%	85%	68%	

This programme has no reportable Milestones.

Programme >> Health Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	485	549
Operating Expense	809	792
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>> 3 Electronic newsletters produced for October, November & December.</i>	3	3	6	6	
85% of monthly allocated food, public health and environmental inspections completed each month <i>Comment>> 283 Inspections were due and 257 inspections were completed. In Quarter 1 we over achieved and this resulted in the KPI being over 100% for that quarter and also this quarter.</i>	85%	90.8%	85%	101.4%	
100% of food, public health and environmental business license applications completed within legislative timeframes <i>Comment>> 100% of licence applications were completed within legislative timeframes for the quarter (55 received, 36 issued, 17 not due and 2 withdrawn)</i>	100%	100%	100%	98.5%	
Respond to 85% of customer enquiries regarding food safety, public health and environmental protection within response timeframes <i>Comment>> 90.5% of CRM's were responded to within timeframes - this does not include December as report due 10th January and staff on leave that provide statistics</i>	85%	90.5%	85%	75.75%	
Resolve 90% of customer enquiries regarding food safety, public health and environmental protection within resolution timeframes <i>Comment>> 95% of CRM's were responded to within timeframes - this does not include December as report due 10th January and staff on leave that provide statistics</i>	90%	95%	90%	91.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Environmental Health Disaster Plans reviewed and updated <i>Comment>> Additional Evacuation Centre came on board for Paluma, inspection carried out 29 November 2016.</i>	01/07/16	01/11/16	02/12/16	100%	
Environmental Health Pandemic Plan reviewed and updated <i>Comment>> Review completed</i>	01/07/16	01/03/17	01/02/16	100%	
Chair Environmental Health Working Group (Disaster) Meetings <i>Comment>> Two meetings held: Asbestos Working Group and Environmental Health Working Group</i>	01/07/16	01/12/16	10/11/16	100%	
Chair Two Shelter & Evacuation Centres Group Meetings <i>Comment>> Full Committee Meeting</i>	01/07/16	06/05/17	17/11/16	100%	
Conduct Food Inspections at Major Event (V8's) <i>Comment>> Completed</i>	01/07/16	12/07/16	12/07/16	100%	
Conduct Food Inspections at major event (Town Show) <i>Comment>> Completed</i>	01/07/16	07/07/16	07/07/16	100%	


Programme >> Parking Compliance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,719	1,476
Operating Expense	1,046	1,203
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>> KPI met</i>	5%	2.5%	5%	1.95%	
Average time taken to resolve parking related enquiries and appeals maintained at less than 10 days <i>Comment>> Correspondence being turned around within KPI</i>	10	3	20	6.5	
90% of abandoned vehicles reported to council are removed from the public place within 14 days <i>Comment>> Slightly below KPI due to staff absences and providing assistance to other units</i>	90%	74%	90%	80.5%	

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>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	8	8
Operating Expense	448	403
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>> 1,202 mosquito site surveys, 151 treatments, 40 treatment evaluations and 760.629 hectares treated during the period. This included two aerial treatments</i>	85%	97.97%	85%	97.23%	
3 adult mosquito surveillance trapping activities per month throughout the year <i>Comment>> Continued weekly regime except when seasonal work is required</i>	9	10	18	20	
Respond to 85% of customer enquiries/complaints regarding vector control within determined timeframes <i>Comment>> Steady numbers coming through each week. Respond when possible during higher work load</i>	85%	87.46%	85%	87.61%	
Resolve 85% of customer enquiries/complaints regarding vector control within determined timeframes <i>Comment>> Resolution is up this quarter. Good outcomes with most requests.</i>	85%	95.56%	85%	89.83%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual dengue mosquito surveillance program completed <i>Comment>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	4	21
Operating Expense	1,571	1,461
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Bushfire Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	14
Operating Expense	67	102
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>> Bushfire Season is finished and works completed until next fire season preparation commences in March 2017</i>	01/07/16	30/06/17		75%	
Partner with other organisations on bushfire management <i>Comment>> All existing partnerships with other organisations maintained, (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) and additionally a funding partnership was added with Local Government Subsidies and Grants Program application from Environmental Service staff successful in adding extent of FireBreak installations this season with extra \$20,000 from the State</i>	01/07/16	30/06/17	14/12/16	100%	
Bushfire Management Meetings (pre and post season) are reported to Local Disaster Management Group <i>Comment>> The post season Local Disaster Management Group meeting has not occurred yet</i>	01/07/16	30/06/17		50%	

Programme >> Coastal Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	216	29
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>> Successfully maintained 6 collaborative relationships with Reefcheck Australia regarding Water Quality & Coral Reefs on Magnetic Island & Middle Reef, Worksense & Breakthru regarding Coastal Esplanade ecological management and access improvement, Conservation Volunteers Australia regarding Coastal Revegetation, Department of Natural Resources & Mines regarding Marine Plant Management on Council/State Land, NQ Dry Tropics regarding Beach Scrub Project & 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>> Scheduled for May/June 2017</i>	07/03/17	30/06/17		0%	
Implement planned annual coastal management on ground works <i>Comment>> Implemented 50% of planned annual coastal management on ground works</i>	01/07/16	30/06/17		50%	

Programme >> Environmental Education Awareness		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	7
Operating Expense	127	101
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>> GNCU 11 September, Flec Day GBRMPA 13 October, NWW Open hoouse day 22 October, 11 September Sustainable House Day Weevil Talk, Ross River Clean Up 30 October, Cyclone Sunday 1 November, Recycling Week Pop Up Market 1 November, CUAD Annandale Weir 3 December</i>	2.5	9	5	16	●
Host 8 community NRM activities throughout the year <i>Comment>> Sustainable House Day Weevil talk, Booyeah Boys Vincent Project, GNCU Rowes Bay 11 September, Cathedral Daycare Worm Farm Set Up and Talk 30 October 16, GNCU NQ Dry Tropics 30 October Vickers Road Worm farm and planting 24 November, Volunteer Appreciation Event 15 December 2016</i>	8	7	16	8	●

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Provide Council support for the Townsville National Tree Day <i>Comment>> 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>> Program is tracking well. Program scheduled for 5th March and the site will be Apex Park from 8am to 10am to clean up along Ross River. Council are also providing support to individual community groups who are participating in their own clean up Australia Day.</i>	01/07/16	30/06/17	14/12/16	100%	●

Programme >> Environmental Management Operations

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	208	352
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>> 1. Supported Council Energy Consumption Reduction and GHG Emissions Reduction initiatives 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	1	2	5	●
Coordinate council's Integrated Energy and Carbon Management Leadership Group through monthly meetings <i>Comment>> 2 monthly meetings put on hold during Management Review</i>	3	1	6	3	●

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement planned annual sediment basins management Progress Councils Integrated Environmental Management System <i>Comment>> Milestone progressing well and on track. Various projects including Fairfield waters, Louisa Creek, Northshore, Reid Park and New Boat Ramp South Townsville involving weed control/management and litter control.</i>	01/07/16	30/06/17		25%	

Programme >> Land Protection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	205	145
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>> October to December 34 current PPMP</i>	30	34	60	73	
Participate in four pest management collaborations <i>Comment>> Baiting program with Dams & Catchment September - October, Feral Horse Investigations with Environmental Health, Pea Fowl control oak valley with landholder, Myna Bird Control Magnetic Island with QPWS, Vet, residents, businesses, varroa mite & Asian Honey Bee Training with Biosecurity Qld, annual baiting program with local land holders, siam weed control on Magnetic Island Ned Lee Creek with QPWS, Castle Hill Dog Trapping with local residents, Wild Dog Trapping at Wackett Street with air services and local residents, Air port wild dogs with spotless and defense, peacocks bluewater with reg services and local resident, Asian Honey Bee Hive Disrtruction North Ward Park with Biosecurity Qld, Feral Cat Control Magnetic Island with QPWS, Reg Services landfill</i>	1	13	2	18	
Conduct 12 inspections and control of Sagittaria in the Ross River <i>Comment>> Conducted every 2 weeks at the moment</i>	3	8	6	12	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Townsville Biosecurity Plan (previously Pest Management Plan) <i>Comment>> Hired consultant to develop the Biosecurity Plan starting early January 2017</i>	01/07/16	30/06/17		50%	
Plan and implement council's annual wild dog management program <i>Comment>> 14 November 2016 - 19 December 2016</i>	01/07/16	30/06/17		50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and report on opportunities to improve pest mapping and NRM technology integration <i>Comment>> Land protection officer now has smart phone technology in the field. New council mapping system replaced mosiac</i>	01/07/16	30/06/17		20%	
Establish a network of landholders and partner agencies to increase awareness and capacity for pest plant and animal management <i>Comment>> Increasing over time network including feral horse management regular meetings and increasing landholder involvement, Biosecurity Qld with Varroa Mite and Asian Honey Bee</i>	01/07/16	30/06/17		50%	
Complete Thunbergia (pest weed) Program on Magnetic Island <i>Comment>> The people who council are required to gain permission to enter their properties were difficult to get hold of and make contact in quarter 2 as they are not local. This is an ongoing issue, however the milestone is on track.</i>	01/07/16	30/06/17		85%	

Programme >> Natural Resources Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	748	732
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>> 92 Borrow Pits</i>	250	2,455	500	2,772	
Attend 8 weed blitzes per year <i>Comment>> Siam Weed Blitz November at Ned Lee Creek, September 2016 last one for 2016</i>	2	2	4	4	
Investigate and respond to 100% of community service requests for on ground Natural Resource Management within designated timeframes <i>Comment>> October 96.4%, November 91.6% and December 100%. 6 not completed in allocated time</i>	100%	96%	100%	79%	
Support two biosecurity operations throughout the year <i>Comment>> Siam Weed Helicopter Survey, Sagittaria Survey and Control, Aquatic Weed Harvester Ross River, Varroa Mite</i>	1	4	1	4	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Implement Landcare and community natural resource management initiatives through support and collaboration with community NRM Groups for 12 sites <i>Comment>> One Reef Workshop providing Council input to the project Conservation Volunteers Australia, Landcare Mundy Creek assistance in the removal of illegal dumped rubbish, Ross River Aitkenvale Tangarooa Blue and Reef Check, Douglas Bush Gardens CDTLI & Birdlife Townsville Installation of 2 own nesting boxes, Feral Cat Control Magnetic Island with QPWS and Regulatory Services</i>	12	5	24	15	
Conduct 25 Litter Pickups from natural areas throughout the year <i>Comment>> 33 litter collections conducted between September - December</i>	5	33	10	49	
Conduct 2 environmental educational training days with community groups and/or non-government organisations <i>Comment>> Asian Honey Bee and Varoa Mite Training Biosecurity Qld and toolbox, Machinery, Plant Id internal training with project booyeah</i>	1	2	1	2	
Attend and contribute to 4 council wide promotional activities (eg. FOGS, Career Expo) <i>Comment>> No council wide activities performed in this quarter due to this time of year being quieter for these types of events</i>	1	0	2	2	

This programme has no reportable Milestones.

Service >> Environmental & Sustainability Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	3
Operating Expense	572	636
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Integrated Sustainability Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	3
Operating Expense	471	506
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>> Target achieved during this reporting period</i>	85%	90%	85%	78%	
Operations and Support to develop 90% of quick add profiles and reference files for record keeping <i>Comment>> All existing quick add profiles have been updated. The Section determined before developing any new quick add profiles, a complete review of current Record Keeping Charter is required and has since commenced in addition to review of Functions & Activities in Enterprise Content Management (ECM) system</i>	22.5%	25%	45%	25%	
100% of all ISS portable and attractive items to be reviewed and entered into the CES system <i>Comment>> Portable and Attractive items review progress is on target</i>	25%	25%	50%	100%	
95% of all requisitions are raised before work is undertaken or goods received <i>Comment>> Part of continuous business improvement strategy to mentor staff on purchasing process</i>	95%	77%	95%	79%	

This programme has no reportable Milestones.



Programme >> Integrated Environmental & Sustainability Systems

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	101	130
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>> The last coordination meeting was held in October for the period July - September 2016</i>	1	1	2	2	
Collate quarterly environmental data reporting for the IEMS Coordination Meeting <i>Comment>> A quarterly report was presented at the October coordination meeting for the period July - September 2016</i>	1	1	2	2	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver the Annual Environmental Performance Report for TCC 2016 <i>Comment>> Compilation of the annual report via the IEMS quarterly reports continues and is on track for finalisation in March.</i>	20/04/16	31/03/17		25%	
Complete the Environmental Risk Survey and Gap Analysis Report <i>Comment>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	4	13
Operating Expense	722	760
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Carbon Cycle		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	12
Operating Expense	395	454
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
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 <i>Comment>> During this quarter the team has worked with a local company to install the final 2 Internet of Things gateways for use by the community</i>	1	2	2	4	
Facilitate ten community / industry capacity building workshops / activities for energy sustainability and resilience and climate change adaptation <i>Comment>> The team has contributed to the facilitation of multiple energy sustainability resilience activities this quarter through events such as Cyclone Sunday, environmental jobs capacity building, Festival of Ideas and the Eco Grand Challenge with Education Qld and James Cook University</i>	2.5	5	5	8	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Build and foster four energy related sustainability innovation partnerships. <i>Comment>> The team has developed a partnership with head of local science club programs to support the Rowes Bay Sensory network project as well as opportunities through the Renewable Energy Framework for energy efficiency innovation with Energy QLD and an engineering firm</i>	1	3	2	5	
Facilitate twenty community / industry based energy efficiency education activities. <i>Comment>> Activities undertaken during the quarter included activities with local and international coral reef experts, energy efficiency education sessions with school students throughout the school term</i>	5	7	10	11	
Develop / install two physical / digital learnscapes as part of Townsville CBD Smart Infrastructure and Sustainable Energy Framework linking with Waterfront Priority Development Area (PDA) and CBD Activation Strategy. <i>Comment>> During this quarter the team installed an augmented reality app at the EcoActive centre.</i>	1	1	1	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Rowes Bay Sensory Project Year 1. <i>Comment>> This project aims to involve Townsville students in learning about the local environment, collaborating with other students and mentors by building low cost sensor networks, and providing students with opportunities to create their own jobs in Townsville.</i>	01/07/16	30/06/17		5%	

Programme >> Catchment Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	1
Operating Expense	235	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
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>> In response to the drier conditions, some monitoring has been replaced by engagement activities, such as school visits, water quality sensor workshops and citizen activation sessions</i>	10	14	20	20	




KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 4 stormwater quality management training packages to industry <i>Comment>> Two Day Soil Erosion and Sediment Control Course was run in October and RUSMIG Stormwater Quality technical session was conducted in November</i>	1	2	2	2	
Maintain the Creek to Coral partnership through attendance at four collaboration workshops and partnerships meetings <i>Comment>> Meeting and phone conference with Department of Energy and Water Supply around water conservation, water restrictions and actions that can be taken</i>	1	1	2	3	
Deploy 10 low cost water quality monitoring and visualisation buoys to aid in assessment management of urban water bodies. <i>Comment>> Three sensor buoys have been deployed, two in Ross River and one in Fairfield Waters.</i>	2.5	5	5	5	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual update for the Reef Guardian Action Plan produced <i>Comment>> Plan has been updated and is ready for sign off by the appropriate authority within Council</i>	01/07/16	31/10/16	28/10/16	100%	
Develop a mobile reporting platform for reducing urban runoff through leak notifications and work flow management <i>Comment>> Platform is now fully functional is being trialled with trusted users</i>	01/07/16	30/06/17		80%	

Programme >> Sustainability Education Awareness		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	92	70
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>> Feature event being National Water Week Open Day, as well as school tours</i>	375	914	750	1,603	
Engage 25 schools and or community groups in environmental sustainability activities by 30 June 2017 <i>Comment>> School tours with a heavy focus on water conservation and water efficiency.</i>	6.25	8	12.5	18	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct four environmental sustainability key educational activities at the Rowes Bay Sustainability Centre by 30 June 2017 <i>Comment>> Key activity of National Water Week open day</i>	1	2	2	3	
Produce eight thematic communication materials and activities by 30 June 2017 <i>Comment>> Water billboards produced as part of national water week as well as energy thematic materials and introduction to thematic communication session provided to students</i>	2	3	4	5	
Support five education activities or events that utilise the Sustainability Learnscape without direct officer involvement (passive education) <i>Comment>> Supported Reef Guardian Councils workshop at the centre.</i>	1.25	1	2.5	2	

This programme has no reportable Milestones.

Core Service >> Enabling Services

Service >> Asset Management-Enabling

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	861	804
Operating Expense	1,112	747
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Asset Management-Corporate

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	399	399
Operating Expense	367	315
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>> Implementation of the ISO55000 readiness plan is underway and will meet the nominated deadlines.</i>	12.5%	12.5%	25%	37.5%	
Implementation and training - 50% of the whole of Council Lifecycle Asset Management Plan (LCCAMP) <i>Comment>> Progress has been made on the implementation and training of the Lifecycle Asset Management Plan.</i>	12.5%	12.5%	25%	37.5%	
Implementation and training - 50% of the Service Strategy Management Plan (SSMP) <i>Comment>> This forms part of project 3 of the Transformation projects which is being completed by the TCC Business Transformational Unit.</i>	12.5%	0%	25%	25%	
Prioritise and implement - 25% of the General Portable and Attractive Items (PAI) Strategies <i>Comment>> PAI strategies have been prioritised and satisfactory progress is being made on the implementation.</i>	6.25%	6.25%	12.5%	12.5%	
Establish 50% of TCC My Predictor Modelling <i>Comment>> Project on hold subject to review of Asset Management objectives and priorities.</i>	25%	0%	25%	0%	
Plan and Implement - 50% of General Portable and Attractive Items (PAI) Internal Control Assessment <i>Comment>> Satisfactory progress is being made on the implementation of the General Portable and Attractive Items Internal Control</i>	25%	25%	25%	25%	






KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete 50% - ISO55000 Internal Control Assessment <i>Comment>> 50% completion of the ISO55000 Internal Control Assessment.</i>	25%	25%	25%	25%	
Establish 25% - General Portable and Attractive Items (PAI) Barcoding Strategy <i>Comment>> As at 15 December 2016, 50% completion for the Portable and Attractive Items barcoding strategy has been implemented.</i>	12.5%	12.5%	12.5%	12.5%	
Implement 50% - Strategic Asset Management Plan <i>Comment>> 100% complete. No further update required.</i>	12.5%	25%	25%	50%	

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>> 10YR Cap Ex Divisional data has been gathered. 2017/18 Prioritisation and Optimisation process identified.</i>	01/07/16	30/06/17		60%	
Assess and deliver TCC Asset Management Performance Report 2015/16 <i>Comment>> 100% - KPI has been completed on 31 December 2016.</i>	01/07/16	31/12/16	31/12/16	100%	
Review and update Long Term Strategic Asset Management Strategy Plan for council reviewed and approved by EMT <i>Comment>> Completed</i>	01/07/15	30/06/16	30/06/16	100%	
Improve, test and implement IPO Prioritisation and Optimisation System <i>Comment>> Full Implementation into Production yet to be finalised in consultation with TCC IT Department and TechOne. Improvement requests with TechOne ongoing.</i>	01/07/16	30/06/17		80%	
Integrating Strategy of SSMP , LCCAMP, SWP, and LTFP <i>Comment>> The concept is understood however future implementation is awaiting outcome of TCC departmental structural review.</i>	01/07/16	30/06/17		20%	
Establish Asset Management System Specification and Capability <i>Comment>> The concept is understood however future implementation is awaiting outcome of TCC departmental structural review.</i>	01/07/16	30/06/17		20%	
Deliver Corporate Asset Management Training and Councillors Workshops <i>Comment>> 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>> Initial planning for transitioning Asset Management Group to Asset Management System Group is underway. Collaboration sought from AM and enablers across council.</i>	01/07/16	30/06/17		50%	

Programme >> TWW Asset Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	461	405
Operating Expense	744	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
<p>Complete evidence based renewal and upgrade of capital works plan by facilitating with water, wastewater and waste businesses.</p> <p><i>Comment>> Asset renewal listing was developed for the 2017/18 financial year to inform the renewal budget. Currently, justifications are being collated.</i></p>	01/07/16	28/02/17		75%	
<p>Complete 90% capitalisation of all the completed projects and perform revaluation without any non conformances.</p> <p><i>Comment>> Capitalisation has not commenced yet for the 2017/18 financial year. Currently, handover information is being collected and assets are being created before processing the capitalisation. Further improvements in relation to timely handover of project documents to facilitate capitalisation have been identified and are being implemented.</i></p>	01/07/16	30/04/17		25%	
<p>Implement second year of readiness plan for ISO55000 in accordance with Townsville Water and Waste asset management plans.</p> <p><i>Comment>> Further progress on the readiness plan for ISO55000 is dependent upon a review of roles and responsibilities of the Asset Management function combined with individual staff roles.</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>> 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 following implementation of improved proactive maintenance.</i></p>	01/07/16	30/06/17		40%	
<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>> Currently, risk scores and criticality ratings are being assessed at asset level for Mount St John Wastewater Treatment Plant and Water Pump Stations.</i></p>	01/07/16	30/06/17		35%	

Service >> Business Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	510	374
Operating Expense	1,616	1,689
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Enabling		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	591	693
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>> External Audit for 30 June 2016 complete. Zero high risk management report issues</i>	0	0	0	0	
85% internal customer satisfaction (Good + Excellent) with Finance <i>Comment>> Delay in the survey collection until February 2017</i>	85%	0%	85%	0%	

This programme has no reportable Milestones.

Programme >> TWW Technical & Engineering Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	510	367
Operating Expense	1,025	996
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>> Works are progressing well with 32 milestones completed in the second quarter, equating to 75% of milestones complete to date.</i>	01/07/16	30/06/17		75%	
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>> 5 out of 7 Project briefs required for the year are complete.</i>	01/07/16	30/06/17		71%	
Conduct a safety audit during the year for each Technical and Engineering project in the implementation or construction phase. <i>Comment>> 4 out of 9 safety audits are complete. Of the 5 remaining, 2 are planned for January, and 3 are awaiting commencement of construction on site.</i>	01/07/16	30/06/17		44%	
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion. <i>Comment>> All close out reports required to date are complete. At this stage, it is not expected that any further lessons learned reports will be required for the remainder of the financial year.</i>	01/07/16	30/06/17	10/01/17	100%	

Service >> Communication and Customer Relations

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,638	4,373
Operating Expense	4,784	4,953
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Customer Service

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,605	2,614
Operating Expense	2,777	3,041
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>> On target</i>	80%	89%	80%	86.5%	
Customer satisfaction with initial contact with council's Customer Service Centre <i>Comment>> On target</i>	92%	95%	92%	92.3%	
External customer satisfaction with recent service interaction <i>Comment>> On target</i>	80%	86%	80%	86.32%	
Response to e-requests and service request raised, within one business days <i>Comment>> On target</i>	80%	92.54%	80%	88.13%	
Outbound calls to customers who have defaulted or broken a rates payment arrangement made within agreed timeframe <i>Comment>> On target</i>	90%	99%	90%	94.64%	
Customer Requests completed on time <i>Comment>> Below target this month but have seen a steady improvement</i>	80%	78.92%	80%	69.89%	

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>> On hold until further notice</i>	01/07/14	30/12/16		0%	
Conduct investigation into inclusion of service point in mobile library <i>Comment>> 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>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	1,733	1,734
Operating Expense	1,730	1,730
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>> High usage in December largely attributed to What's on access for events and activities</i>	104,441	240,249	675,965	760,113	
Click to Chat take up increase by 5% across the entire year <i>Comment>> Continue to see increase in this contact medium in lieu of phone calls which is slowly declining</i>	255	470	2,067	3,585	
Achieve total of 110 Facebook interactions each month for Corp & Events <i>Comment>> Increase in Facebook interactions relating to water usage and restrictions in addition to general council enquiries</i>	110	413	660	1,572	
Achieve and maintain 5% average click through rate on Council EDMs <i>Comment>> Current performance exceeds industry benchmarks which is a positive indication of quality of publications</i>	5%	8.7%	5%	5.72%	
E-newsletter customer distribution master list growth <i>Comment>> Total list is 11,791 which is on track to reach the yearly growth target.</i>	500	886	1,000	11,951	

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>> Most activities continue to be delivered in line with agreed forecasts with some delays/postponements due to organisational priority changes.</i>	01/11/16	01/03/17		50%	
Conduct a review of the marketing communication theme structure and present recommendations to EMT. <i>Comment>> Project on hold subject to appointment of General Manager Community Engagement</i>	01/07/15	31/12/16		0%	

Programme >> Together Townsville

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	300	24
Operating Expense	277	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
Establish and maintain 48 Together Townsville initiatives throughout the year <i>Comment>> 41 initiatives delivered to date</i>	12	0	24	41	
Achieve 90% internal customer satisfaction with the Together Townsville program <i>Comment>> KPI is a manual KPI and will be reported in the fourth quarter</i>	0%	0%	0%	0%	
Achieve 90% external customer satisfaction with the Together Townsville program <i>Comment>> KPI is a manual KPI and will be reported in the fourth quarter</i>	0%	0%	0%	0%	
Completion of written agreements for 100% of the incoming Together Townsville sponsorships <i>Comment>> Ongoing - 4 contracts finalised in the quarter, i.e., Willows, SCA, Maidment and NAB</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>> Completed. Gift Giving Ceremony held on 8 December 2016 with 27 out of 29 recipients being in attendance. Additional gifts received after this event and therefore re-distributed as they were received. As of 6/1/2016 the Appeal has achieved enough financial donations to meet requirements, i.e., \$102,000 (\$66,128 cash, food \$6,341, gifts \$30,000)</i>	01/07/16	15/12/16		0%	
Update the Mayor's Christmas Tree Appeal Manual by 30/09/2016 <i>Comment>> Project currently on hold, to be reviewed this financial year.</i>	01/07/16	30/09/16		0%	
Develop a Together Townsville Guide to replace the Together Townsville Principles and Procedures document <i>Comment>> Project currently on hold, to be reviewed this financial year.</i>	01/10/16	30/06/17		0%	


Service >> Financial Management

Service Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	92,920	93,787
Operating Expense	12,795	12,857
Capital Revenue	0	0
Capital Works	5	0
Contributed Assets	0	0

Programme >> Accounts Payable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	408	408
Operating Expense	398	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
85% of supplier invoices are paid within payment terms. <i>Comment>> The second quarter result of 85.5% of invoices paid on time is above the set target of 85%. The year to date average of 88% remains above the target of 85% for the full year.</i>	85%	85.5%	85%	86.75%	
65% success rate in processing a suppliers invoice the 1st time. <i>Comment>> Second quarter result of 41% is an improvement on the 31% recorded in the prior quarter. Ongoing work with the business units should see further improvements in coming quarters.</i>	65%	41%	65%	36%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Business Case for Scanning Solution <i>Comment>> Just prior to Christmas, the current provider of Council's supply chain and financial information platforms proposed an alternative to the standard scanning solutions. The provider is presently analysing Council's data to prepare a report outlining possible efficiencies and expected cost. Report is expected by the middle of January 2017.</i>	01/06/16	28/02/17		35%	

Programme >> Accounts Receivable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	173	167
Operating Expense	155	180
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>> 3,180 invoices issued with 183 paid outside 60 days.</i>	90%	94.18%	90%	94.6%	

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>> Project Manager now appointed from IT. Target date to be advised.</i>	01/07/16	30/09/16		10%	
Introduce off-site issue of invoices and statements to commercial customers <i>Comment>> Project on hold. Discussions still occurring.</i>	01/07/16	30/06/17		0%	

Programme >> Billing		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	74,802	75,502
Operating Expense	2,451	2,484
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>> 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%	
Issue rates notices for 2nd half of 2016/17 <i>Comment>> Currently working towards the half yearly rate run - to be levied on 21/01/2017</i>	01/01/17	03/02/17		10%	
Continue to expand electronic notice delivery services and promote electronic delivery through various medium to encourage greater take up. <i>Comment>> No further progress until a decision is made as to whether the dump vouchers will be removed from the half yearly rate notices</i>	01/07/16	30/06/17		20%	
Improve electronic communication methods with customers <i>Comment>> Continuing to use email when sending correspondence. Meeting with Formsport in late January to discuss electronic communication methods for customers.</i>	01/07/16	30/06/17		25%	

Programme >> Budgets & Strategic Financial Planning		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	436	436
Operating Expense	431	462
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>> Review currently underway to inform the 2017/18 budget.</i>	01/04/17	30/06/17		0%	
Investigate and make recommendations with respect to finance performance reporting <i>Comment>> Project under review in line with Nous recommendations.</i>	01/08/16	31/12/16		0%	

Programme >> Cash Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	112	112
Operating Expense	115	86
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>> 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>> Bank reconciliations have been mostly completed as scheduled. The bank reconciliation for the Mayor's Christmas Tree Appeal for October 2016 was completed 2 days late due to staff leave.</i>	90%	90%	90%	95%	

This programme has no reportable Milestones.

Programme >> Collections		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,066	1,072
Operating Expense	673	695
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>> Preparations are in place to ensure the reminder letters are issued within 14 days of the due date of the next half yearly rate notices.</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>> No longer required as we do not differentiate between pensioners and normal rate payers. They all receive the same letter</i>	25%	0%	50%	0%	
Implement "one touch" strategies for management of rates arrears. <i>Comment>> Work processes continue to be reviewed and monitored and improvements identified and implemented</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>> Debt Recovery policy has now been reviewed and updated. An outbound call program to affected pensioners and ratepayers with arrears is ongoing.</i>	01/07/16	30/06/17		0%	

Programme >> Financial Reporting		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	596	596
Operating Expense	652	591
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 2 internal control reviews every 6 months <i>Comment>> A review has been completed over the soft close reporting packs. Further control testing including cash counts will be undertaken in the next quarter. This will enable our target of 2 per 6 months to be achieved.</i>	2	2	2	2	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Certification of audited financial statements <i>Comment>> Certified by CEO and Mayor on 14/10/16 and QAO on 24/10/16.</i>	01/07/16	14/10/16	14/10/16	100%	
Generation of council's financial statements from Word through CES Smart Publisher <i>Comment>> Project under review.</i>	01/01/17	30/04/17		0%	
Complete end of month soft close for council's financial statements for October <i>Comment>> October soft close completed as planned</i>	01/10/16	30/10/16	31/10/16	100%	
Complete end of month soft close for council's financial statements for February <i>Comment>> No update required for this quarter</i>	01/02/17	28/02/17		0%	
Complete end of month soft close for council's financial statements for May <i>Comment>> No update required for this quarter</i>	01/05/17	31/05/17		0%	
Implement paperless recording of asset change details <i>Comment>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	974	837
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>> Monthly reports for the Townsville Entertainment & 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. Management is following up the timeliness of the reports with the operator.</i>	100%	66%	100%	71.5%	

This programme has no reportable Milestones.

Programme >> Meter Reading		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	248	197
Operating Expense	245	246
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>> Project Brief has been accepted in the first week of January 2017 by a project manager from IT. Commencement date yet to be advised</i>	01/07/16	30/09/16		10%	

Programme >> Purchasing & Contracts		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	330	330
Operating Expense	344	559
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>> Publishing of contracts on track and no requirement to review at this stage</i>	100%	100%	100%	50%	
95% of Requisition to purchase orders process completed within 1 working day <i>Comment>> Purchase Order Processing report requires updating to current time. This task is currently being undertaken and once updated will be reviewed by Procurement</i>	95%	95%	95%	47.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Business Case for Electronic Tendering <i>Comment>> Specification is in the process of being developed ready to access the open market</i>	01/07/16	28/02/17		0%	
Develop Procurement Risk Management Tool <i>Comment>> Project on hold subject to appointment of Chief Procurement Officer.</i>	01/07/16	28/02/17		0%	
Develop and deliver contextual training for staff around procurement <i>Comment>> Project on hold subject to appointment of Chief Procurement Officer.</i>	01/07/16	30/11/16		0%	
Credit Card Project <i>Comment>> Ongoing following up on report to identify cards with minimal / no usage</i>	01/08/16	25/11/16		0%	

Programme >> Revenue Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	90	90
Operating Expense	88	254
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
Completion of recommendations for 2017/18 rates and charges <i>Comment>> No update at this time - due quarter 4</i>	01/03/17	30/06/17		0%	
Continue to identify and implement process improvement strategies to reduce processing times whilst maintaining service standards. <i>Comment>> Performance improvements in line with a one touch philosophy continue to be explored and implemented.</i>	01/07/16	30/06/17		0%	
Facilitate move towards provision of online customer service <i>Comment>> Project under review to align with Nous transformation projects.</i>	01/07/16	30/06/17		0%	
Develop strategy for management of community lease parcel rating <i>Comment>> Directive continues to be developed in conjunction with Townsville Water.</i>	01/07/16	30/06/17		0%	

Programme >> Stores & Materials Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	513	521
Operating Expense	562	678
Capital Revenue	0	0
Capital Works	5	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>> Report and KPI currently under review.</i>	95%	40%	95%	20%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify remote inventory/store locations <i>Comment>> Progressing with Townsville Water, Production testing of CES changes currently underway, stocktake late January, early February.</i>	01/07/16	30/06/17		0%	
Identify and put into place alternate supply chain arrangements for those inventory items that lend themselves to being Vendor Managed. <i>Comment>> Ongoing, on renewal of existing contracts all options are reviewed and discussed with key internal and external customers before implementation.</i>	01/07/16	30/06/17		0%	

Programme >> Systems Administration		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	134	134
Operating Expense	134	170
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 ledger for Core Financial and Enterprise Asset Management committals. <i>Comment>> Still under investigation</i>	01/01/16	31/03/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and develop a business case with respect to developing a project ledger. <i>Comment>> Project ledger has been approved for implementation in the 2017/18 FY,</i>	01/08/16	30/06/17		0%	

Programme >> Tax Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	41	1
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>> 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 YTD \$000	Actual YTD \$000
Operating Revenue	13,278	13,515
Operating Expense	4,222	3,931
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>> 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>> Council's bank accounts have not been overdrawn at the end of the business day this quarter.</i>	1	0	2	0	

This programme has no reportable Milestones.

Programme >> TWW – Business Management & Compliance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	735	707
Operating Expense	1,310	1,324
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>> 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>> 100% of customers rated the services of Business Management and Compliance as good or excellent during the quarter.</i>	90%	100%	90%	96%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete all scheduled internal audits for the year. <i>Comment>> All audits that were scheduled to occur during the second quarter were completed and audit reports were sent out, however exit meetings and finalisation for 5 of the audits will carry over into the third quarter.</i>	01/07/16	30/06/17		60%	
Develop Annual Performance Plans for Townsville Water and Townsville Waste Services for 2017/18. <i>Comment>> 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>> Data was analysed, finalised and submitted via the Statewide Water Information Management system at the end of September 2016 to meet legislative requirements. Publication of the data/report will occur during the third quarter.</i>	01/07/16	31/12/16		90%	
Complete a base price model for Townsville Water. <i>Comment>> 15% of a based price model for Townsville Water has been completed. Model is on track. Budgeting process has not started as yet.</i>	01/07/16	31/01/17		15%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Long Term Financial Plan for Townsville Water in coordination with Strategic Financial Planning, by the end of the financial year. <i>Comment>> No update to the Long Term Financial Plan was undertaken during the second quarter. An update will occur when the next budget review is carried out.</i>	01/07/16	30/06/17		0%	
Complete a base price model for Townsville Waste. <i>Comment>> 5% of a based price model for Townsville Waste has been completed. Model is still in the building stage.</i>	01/07/16	31/01/17		5%	
Update the Long Term Financial Plan for Townsville Waste in coordination with Strategic Financial Planning, by the end of the financial year. <i>Comment>> No update to the Long Term Financial Plan was undertaken during the second quarter. An update will occur when the next budget review is carried out.</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>> In October, the Customer Service Standard Report Card for the first quarter of 2016/2017 was published.</i>	01/07/16	30/06/17		50%	
Complete all soft and hard financial close processes as required throughout the financial year. <i>Comment>> The first soft and hard soft close for this financial year was completed.</i>	01/07/16	30/06/17		33%	

Service >> Governance		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	644	646
Operating Expense	3,891	4,945
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Councillors		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7	1
Operating Expense	949	849
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 2 councillor information/training sessions per annum. <i>Comment>> Councillor training to be reviewed in Quarter 3.</i>	1	0	1	0	

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>> Annual Report was adopted and all reporting for Councillor expenditure was listed</i>	01/07/16	31/10/16	31/10/16	100%	
Implement changes to minute manager across the organisation. <i>Comment>> Testing of Minute Manager is due in April 2017</i>	01/07/16	30/06/17		0%	

Programme >> Governance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2	3
Operating Expense	1,884	3,089
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>> No Complaints for internal review for December - Complaints process is currently being reviewed</i>	100%	100%	100%	59.17%	
100% of RTI applications are processed within statutory timeframes <i>Comment>> No extension requests for December</i>	100%	100%	100%	83.33%	
80% of staff have completed the Fraud Awareness training by 30 June 2017 <i>Comment>> No training was conducted and this training is on hold</i>	0%	0%	0%	0%	
Complete quarterly Fraud Prevention Plan updates for EMT and Audit Committee per annum <i>Comment>> Fraud Prevention Plan reporting is under review to align with Nous transformation projects.</i>	2	0	4	1	
Complete quarterly Risk Management Performance reports for EMT and Audit Committee per annum <i>Comment>> Risk management reporting is under review to align with Nous transformation projects.</i>	2	0	4	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual Report adopted by council 30 November 2016 <i>Comment>> Annual Report was adopted by council within project delivery timeframes</i>	01/07/16	30/11/16	22/11/16	100%	
Quarterly Performance Report for Q1 2016/17 completed <i>Comment>> Q1 was adopted by council 22/11/2016</i>	01/10/16	30/11/16	12/11/16	100%	
Quarterly Performance Report for Q2 2016/17 completed <i>Comment>> Currently being prepared for council adoption in February</i>	01/01/17	28/02/17		70%	
Quarterly Performance Report for Q3 2016/17 completed <i>Comment>> Not due this quarter</i>	01/04/17	31/05/17		0%	
2017/18 Operational Plan developed and adopted by council <i>Comment>> Milestone to commence in February</i>	01/02/17	30/06/17		0%	
Community Report Card published to the community <i>Comment>> Community report card was published, YouTube videos are being finalised</i>	01/07/16	30/10/16	30/10/16	100%	
Quarterly Performance Report for Q4 2015/16 completed <i>Comment>> Report completed and adopted by council.</i>	01/07/16	30/08/16	23/08/16	100%	
Complete annual review of Corporate Plan by March 2017. <i>Comment>> Currently being reviewed and is aimed to be adopted by council at the January meeting</i>	01/12/16	30/03/17		0%	
Develop a Quarterly Progress Report for Projects to supplement the Operational Plan 2017/18 utilising the Corporate Performance Management system. <i>Comment>> On hold subject to review at governance functions in line with Nous recommendations.</i>	01/07/16	30/12/16		50%	
Develop a Legislative Compliance Framework <i>Comment>> On hold subject to review at governance functions in line with Nous recommendations.</i>	01/07/16	31/12/16		0%	
Review and update TCC Enterprise Wide Risk Management Framework <i>Comment>> On hold subject to review at governance functions in line with Nous recommendations.</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>> On hold subject to review at governance functions in line with Nous recommendations.</i>	01/07/16	29/07/16		90%	

Programme >> Internal Audit		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	163	161
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>> Programme currently on target</i>	25%	25%	50%	50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Present the Internal Audit Plan to Audit Committee Quarter 1 <i>Comment>> 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>> Progress against the plan was communicated to Audit Committee 12/12/16</i>	01/10/16	31/12/16	31/12/16	100%	
Present the Internal Audit Plan to Audit Committee Quarter 3 <i>Comment>> Not due this quarter</i>	01/01/17	31/03/17		0%	
Present the Internal Audit Plan to Audit Committee Quarter 4 <i>Comment>> Not due this quarter</i>	01/04/17	30/06/17		0%	

Programme >> Legal		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	635	642
Operating Expense	690	647
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>> Customer satisfaction surveys to be reviewed in Quarter 4.</i>	0%	0%	80%	0%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% internal customer satisfaction with Legal Services <i>Comment>> Customer satisfaction surveys to be reviewed in Quarter 4.</i>	0%	0%	85%	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>> Document has been developed</i>	01/07/16	30/09/16	21/09/16	100%	
Annual review of organisation wide legal requirements <i>Comment>> Completed</i>	01/07/16	31/10/16	07/09/16	100%	
Develop and implement an advice management process, standards and reporting <i>Comment>> Projects on hold subject to review of priorities in Quarter 3.</i>	01/07/16	31/03/17		50%	
Develop a legal service catalogue document <i>Comment>> Projects on hold subject to review of priorities in Quarter 3.</i>	01/07/16	30/09/16		75%	

Programme >> Media

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	205	200
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>> Reactive and Positive media maintained at high levels throughout the quarter</i>	90%	92%	90%	93.1%	

This programme has no reportable Milestones.

Service >> Information Communication Technology

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	11,520	11,521
Operating Expense	11,193	12,417
Capital Revenue	0	(1)
Capital Works	3,413	1,439
Contributed Assets	0	0

Programme >> KM Enterprise Resource Planning		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	1
Capital Revenue	0	0
Capital Works	1,621	710
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>> Legacy upgrade in progress. Environments have been built. Some deployment issues still to be sorted. Expected go-live by middle of February.</i>	01/07/16	30/06/17		80%	
PRIMA Project Completion <i>Comment>> Gap analysis currently underway to confirm if any additional work needs to be undertaken to meet the current business requirements</i>	01/07/16	30/12/16		70%	

Programme >> KM Infrastructure		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	1,792	729
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Network Security Vulnerability and Penetration Testing remediation <i>Comment>> The desktop/laptop patching program is complete. The server patching is in progress. SEIM (Security Event Incident Management) contract has been awarded</i>	01/07/16	30/06/17		55%	
Office 365 Organisational Deployment as per the CCloud19 Strategy <i>Comment>> Evaluation of Service Provider to assist with migration to Office 365 is underway.</i>	01/07/16	30/06/17		35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Provision of Cloud Firewall Services implementation as part of Cloud19 Strategy <i>Comment>> Contract has been awarded and transition planning has commenced.</i>	01/07/16	30/06/17		50%	
Active Directory remediation phase 2c and 2d implementation <i>Comment>> The work remaining on this initiative has been absorbed into the ITSM Service Catalogue work</i>	01/07/16	30/06/17		50%	
Smart CCTV Infrastructure Design and Implementation <i>Comment>> Engaged an external consultant. ITS will test the market for a managed service arrangement.</i>	01/09/16	30/06/17		10%	
Managed Security Service Implementation as part of Cloud19 Strategy <i>Comment>> Contract has been awarded and transition planning has commenced.</i>	01/07/16	30/06/17		50%	
Managed Network Management Implementation as part of Cloud19 Strategy <i>Comment>> Contract has been awarded and transition planning has commenced.</i>	01/07/16	30/06/17		50%	
Telco Data and mobile exchange over implementation as part of Cloud19 Strategy <i>Comment>> Contract has been awarded and transition planning has commenced.</i>	01/07/16	30/06/17		50%	

Programme >> KM Service Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,749	3,673
Operating Expense	3,758	4,242
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>> Achieved, Monitoring through Property and Rating reporting</i>	99%	99.9%	99%	99.85%	
100% of Priority Planning Correspondence turned around within 3 hours <i>Comment>> Achieved.</i>	100%	100%	100%	99.5%	
95% of Name and Address Register exception report elements processed within 5 business days <i>Comment>> Achieved.</i>	95%	100%	95%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Classification Merge Project <i>Comment>> Mostly complete. Waiting on the ECM upgrade to version 4.03 which is due in February</i>	01/02/17	31/05/17		80%	
Mobile Device Management Implementation <i>Comment>> Completed the contract with the Managed Service Provider - ready for implementation</i>	01/09/17	30/12/17		35%	
Outsource Outgoing Mail Processing to Australia Post <i>Comment>> Proposal generated - on hold for review with new management team</i>	01/07/17	30/06/18		30%	
Undertake Annual ICT Asset Stocktake <i>Comment>> ICT Assets have been audited during the period with items verified and reconciled. Loss of Portable and Attractive items were reported to the 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 YTD \$000	Actual YTD \$000
Operating Revenue	607	607
Operating Expense	454	341
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>> Under review due to the pending implementation of the TechnologyOne CiAnywhere version. Please note: previous Progress % value was incorrect</i>	01/07/16	30/06/17		25%	
Cloud19 Strategy - Security Incident and Event Management (SIEM) Strategy <i>Comment>> Contract signed with the Service Provider. Moving into operational delivery phase</i>	01/07/16	31/03/17	23/12/16	100%	
Development of Strategic Recordkeeping Implementation Plan 2017-2020 <i>Comment>> On hold subject to review of systems and services in line with Nous recommendations.</i>	01/07/16	31/03/17		0%	
Development of CCTV Strategy <i>Comment>> On hold due to resource availability, timing and deliverable to be reviewed in Quarter 3.</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 Center as a Service (DCaaS) <i>Comment>> Business case is complete. Undertaking a market assessment for a business partner</i>	01/07/16	30/06/17		35%	
Digital Signatures Solution (SaaS or Cosign Upgrade) <i>Comment>> Progressing with assessing a SaaS replacement for the current on-premise solution</i>	01/07/16	30/06/17		50%	
Review of Spatial 3D Modelling and Visualisation Strategy <i>Comment>> Rescheduled due to higher priority work - completion will be by end of June</i>	01/07/16	31/03/17		0%	

Programme >> KM Service Transition		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,158	3,224
Operating Expense	2,871	3,952
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
Core Enterprise Suite Annual upgrade to include the AiCE replacement with IPO <i>Comment>> Core Enterprise Suite Upgrade has been successfully completed. The Asset Information Consolidation and Evaluation replacement with Investment Prioritisation Optimisation has been completed. Some issues with the product and cases have been raised with TechnologyOne.</i>	01/10/16	30/12/16	28/11/16	100%	
GIS viewer (Dekho) Replacement with GeoCortex <i>Comment>> GeoCortex has been implemented for internal business users. The system will be made available externally by the end of March 2017</i>	01/07/16	30/06/17		80%	
Aerial Photography and Light Detection and Ranging Capture to deliver the approved strategy <i>Comment>> Aerial Photography and LiDAR capture has been completed.</i>	04/07/16	23/12/16	23/12/16	100%	
Growth Model Development and migration to corporate tools <i>Comment>> Request for quotation for Townsville Growth Model Development has been undertaken. Vendor expected onsite middle of January to commence development.</i>	18/07/16	31/03/17		20%	

Programme >> Knowledge Management Office		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,006	4,017
Operating Expense	4,110	3,881
Capital Revenue	0	(1)
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>> 98% of finalised projects have been capitalised</i>	95%	98%	95%	96.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Business Process Improvement Framework <i>Comment>> Project on hold subject to review in line with Nours recommendations,</i>	01/07/14	30/06/17		70%	
Development of Knowledge Management Governance Framework <i>Comment>> Governance of ITS is currently being reviewed in light of the Organisational Management Review</i>	01/07/14	30/06/17		70%	
Review and approve a Knowledge Management renewed Asset Management Plan for all classes <i>Comment>> Approved by IT Management but no progress towards EMT approval.</i>	01/07/16	30/11/17		90%	
Implementation of the approved renewed AMP for all classes <i>Comment>> On hold due to renewed Asset Management Plan not having been approved</i>	01/12/15	30/06/17		0%	

Service >> People		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,692	5,019
Operating Expense	4,788	4,374
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Building Employee Capabilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,096	1,403
Operating Expense	1,114	902

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>> A target of 20% has been achieved for this quarter</i>	20%	20%	40%	40%	

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

Programme >> Corporate Safety

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	837	837
Operating Expense	837	751
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>> The first of our three Health and Safety Champion sessions were held on the 15th of September 2016 and our next two sessions are scheduled for 16th of March 2017 and 8th of June 2017.</i>	1	0	1	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement TCC Safety Risk Management Framework <i>Comment>> The e-learn module for Risk Management Framework training is nearing completion with the final review of content and the addition of voice-overs outstanding. This module will be made available on learn connect to ensure staff who were unable to attend training sessions early this year are captured. 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		90%	

Programme >> Culture		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1	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 YTD \$000	Actual YTD \$000
Operating Revenue	46	46
Operating Expense	43	54
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>> (Postponed) Employee Consultation and Engagement</i>	01/07/15	31/12/16		25%	
Conduct NAIDOC employee event <i>Comment>> PGM000002004 – Conduct Reconciliation Week Employee Event – 30 June 2017. Change of event title/date to ensure Council's Reconciliation Action Plan (RAP) outcome is delivered.</i>	01/07/16	30/06/17		10%	
Community Engagement - Careers in Council <i>Comment>> On-going distribution of apprenticeship, traineeship and cadet vacancy information to community (Indigenous, Disability, CALD) organisations and educational institutions.</i>	01/07/16	30/06/17		25%	
Develop Diversity in Employment Strategy <i>Comment>> Ongoing Employee Consultation and Engagement</i>	01/07/16	30/06/17		10%	

Programme >> Health & Wellbeing		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	356	374
Operating Expense	341	349
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>> We are progressing this activity and questionnaire has been developed. It will be distributed and activity completed by the milestone date.</i>	01/07/16	30/06/17		10%	
Implement new Employee Assistance Program contract <i>Comment>> Tender Awarded at Full Council 22/11/16 with contract commencement date 01/01/2017</i>	01/07/16	30/06/17	01/01/17	100%	

Programme >> Information Systems		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	122	122
Operating Expense	113	63
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>> Development of HR Dashboard commenced</i>	01/12/16	30/06/17		50%	

Programme >> People Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,547	1,547
Operating Expense	1,633	1,716
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>> Error Rate 0.0026% for October - December 2016 Quarter. Target Achieved.</i>	99%	99.99%	99%	99.95%	
90% recruitment campaigns completed within standard <i>Comment>> Campaigns completed within target for this quarter</i>	90%	91%	90%	91%	
85% of Position Descriptions evaluated in 27 working days <i>Comment>> Target has been achieved, progressing well.</i>	0%	80%	0%	152%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual remuneration increment audits conducted <i>Comment>> Not due until final quarter - Remuneration to manage.</i>	01/07/16	30/06/17		0%	
Certify new Enterprise Bargaining Agreement <i>Comment>> Pending finalisation of modernised award.</i>	01/07/16	31/12/17		0%	
Develop Remuneration Strategy <i>Comment>> Pending finalisation of modernised award and Enterprise Bargaining.</i>	01/07/16	31/12/17		0%	

Programme >> Recognition & Reward

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	32	32
Operating Expense	44	47
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>> Long Service Ceremony held 22/11/16</i>	01/07/16	31/12/16	09/01/17	100%	
Review Recognition and Reward program <i>Comment>> Not commenced, not due until December 2017.</i>	01/07/16	31/12/17		0%	

Programme >> Workers Compensation		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	657	657
Operating Expense	662	492
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>> 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>> In progress and on target to be achieved</i>	01/07/16	30/06/17		50%	

Programme >> Workforce Planning		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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>> Project on hold subject to review in line with Nous recommendations.</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>> Project on hold subject to review in line with Nous recommendations.</i>	13/09/16	14/11/16		40%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Labour Supply Planning to identify critical workforce resourcing gaps (1-3 year) <i>Comment>> Project on hold subject to review in line with Nous recommendations.</i>	13/09/16	14/11/16		40%	
Approval of Strategic Workforce Plan by EMT <i>Comment>> Project on hold subject to review in line with Nous recommendations.</i>	15/11/16	20/01/17		20%	
Strategic Workforce Planning Modelling <i>Comment>> Project on hold subject to review in line with Nous recommendations.</i>	01/07/16	30/06/17		20%	

Core Service >> Enabling Services

Service >> Buildings & Facilities Management

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	12,583	12,650
Operating Expense	17,185	17,193
Capital Revenue	1,919	(162)
Capital Works	3,147	2,031
Contributed Assets	0	0

Programme >> Business Support - Property Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	12,541	12,544
Operating Expense	6,451	7,354
Capital Revenue	0	0
Capital Works	20	8
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>> Service contracts have been reviewed and developed this quarter. Contracts up for renewal have been identified and development to commence mid January.</i>	25%	25%	50%	50%	
80% of all service level agreements finalised for Property Management owned facilities/buildings <i>Comment>> Further development of the service catalogues will recommence after the review.</i>	20%	20%	40%	40%	
80% internal customer satisfaction with Property Management services <i>Comment>> No update required until quarter 3</i>	0%	0%	0%	0%	
60% of Facility Work Orders (Priority 1-4) completed within the defined timeframes <i>Comment>> 84% completion rate for priority 1-4 Work Orders within defined timeframes.</i>	60%	84%	60%	72%	
90% of relevant Property Management owned sites integrated with the BMS System <i>Comment>> 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>> Security access and key audits are near completion and procurement documentation for the security upgrades to community centres and Reid Park Pitt Complex is due to close 25 January 2017.</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>> 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>> 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>> Draft is currently underway for Asset Management Plan number one.</i>	01/07/16	30/06/17		15%	
Annual review and update of the whole of Property Risk Assessment <i>Comment>> Review of the Risk Assessment is near finalisation.</i>	01/09/16	30/11/16		90%	
Annual review of Property Management Business Continuity Plan <i>Comment>> No update required until quarter 4</i>	01/04/17	30/06/17		0%	
Reduction in reactive maintenance through improved maintenance planning <i>Comment>> The reduction of reactive maintenance is monitored and processes continue to be refined.</i>	01/07/16	30/06/17		65%	
Development of a whole of council key access system <i>Comment>> Discussions have commenced with Information Technology Services</i>	01/01/17	30/06/17		15%	
Complete and install all approved signage for the Townsville Boating Recreational Precinct <i>Comment>> All approved signage has been installed.</i>	01/07/16	30/12/17	06/01/17	100%	
Conduct a Risk Assessment of 143 Walker Street to determine security building requirements. <i>Comment>> Risk Assessment is scheduled for completion in February 2017</i>	01/11/16	30/11/16		50%	
Draft Scope, prepare Quotations and Install Card Access to Council Community Centres <i>Comment>> Quotations have been received and currently reviewing connectivity options.</i>	01/11/16	30/04/17		60%	

Programme >> Cemeteries Buildings		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	13	17
Capital Revenue	0	0
Capital Works	3	2
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>> No update required until Quarter 4</i>					

This programme has no reportable Milestones.

Programme >> Emergent Buildings & Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,684	1,356
Capital Revenue	0	0
Capital Works	312	233
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>> The final revised budget figure for these works is under final review.</i>	0%	0%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> 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>> 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>> The Design works have been awarded and work is currently underway.</i>	01/11/16	30/03/17	06/01/17	100%	

Programme >> Graffiti Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	74	50
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>> A large number of priority 1 graffiti removals have occurred this quarter however timeframes for meeting these priorities is being met</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>> Procedures have been implemented and Milestone achieved.</i>	01/07/16	31/01/17	10/01/17	100%	

Programme >> Hire-General Community		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	477	425
Capital Revenue	0	0
Capital Works	114	28
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>> No update required for this quarter</i>	0%	0%	0%	0%	

This programme has no reportable Milestones.

Programme >> Precincts & Areas		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	996	1,097
Capital Revenue	0	(58)
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 <i>Comment>> CCTV training packages have been delivered. The additional operator has been engaged.</i>	17.5%	17.5%	35%	35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake CCTV Operator Training to be run in conjunction with Queensland Police Service <i>Comment>> Package has been developed and rescheduled for March 2017.</i>	01/03/17	31/03/17		50%	
Installation of automated alarm triggering technology for Northern Beaches Leisure Centre <i>Comment>> Commencement scheduled for April 2017.</i>	01/04/17	31/05/17		0%	

Programme >> Property & Facility Emergency		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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	90%	90%	90%	90%	
<i>Comment>> Target has been achieved.</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	06/12/16	100%	
<i>Comment>> Annual Property Management Emergency Response Plan has been reviewed and updated as required.</i>					

Programme >> Public Amenities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	661	558
Capital Revenue	0	0
Capital Works	10	69
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%	85%	85%	92.5%	
<i>Comment>> '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>> 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>> Procurement documentation has been completed for the design and contractor has been appointed</i>	01/07/16	31/12/16	09/01/17	100%	
Upgrade sewer drainage to the Alma Bay Toilet Block <i>Comment>> Scheduled to be completed in March 2017</i>	01/01/17	30/04/17		0%	
Renewal of Castle Hill Public Amenities sewerage system <i>Comment>> The renewal of the Castle Hill public amenities facilities has been completed on schedule.</i>	01/01/17	30/04/17	06/01/17	100%	

Programme >> Residency-Operational Buildings & Depots

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	61
Operating Expense	3,242	2,956
Capital Revenue	1,919	0
Capital Works	1,893	1,215
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>> 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>> Procurement of major infrastructure has been purchased and due for delivery and installation in March 2017.</i>	100%	80%	100%	85%	
85% internal customer satisfaction with all refurbishments and upgrades <i>Comment>> 90% customer satisfaction for refurbishments and upgrades.</i>	85%	90%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> No update required for this quarter</i>	0%	0%	0%	0%	
100% Completion of Design for the Local Disaster Coordination Centre <i>Comment>> Detailed design completed and under review. Preparation of contract documentation underway.</i>	100%	65%	100%	77.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of a new Chiller system for 143 Walker Street <i>Comment>> This has been ordered and delivery is scheduled for January 2017.</i>	01/07/16	30/06/17		80%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion and certification of all Fire System upgrades for 143 Walker Street <i>Comment>> On target for a final completion in June 2017.</i>	01/07/16	30/06/17		30%	
Purchase, installation and operational testing on a new generator for 143 Walker Street <i>Comment>> No update - 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>> No update - project has been deferred</i>	01/07/16	30/11/16		0%	
Commencement of Construction for Local Disaster Coordination Centre <i>Comment>> Revised delivery program. Commencement of construction onsite scheduled for May 2017</i>	01/12/16	30/06/17		30%	

Programme >> Restoration Buildings & Facilities

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	74	52
Capital Revenue	0	0
Capital Works	0	1
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>> No update required for this quarter</i>	0%	0%	0%	0%	


This programme has no reportable Milestones.

Programme >> Sport & Recreational Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	42	45
Operating Expense	2,403	2,307
Capital Revenue	0	(46)
Capital Works	518	288
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>> No update required for this quarter</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>> 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>> On schedule with a completion timeframe of March 2017</i>	01/09/16	30/03/17		75%	
Upgrade of four (4) sight screens for Tony Ireland Stadium grounds <i>Comment>> These works have been completed.</i>	01/07/16	31/12/16	22/12/16	100%	
Complete RFQ and appoint contractor for installation of a Bird Prevention program for Tony Ireland Stadium grandstand <i>Comment>> The Bird Prevention Program for Tony Ireland Stadium has been implemented. Works 100% complete.</i>	01/07/16	30/11/16	29/11/16	100%	
Install additional lighting on Tony Ireland Stadium grandstand looking out to grounds <i>Comment>> Project has been placed on hold. No further action.</i>	01/09/16	28/02/17		0%	
Renew heat pumps at Long Tan Pool <i>Comment>> Design stage has been completed and works schedule for completion in February 2017.</i>	01/07/16	28/02/17		50%	
Undertake chemical sealing of Riverway lagoons main balance tank <i>Comment>> 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>> Project has been completed before defined timeframe.</i>	01/01/17	30/06/17	20/12/16	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete new deck and shade structure to former water cascade area <i>Comment>> Procurement documentation has been completed and contractor has been engaged. On target for completion within timeframe.</i>	01/03/17	30/06/17		25%	


Programme >> Tenancy-Childcare Services

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	234	217
Capital Revenue	0	0
Capital Works	43	28
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>> 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>> No update required for this quarter</i>	01/01/17	31/03/17		0%	

Programme >> Tenancy-Commercial Enterprises

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	339	341
Capital Revenue	0	0
Capital Works	31	16
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>> On schedule to start 3 February 2017</i>	0	0	0	0	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> No update required for this quarter</i>	0%	0%	0%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rehabilitation of Longboard's deck and substructure <i>Comment>> On schedule for completion in April 2017.</i>	01/01/17	30/04/17		30%	
Upgrade of Longboard's internal Air-conditioning, Roof and Shade Sails <i>Comment>> On schedule for completion in April 2017.</i>	01/01/17	30/04/17		30%	

Programme >> Tenancy-Community Group		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	449	331
Capital Revenue	0	(58)
Capital Works	130	144
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>> No update required for this quarter</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>> Original application has been approved however amendments (scope changes) have required the need for a secondary approval. This is scheduled to be completed by 9 January 2017.</i>	01/07/16	31/12/16		95%	
Completion of roof upgrade including compliance for School of Arts <i>Comment>> Contract has been awarded and scheduled for completion May/June 2017.</i>	01/01/17	30/06/17		40%	
Installation of upgraded/new HVAC system for School of Arts offices and function rooms <i>Comment>> Contract has been awarded and scheduled for completion May/June 2017.</i>	01/01/17	30/06/17		40%	

Programme >> Vacant Land & Miscellaneous		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	87	128
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 >> Business Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	510	374
Operating Expense	1,616	1,689
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Business Support-Enabling		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	591	693
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>> External Audit for 30 June 2016 complete. Zero high risk management report issues</i>	0	0	0	0	
85% internal customer satisfaction (Good + Excellent) with Finance <i>Comment>> Delay in the survey collection until February 2017</i>	85%	0%	85%	0%	

This programme has no reportable Milestones.

Programme >> TWW Technical & Engineering Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	510	367
Operating Expense	1,025	996
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>> Works are progressing well with 32 milestones completed in the second quarter, equating to 75% of milestones complete to date.</i>	01/07/16	30/06/17		75%	
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>> 5 out of 7 Project briefs required for the year are complete.</i>	01/07/16	30/06/17		71%	
Conduct a safety audit during the year for each Technical and Engineering project in the implementation or construction phase. <i>Comment>> 4 out of 9 safety audits are complete. Of the 5 remaining, 2 are planned for January, and 3 are awaiting commencement of construction on site.</i>	01/07/16	30/06/17		44%	
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion. <i>Comment>> All close out reports required to date are complete. At this stage, it is not expected that any further lessons learned reports will be required for the remainder of the financial year.</i>	01/07/16	30/06/17	10/01/17	100%	

Service >> Fleet Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10,332	9,889
Operating Expense	10,086	10,328
Capital Revenue	0	55
Capital Works	1,167	839
Contributed Assets	0	0

Programme >> Dry Plant Management Account		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	400	376
Operating Expense	411	495
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>> No update required for this quarter</i>	\$0	\$0	\$0	\$0	

This programme has no reportable Milestones.

Programme >> Fleet Operations Overheads		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10	1
Operating Expense	2,028	2,265
Capital Revenue	0	0
Capital Works	0	208
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>> Resale value of disposed fleet has been greater than the listed residual value.</i>	0	0	0	0	
100% fleet planned projects completed within agreed timelines each quarter. <i>Comment>> The Capital Renewal Program is on track for completion by June 2017. Garbage trucks and street sweeper are lodged in Councils CES System as commitments.</i>	25%	25%	50%	46%	
90% internal customer satisfaction with Fleet Services. <i>Comment>> Customer Satisfaction feedback has met the 90% requirement for Fleet Services</i>	90%	90%	90%	93.5%	

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>> Renewal memos have been sent to end user departments for review and approval.</i>	01/07/16	31/12/16		80%	

Programme >> Heavy Fleet		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,525	4,551
Operating Expense	3,618	3,635
Capital Revenue	0	79
Capital Works	608	330
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>> There was two jobs located on Magnetic Island and therefore exceeded the four (4) hours response time.</i>	100%	96%	100%	98%	
Less than 5% of heavy plant jobs performed through the Fleet Workshop to be reworked <i>Comment>> No heavy plant jobs required rework in Quarter 2.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for heavy fleet assets completed within one month of falling due. <i>Comment>> 97% of preventative schedule services have been completed within the required time.</i>	100%	97%	100%	98.5%	

This programme has no reportable Milestones.

Programme >> Light Fleet		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,091	3,094
Operating Expense	1,980	2,012
Capital Revenue	0	(24)
Capital Works	473	159
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>> No light plant jobs required rework in Quarter 2.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for light fleet assets completed within one month of falling due. <i>Comment>> 95% of the preventative scheduled services for light fleet assets were completed within one month of falling due.</i>	100%	95%	100%	96.5%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Fleet Workshops to respond to 100% of all breakdowns of Light Fleet within four business hours <i>Comment>> Responses within four (4) hours for light vehicles has been successfully achieved.</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> Minor Fleet		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	533	517
Operating Expense	370	262
Capital Revenue	0	1
Capital Works	85	133
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>> No minor plant jobs required rework in Quarter 2.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for minor fleet assets completed within one month of falling due <i>Comment>> 88% of preventative scheduled services for minor fleet assets were able to be completed within one month of falling due.</i>	100%	88%	100%	90.5%	

This programme has no reportable Milestones.

Programme >> Wet Plant Management Account		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,773	1,352
Operating Expense	1,679	1,658
Capital Revenue	0	0
Capital Works	0	8
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Cost recovery for wet plant is +/- \$200k as at 30 June 2017 <i>Comment>> No update required for this quarter</i>	\$0	\$0	\$0	\$0	

This programme has no reportable Milestones.

Core Service >> Public Infrastructure

Service >> Coastal Facilities

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	655	541
Capital Revenue	0	0
Capital Works	2,794	2,912
Contributed Assets	0	0

Programme >> Coastal Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	654	526
Capital Revenue	0	0
Capital Works	37	2
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>> 100% completed during last inspection program</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>> Raking of The Strand, Pallarenda and Rowes Bay beaches is a continual scheduled maintenance, with the last round completed before Christmas 2016</i>	75%	75%	75%	87.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual provision of Stinger Nets for swimming enclosures <i>Comment>> 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>> 100% of tide gate inspections were complete last quarter</i>	01/11/16	01/02/17	03/01/17	100%	

Programme >> Emergent Coastal Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1	15
Capital Revenue	0	0
Capital Works	2,757	2,910
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>> Works have progressed extremely well. Pavement is in and asphaltting will occur in the coming weeks.</i>	01/07/16	30/06/17		45%	


Service >> Drain & Stormwater Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	75
Operating Expense	6,118	5,676
Capital Revenue	1,500	2,733
Capital Works	1,913	2,202
Contributed Assets	1,500	0

Programme >> Asset Planning - Stormwater Drainage		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	47
Operating Expense	471	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
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>> Aitkenvale scheme area completed. Kelso area is progressing and evacuation modelling has commenced.</i>	12.5%	25%	25%	50%	
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>> Modelling framework nearing completion following delay from the Australian Rainfall and Runoff data release.</i>	2.5%	2.5%	5%	5.5%	

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>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Revise the Stormwater 10 year renewal program budgets <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Stormwater Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies progressing.</i>	01/07/16	30/06/17		20%	
Regional Stormwater Treatment Strategy - Progress implementation to update the development manual and create a monitoring program. <i>Comment>> Report on the strategy has been approved by council. Project brief on implementation is being developed.</i>	01/07/16	30/06/17		40%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete scheduled underground network condition assessments <i>Comment>> Crews are tracking on target.</i>	01/07/16	30/06/17		50%	

Programme >> Emergent Drains		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	221	193
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>> 94% of drains and stormwater investigation tasks were completed within allocated timeframes.</i>	90%	94.79%	90%	96.07%	

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>> Work continuing on 21/22 financial year project implementation. On track to meet milestone.</i>	01/07/16	30/06/17		60%	

Programme >> Restoration Drains		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	28
Operating Expense	5,399	5,080
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>> Assets in the system are being placed against the Work Order</i>	80%	80%	80%	80%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Flood pump inspection program completed <i>Comment>> 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>> Information being developed through the Maintenance Management Plan</i>	01/11/16	01/02/17		55%	

Programme >> Stormwater Drainage-Capital		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	26	27
Capital Revenue	1,500	2,733
Capital Works	1,913	2,202
Contributed Assets	1,500	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>> On target, all approved projects programmed to occur.</i>	01/07/16	30/06/17		50%	●
80% of the 2016/17 Stormwater Drainage capital works program designs completed. <i>Comment>> One project remains outstanding and will be completed prior to project commencement. The delay in designs has not adversely affected the delivery of the 16/17 programme.</i>	01/07/16	30/09/16	31/12/16	100%	●
90% of the 17/18 Stormwater Drainage capital program scopes documented and approved <i>Comment>> Project briefs have been completed on three of the four projects listed for 17/18 prior to target. Final project is waiting on scope changes to complete brief.</i>	01/07/16	27/01/17	31/12/16	100%	●
10 year Stormwater Drainage Capital Plan updated <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	●
75% of the 2017/18 Stormwater Drainage capital program designs complete <i>Comment>> 80 % of the 17/18 stormwater drainage capital program has been completed.</i>	01/07/16	30/06/17	31/12/16	100%	●

Service >> Open Space Management

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	37	1,075
Operating Expense	17,651	17,593
Capital Revenue	2,014	3,131
Capital Works	6,852	7,264
Contributed Assets	0	0

Programme >> Asset Planning Open Space Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	318	160
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>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Revise Open Space 10 year renewal program budgets <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Open Space Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies are being implemented as planned.</i>	01/07/16	30/06/17		50%	

Programme >> Emergent Open Spaces		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	298	263
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>> 94% of open space investigation tasks were completed within allocated timeframes.</i>	90%	97.79%	90%	97.57%	

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>> Work continuing on the 21/22 project documentation. On track to meet milestone.</i>	01/07/16	30/06/17		70%	

Programme >> Open Space Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	37	237
Operating Expense	17,010	17,142
Capital Revenue	0	(364)
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>> 100% compliance with water quality testing for the Strand Water Park</i>	95%	100%	95%	100%	
60% implementation of new scheduled works management system within open space <i>Comment>> 70% of scheduled works management in CES System for POSM</i>	60%	75%	60%	72.5%	
Develop 60% of catalogue of plant species at council's Botanical Gardens <i>Comment>> 15% completed to date</i>	15%	15%	30%	30%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct coconut tree denutting on the Strand three times throughout the year <i>Comment>> Coconut de-nutting commenced along The Strand during the week of 12 December 2016</i>	01/07/15	30/06/17		66%	
Commence the development metrics for open space operations <i>Comment>> Program has started. Civil side was undertaken first under Maintenance Management Program and now Parks and Open Space has commenced. This has pushed the program milestone out a little but still progressing.</i>	01/07/16	31/12/16		60%	
Playground inspection programme completed <i>Comment>> Program on track and progressing well. This is a continual round of inspections.</i>	01/11/16	01/02/17		60%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop new contract for open space and handover to replace existing <i>Comment>> 45% development of new open space contract completed</i>	01/07/16	30/06/17		45%	

Programme >> Open Space Management - Capital

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	838
Operating Expense	25	27
Capital Revenue	2,014	3,495
Capital Works	5,852	6,628
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>> Construction has progressed well and is on track to meet set targets for 2016/17.</i>	01/07/16	30/06/17		50%	
80% of the 2016/17 Open Space capital works program designs completed. <i>Comment>> Progress has been delayed and currently the designs for Open Space Capital Program for 16/17 are at 55% completion. It is expected that by the end of January a target of 60% will be achieved. Current progress not delivery 2016/17 construction.</i>	01/07/16	30/09/16		55%	
Update the 10 year Open Space Capital Plan <i>Comment>> Open Space 10 Year Capital Plan has been updated and submitted.</i>	01/07/16	31/12/16	11/01/17	100%	
90% of the 17/18 Open Space capital program scopes documented and approved <i>Comment>> Progress has been delayed pending investigations and confirmation of asset renewal data. It is planned to commence investigations and ground-truthing of the data by the end of January 2017.</i>	01/07/16	27/01/17		5%	
75% of the 2017/18 Open space capital program designs complete <i>Comment>> 2017/18 projects are yet to be scoped, reliant on investigations and ground-truthing activities. Design activities will commence as scopes are confirmed</i>	01/07/16	30/06/17		2%	

Programme >> Restoration Open Spaces		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	1,000	637
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>> Program has been suspended until review of PDA master planning. Update expected in quarter 3.</i>	01/07/16	31/12/16		65%	

Service >> Public Infrastructure Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,930	3,481
Operating Expense	12,423	12,260
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Engineering Services Operational Support		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	789	733
Operating Expense	4,239	4,670
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>> The Project Management Group has reviewed the audit report.</i>	01/07/16	30/06/17		10%	

Programme >> Maintenance Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,141	2,748
Operating Expense	8,183	7,590
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>> Customer Satisfaction Survey from Customer Service was received for August 2016 on 19 October 2016 with a result of 90%.</i>	85%	90%	85%	95%	

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>> RMPC is 50%, Rural Roads is 80%, Tree Maintenance is 100%</i>	01/07/15	30/06/17		50%	

Service >> Roads & Transport Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,532	3,740
Operating Expense	31,160	29,664
Capital Revenue	5,734	13,941
Capital Works	24,473	18,553
Contributed Assets	2,500	0

Programme >> Amenity Maintenance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	18
Operating Expense	3,575	3,673
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>> 80% compliance with the completion of amenity maintenance this quarter.</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>> The program has recommenced with 74% of bus shelters completed to date during this program</i>	01/07/15	30/06/17		74%	

Programme >> Asset Planning - Roads & Transport		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	117	105
Operating Expense	575	405
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>> Progressing as planned.</i>	12.5%	12.5%	25%	22.5%	

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>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
National Super Tuesday Bike Count - Participation in count to assist with demand analysis and planning of bike networks. <i>Comment>> Complete</i>	01/07/16	31/12/16	30/11/16	100%	
Transport Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies progressing.</i>	01/07/16	30/06/17		20%	
Revise Transport 10 year renewal program budgets. <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Complete Pathway full network condition assessment. <i>Comment>> Data preparation completed. Request for Quotation to be called in January 2017.</i>	01/01/17	30/06/17		50%	
Complete off street carpark network condition assessment. <i>Comment>> Data preparation nearing completion.</i>	01/07/16	31/12/16		40%	
Traffic Generation - Undertake intersection counts to align with census data and assist in traffic model calibration. <i>Comment>> Data processing to be completed by March 2017. Project is progressing as planned.</i>	01/07/16	31/03/17		90%	

Programme >> CBD Utilities - Roads

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	255
Capital Works	1,510	896
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>> Updates are ongoing</i>	1.5	1.5	3	3	
Zero environmental incidents at the CBD Utilities Upgrade Project construction sites. <i>Comment>> Nil environmental incidents to date</i>	0	0	0	0	
Zero Lost Time Injuries at the CBD Utilities Upgrade Project construction sites. <i>Comment>> Nil lost time injuries to date</i>	0	0	0	0	

This programme has no reportable Milestones.

Programme >> Commercial Sales

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	6
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>> Dalrymple Road Bridges are due for off maintenance on the 27 January 2017.</i>	01/07/16	31/03/17		80%	

Programme >> Department Transport Main Roads (DTMR)		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	934	949
Operating Expense	840	1,089
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 <i>Comment>> Next RMPC Audit is due on 16 January 2017. No updates this quarter</i>	80%	0%	80%	39.8%	

This programme has no reportable Milestones.

Programme >> Emergent Roads		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	759	633
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>> 94% of roads and transport investigation tasks were completed within allocated timeframes.</i>	90%	94.79%	90%	96.07%	

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>> Work continuing on the 21/22 financial year project documentation. On track to meet milestone.</i>	01/07/16	30/06/17		60%	



Programme >> North Shore Boulevard Duplication

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	0
Capital Revenue	0	0
Capital Works	0	43
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>> 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>> Preliminary design is being reviewed to allow finalisation of design documentation in the coming months.</i>	01/07/16	30/09/16		80%	

Programme >> Off Street Parking

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	118	123
Operating Expense	139	114
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%	.13%	10%	.12%	
<i>Comment>> 0.13% downtime achieved for November 2016</i>					


This programme has no reportable Milestones.

Programme >> On Street Parking

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	886	882
Operating Expense	176	196
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%	0%	10%	.05%	
<i>Comment>> 0.13% downtime achieved for November 2016</i>					

This programme has no reportable Milestones.

Programme >> Restoration Roads

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$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 YTD \$000	Actual YTD \$000
Operating Revenue	2	72
Operating Expense	165	181
Capital Revenue	5,734	14,910
Capital Works	22,963	17,608
Contributed Assets	2,500	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>> 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>> 7% under target, excluding reseal works yet to be received from the late December period. The program is on target for completion in 2016/17 financial year</i>	01/07/16	31/12/16		73%	
90% of the approved 2016/17 Roads capital construction programs complete <i>Comment>> On target and progressing well.</i>	01/07/16	30/06/17		53%	
75% of the 2017/18 Roads capital program designs complete <i>Comment>> On target with 52% to be designed.</i>	01/07/16	30/06/17		48%	
90% of the 17/18 Roads capital program scopes documented and approved <i>Comment>> Design in progress from ground-truthing scoping, 13%. 22% of briefs have been approved. Additional projects being investigated through assets for Road Reconstruction program to meet budget value.</i>	01/07/16	27/01/17		22%	
10 year Roads and Transport Capital Plan updated <i>Comment>> Completed</i>	01/07/16	31/12/16	31/12/16	100%	

Programme >> Roads Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,474	1,591
Operating Expense	24,215	22,666
Capital Revenue	0	(1,224)
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>> 50% compliance with reactive pothole repair maintenance. Scheduled maintenance completed.</i>	80%	50%	80%	46.5%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 2% total downtime for council controlled traffic signals <i>Comment>> 0.01% downtime for traffic signals - 99.99% availability</i>	2%	.01%	4%	.04%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rural Road Grading Completed Schedule 1 <i>Comment>> Rural Road Grading cycle completed</i>	01/07/15	30/11/16	03/10/16	100%	
Rural Road Grading Completed Schedule 2 <i>Comment>> Commenced in October 2016</i>	01/07/15	30/06/17		30%	
QR Crossing Inspections Completed in accordance with the planned schedule (Signals & Linemarking) <i>Comment>> Inspections were completed last year during the last quarter, the next inspection schedule is due next quarter</i>	01/07/15	30/06/17		40%	

Programme >> Street Sweeping		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	716	709
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>> Non-programmed sweeps and mechanical issues have had an impact on quarter two's results.</i>	25%	32%	50%	57%	

This programme has no reportable Milestones.

Core Service >> Planning and Development

Service >> Urban Planning/Built Environment

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,758	3,533
Operating Expense	10,058	10,144
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0

Programme >> Business Support-Urban Planning/Built Environment

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	161	142
Operating Expense	1,060	1,033
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>> KPI target being met and maintained.</i>	90%	100%	90%	99.49%	
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>> Minor shortfall on target. Relates to a small number of lodgements.</i>	100%	98.36%	100%	98.68%	
95% of decision notices for Development Approvals made available on council's website within 5 business days of approval <i>Comment>> KPI target being met and maintained.</i>	95%	98.33%	95%	97.67%	
90% of publicly available planning and building documents are available for viewing within 5 business days of request <i>Comment>> KPI target being met and maintained.</i>	90%	99.33%	90%	98.32%	
90% of publicly available planning and building documents are available for purchase within 10 business days of request <i>Comment>> KPI target being met and maintained.</i>	90%	99%	90%	98.8%	
100% of Right to Information requests referred to Planning & Development Division will be actioned within agreed timeframes <i>Comment>> KPI target being met and maintained.</i>	100%	100%	100%	100%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of trusts and bonds are released to the applicant within 10 business days of complying with release requirements. <i>Comment>> Changes to processes has seen this KPI now meeting target.</i>	90%	80.82%	90%	90.41%	
95% of valid refund requests process within 2 working days through Business and Finance <i>Comment>> Improvement in result for this quarter. On track to meet KPI next quarter.</i>	95%	100%	95%	92%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Successful release of a customer engagement framework. <i>Comment>> Customer engagement strategy on hold.</i>	09/03/16	09/03/17		50%	

Programme >> Development Assessment					
Programme Financial Summary >>					
	Budget YTD \$000		Actual YTD \$000		
Operating Revenue	1,860		1,264		
Operating Expense	3,808		3,527		
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>> 18 out of 21 (85%) Survey Plans were issued within the KPI timeframes. The average assessment time of all Plans of Survey, was 6 days.</i>	10	6	10	6.5	
Code Assessable Applications are Approved / Processed within 40 business days <i>Comment>> 21 out of 24 (87%) applications were assessed within the KPI timeframes. The average assessment time of all applications was 32 days.</i>	40	32	40	32	
Operational Works Processed within 30 business days <i>Comment>> 16 out of 20 Operational Works applications (80%) were assessed within the KPI timeframe. The average assessment time of all applications was 23 days, well under the 30 business day KPI.</i>	30	23	30	24	
80% Customer Satisfaction Rating with Development Assessment achieved throughout the year <i>Comment>> Change of survey structure showed expected drop in overall rating to 63%. Monitoring in place to improve future results.</i>	90%	63%	90%	31.5%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Bank Guarantees Released to Applicant within 10 Business Days of request to release <i>Comment>> 9 out of 10 (90%) of Bank Guarantees were released within the KPI timeframe. The average timeframe was 4 days.</i>	10	4	20	7	

This programme has no reportable Milestones.

Programme >> Economic Development		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,623	1,110
Operating Expense	1,852	1,921
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>> Updated collateral and e-newsletter developed. Trade delegations inbound and outbound undertaken.</i>	100%	100%	0%	0%	
100% of submissions for grant and election funding developed within State and Federal Timeframes each quarter <i>Comment>> 4 submissions for Commonwealth Games, Queensland Tourism Infrastructure Fund. Successful in 1 Building our Regions application.</i>	100%	100%	0%	0%	
100% compliance with council's commercial premises lease agreements <i>Comment>> Compliant.</i>	100%	100%	100%	100%	
Develop and submit 100% of agreed State and Federal strategic policy submissions <i>Comment>> TAFE higher education strategic review.</i>	100%	100%	0%	0%	
Deliver 90% agreed Sister City Economic Development outcomes during the year <i>Comment>> Delegations to Japan and Korea, Changshu photographic delegates visit, Chef exchanges to Suwon and Townsville held.</i>	90%	100%	0%	0%	
100% compliance with Council's Outdoor Dining Policy <i>Comment>> Compliant.</i>	100%	100%	100%	100%	
Attract 6 new major sporting events to Townsville <i>Comment>> Event Bid Fund continues to exceed the number of events.</i>	3	3	3	3	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor & review Townsville Enterprise Limited's performance quarterly against agreed service levels <i>Comment>> Quarterly report provided and is meeting agreed service levels.</i>	01/07/16	30/06/17		50%	
Development of a digital platform and design work for expanding Visitor Information services. <i>Comment>> Project brief completed.</i>	01/07/16	30/06/17		25%	
Complete a review of the Townsville City Council Economic Development Plan. <i>Comment>> Milestone on hold due to work on City Deal.</i>	01/07/16	31/12/16		50%	
Complete a review of the North Queensland Region of Council's Economic Development Plan <i>Comment>> Plan completed and to be launched in early 2017.</i>	01/07/16	30/06/17		95%	
Create a CBD Place Makers Grants Scheme to enable businesses to partner with council to activate the CBD. <i>Comment>> Launched and now available for application.</i>	01/07/16	31/03/17	05/01/17	100%	
Complete a review of how markets should operate in Townsville and develop actions with a focus on improving the Cotters Markets. <i>Comment>> Draft report and fee guide complete for council consideration.</i>	01/07/16	31/12/16		95%	
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>> Draft project brief completed.</i>	01/07/16	30/06/17		75%	

Programme >> Hydraulics & Building Certification

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,095	1,007
Operating Expense	1,407	1,354
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 residential plumbing and draining applications are processed within 10 business days <i>Comment>> Currently we are exceeding the expectations of this KPI by approximate 5%.</i>	90%	93.6%	90%	94.8%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of commercial plumbing and draining applications are processed within 15 business days <i>Comment>> Currently we are exceeding the expectations of this KPI by 5%.</i>	90%	90%	90%	95%	
90% of customers report a satisfaction rating of good or excellent with plumbing and drainage compliance assessment services <i>Comment>> Inspection time slot availability was an issue that became evident this survey</i>	90%	84%	90%	42%	

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>> 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 YTD \$000	Actual YTD \$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>> Council met its KPI requirements and is on track</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>> Milestone on hold due to resourcing constraints.</i>	01/07/16	31/03/17		0%	

Programme >> Strategic Planning







Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	20	11
Operating Expense	1,931	2,310
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>> Advice provided within agreed timeframes.</i>	90%	90%	90%	90%	
Provide advice for development applications within agreed assessment timeframes <i>Comment>> Advice provided within agreed timeframes.</i>	100%	100%	100%	100%	
Provide architectural advice to heritage listed owners within 15 business days <i>Comment>> Advice provided within agreed timeframes.</i>	100%	100%	100%	100%	
Developer contribution calculators are maintained and modified quarterly to reflect infrastructure charging policy and reforms <i>Comment>> December quarter adjustments were made.</i>	100%	100%	100%	100%	
90% Customer satisfaction rating good or excellent. <i>Comment>> Customer survey revealed decrease in customer satisfaction rating due mainly to change in sample and question design as well as drop in economy leading to raised expectations. This is a manual KPI with a target of 90% for June which is quarter 4.</i>	0%	70%	0%	70%	


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>> Annual review of Development manual Planning Scheme Policy is on track. Internal stakeholders reviewing and proposing changes in relation to established key priorities. Alignment of Townsville City Plan to new Planning Act in progress.</i>	01/07/16	30/06/17		40%	
Complete 2 additional street art murals to continue to improve the amenity and vibrancy of Ogden Street <i>Comment>> Building owner's consent received, request for quotation is being developed.</i>	01/07/15	30/06/17		15%	
Complete a urban design guideline to provide guidance for developers within the Waterfront PDA to help achieve a world class destination. <i>Comment>> Draft Waterfront Design Guideline complete, seeking feedback from stakeholders.</i>	31/12/15	30/06/17		75%	
Submit the Local Government Infrastructure Plan (LGIP) to the State Government for the final state interest check. <i>Comment>> Public consultation has been completed and project on track for submission to state government.</i>	01/07/16	30/06/17		75%	
Complete a public art strategy for consideration as a planning scheme policy. <i>Comment>> Draft planning scheme policy prepared. Policy to be included in broader public art strategy in next Operational Plan.</i>	01/07/16	28/02/17		50%	

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>> Report received and next steps being planned.</i>	30/06/16	30/06/17		90%	
Inclusion of heritage trail information into the Townsville Tours and Trail App. <i>Comment>> Progressing development and research of the new trails.</i>	30/06/16	30/03/17		35%	
Develop an implementation strategy to increase the amount of trees within the CBD. <i>Comment>> Data capture happening with Environmental Services throughout the city.</i>	30/06/16	30/06/17		20%	
Identify and report to council on opportunities for commercial uses within public spaces to enhance lifestyle, business development and tourism. <i>Comment>> Expression of Interest for recreational uses of Castle Hill is being evaluated.</i>	30/06/16	30/06/17		25%	
In partnership with Knowledge Management develop a Townsville Growth Model within corporate systems to complement the new Australian Statistical Geography Standard boundaries. <i>Comment>> Milestone on hold due to resourcing constraints.</i>	01/07/16	30/06/17		10%	
Develop an activation strategy for the Waterfront which may include temporary uses of underutilised spaces and low cost capital investment. <i>Comment>> Milestone on hold and resources reallocated to priority projects.</i>	01/07/16	30/06/17		10%	

Service >> Laboratory Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,683	1,888
Operating Expense	1,063	1,074
Capital Revenue	0	0
Capital Works	227	16
Contributed Assets	0	0

Programme >> TWW Laboratory Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,683	1,888
Operating Expense	1,063	1,074
Capital Revenue	0	0
Capital Works	227	16
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.	95%	94.93%	95%	92.47%	
<i>Comment>> 94.93% of analysis reports were delivered within the defined timeframe, meeting the target.</i>					

This programme has no reportable Milestones.

Service >> Trade Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,736	1,698
Operating Expense	2,703	2,789
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> TWW – Trade Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,736	1,698
Operating Expense	2,703	2,789
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>Complete 90% of instrument preventative maintenance on time per quarter.</p> <p><i>Comment>> 76% of instrument maintenance was completed for the quarter. Maintenance completed during October and December achieved the target, however staff leave during November impacted the overall result. Measures are being implemented to facilitate a catch-up on missed maintenance activities prior to the end of the financial year.</i></p>	90%	76%	90%	78.5%	
<p>Complete 90% of electrical preventative maintenance on time per quarter.</p> <p><i>Comment>> Performance is on target with 98% of electrical maintenance being completed during the quarter.</i></p>	90%	98%	90%	96.5%	
<p>Complete 90% of fitters preventative maintenance on time per quarter.</p> <p><i>Comment>> 82% of mechanical maintenance was completed during the quarter. Staff leave during November and December impacted the overall result.</i></p>	90%	82%	90%	86.5%	
<p>90% satisfaction rating in two monthly customer survey for work quality.</p> <p><i>Comment>> Trades Services achieved an outstanding result for the quarter, with 100% of all survey respondents rating overall customer satisfaction as good or excellent. The Year To Date average is brought down as a result of surveys not being undertaken in the first quarter.</i></p>	90%	100%	90%	50%	
<p>Maintain 100% SCADA uptime.</p> <p><i>Comment>> SCADA availability was 100% throughout the quarter.</i></p>	100%	100%	100%	100%	
<p>Maintain telemetry with uptime of 95% availability, averaged across all sites.</p> <p><i>Comment>> Telemetry uptime averaged across all 262 sites was 99.6% for the quarter.</i></p>	95%	99.6%	95%	99.62%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Deliver 100% of electrical and mechanical sewage treatment plant renewals in accordance with the approved program.</p> <p><i>Comment>> Electrical and mechanical renewal works are on track with the approved works program.</i></p>	01/07/16	30/06/17		64%	
<p>Deliver 100% of electrical and mechanical pump station renewals in accordance with the approved program.</p> <p><i>Comment>> 75% completion of programmed works to the end of the quarter.</i></p>	01/07/16	30/06/17		75%	

Core Service >> Solid Waste Management

Service >> Solid Waste Business Management and Strategy

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	15	111
Operating Expense	1,724	1,836
Capital Revenue	0	0
Capital Works	48	57
Contributed Assets	0	0

Programme >> TWW Waste Management & Support

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	15	111
Operating Expense	1,724	1,836
Capital Revenue	0	0
Capital Works	48	57
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>> A draft scorecard is being developed but is yet to be finalised.</i>	01/07/16	30/06/17		50%	
Develop greater choice of wheelie bin options for residential properties and make recommendations to council, by the end of the financial year. <i>Comment>> 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>> A request for tender for a regional scrap metal contract has been created. Information has been gathered to analyse opportunities for a regional tyre recycling contract.</i>	01/07/16	30/06/17		25%	
Investigate opportunities for the greater diversion of organic waste from the Magnetic Island waste stream. <i>Comment>> A funding submission has been made to the Queensland Government to assist with an organics diversion program.</i>	01/07/16	30/06/17		15%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Establish salvage and resale operations at the Magnetic Island Waste Facility through a suitably qualified contractor. <i>Comment>> Requests for quotations will be issued in the third quarter.</i>	01/07/16	30/06/17		0%	

Service >> Solid Waste Collection and Recycling		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10,503	10,586
Operating Expense	7,244	7,282
Capital Revenue	0	0
Capital Works	53	115
Contributed Assets	0	0

Programme >> TWW – Waste & Recycling Collection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10,503	10,586
Operating Expense	7,244	7,282
Capital Revenue	0	0
Capital Works	53	115
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>> 98.33% of customers rated kerbside waste and recycling collection as good or excellent for the second quarter, with 100% of customers rating the services as good or excellent for both November and December.</i>	90%	98.33%	90%	97.5%	
Less than 1 per 1000 missed kerbside waste and recycling services. <i>Comment>> There were 0.34 missed bins per 1000 bins for the second quarter. This is well within the service standard of <1 missed per 1000 bins.</i>	1	.34	1	.39	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement approved changes to day of collection for kerbside bins. <i>Comment>> Implementation is reliant on an initial change to landfill operations which is expected to occur in the 17/18 financial year. As such, this project has been delayed.</i>	01/07/16	31/10/16		0%	

Service >> Solid Waste Treatment and Disposal		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,788	6,710
Operating Expense	5,569	4,765
Capital Revenue	40	0
Capital Works	1,699	2,555
Contributed Assets	0	0

Programme >> TWW – Resource Recovery & Waste Disposal		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,788	6,710
Operating Expense	5,569	4,765
Capital Revenue	40	0
Capital Works	1,699	2,555
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>> 76.33% of customers rated disposal facilities as good or excellent during the quarter. 100% of customers rated disposal facilities as satisfactory, good or excellent.</i>	90%	76.33%	90%	79.83%	
Divert 40% of waste from landfills for recycling or beneficial reuse on site. <i>Comment>> 52.55% of waste from landfills was diverted for recycling or beneficial reuse for the quarter.</i>	40%	52.55%	40%	53.99%	

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>> The expected construction start date is currently being drafted with a view to advertising in late January 2017, and awarding in April 2017. The document is being structured with separable portions to reflect the budget constraints given that the funding application under the Building our Regions scheme was unsuccessful and the required amount for 75% of the construction works in the 17/18 budget is not yet approved.</i>	01/07/16	30/06/17		27%	
Deliver interim capping and rehabilitation activities for Magnetic Island Landfill in accordance with closure plan. <i>Comment>> Interim capping has been completed and synthetic erosion control matting has been installed at the site. Detailed designs for rehabilitation works have been received and reviewed, and construction is expected to commence in the 2017/18 financial year.</i>	01/07/16	30/06/17	31/12/16	100%	

Core Service >> Wastewater Services		
Service >> Wastewater Supply		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	42,834	42,935
Operating Expense	30,953	30,062
Capital Revenue	3,260	6,377
Capital Works	12,363	8,465
Contributed Assets	0	0

Programme >> CBD Utilities - Wastewater		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1	1
Capital Revenue	0	0
Capital Works	2,560	3,842
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>> 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>> There were zero lost time injuries at the construction site 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>> Construction works are currently on programme.</i>	01/07/16	30/06/17		60%	
Proactive and regular communication with stakeholders. <i>Comment>> Communications with stakeholders are ongoing.</i>	01/07/16	30/06/17		50%	

Programme >> TWW – Wastewater Collection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	39,397	39,693
Operating Expense	3,709	3,979
Capital Revenue	27	49
Capital Works	4,766	1,892
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>> No penalty Infringement notices have been issued in the second 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>> Pump Station renewals are on track with 50% of the approved capital program completed</i>	01/07/16	30/06/17		50%	
Deliver sewerage infrastructure renewals in line with the approved capital program. <i>Comment>> Contracts for sewer relining and manhole packages have been awarded. Work is well underway.</i>	01/07/16	30/06/17		35%	
Conduct smoke testing in line with the approved program throughout the year. <i>Comment>> Program 17, occurring from September to December 2016, has now been completed and Program 18 is currently being prepared to commence in March 2017.</i>	01/07/16	30/06/17		50%	
Complete construction of 9P pump station and pressure main. <i>Comment>> Contractor has been awarded for the works. Construction is well underway and is expected to be completed in early 2017.</i>	01/07/16	30/06/17		72%	
Complete 50% construction of pump station 7A. <i>Comment>> Tender for construction of PS 7A to PS 7B rising main was advertised and has been closed. The tender submissions are currently under evaluation. The Contract is expected to be awarded by the end of January 2017.</i>	01/07/16	30/06/17		20%	
Complete 25% construction of the Southern Suburbs rising main to Cleveland Bay Purification Plant. <i>Comment>> Construction is not due to commence until March 2017.</i>	01/07/16	30/06/17		0%	



Programme >> TWW – Wastewater Management & Support

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,969	1,795
Operating Expense	19,234	18,840
Capital Revenue	1,233	4,328
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>> Wastewater achieved their target for the quarter of 90% of good and excellent customer ratings, with 100% satisfaction achieved in October and November.</i>	90%	90%	90%	83.33%	

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>> Project rescheduled due to resourcing. Still on track for completion by the targeted date.</i>	01/07/16	30/06/17		25%	
Sewer Strategy catchment areas prepared for new census data. <i>Comment>> Progressing as planned. Sewer network areas continue to be audited and updated.</i>	01/07/16	30/06/17		40%	



Programme >> TWW – Wastewater Source Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,430	1,408
Operating Expense	348	340
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>> A draft pricing strategy has been prepared for internal consultation.</i>	01/07/16	30/09/16		70%	
Implement the wastewater education program for residential customers. <i>Comment>> Implementation is ongoing, including presenting at 2 information sessions.</i>	01/07/16	30/06/17		50%	

Programme >> TWW – Wastewater Treatment		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	38	38
Operating Expense	7,480	6,872
Capital Revenue	2,000	2,000
Capital Works	5,037	2,912
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>> No penalty infringement notices have been issued in the second quarter.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero safety incidents. <i>Comment>> No safety incidents were reported during the second quarter.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero environmental incidents. <i>Comment>> No environmental incidents were reported during the second quarter.</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>> An application to amend the licence for Magnetic Island Water Recycling was lodged with the Department of Environment and Heritage Protection in October 2016. Townsville Water have received a Request for Information and have commissioned a consultant to undertake work on the Request and a presentation to the Department.</i>	01/07/16	30/06/17		25%	
Deliver 100% of sewage treatment plant renewals in accordance with the approved program. <i>Comment>> Sewage treatment plant renewals are on track for completion by the end of the financial year. The scope of the treatment plant renewals is being reviewed and changes will be made after approval through the budget review process.</i>	01/07/16	30/06/17		35%	
Investigate potential markets and deliver a strategy for effluent reuse. <i>Comment>> Request for Quotation drafted for issue. Project is progressing as planned.</i>	01/07/16	30/06/17		10%	
Complete detailed design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Completion of detailed designs has been delayed as a result of extended tender negotiations with the supplier and internal communications resulting in a delay in signing the recommendation report.</i>	01/11/16	31/12/16		85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Award construction contract for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Preparation of the Request For Tender package will be ready on time for release of invitations on 20 January 2017.</i>	01/08/16	29/04/17		45%	
Award supply contract for membrane system for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> 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>> 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%	
Develop (80%) of design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Development of 80% design documentation was delayed by procurement of membrane supply causing approximately 5 weeks delay.</i>	01/07/16	31/10/16	02/12/16	100%	
Commence construction work for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> The commencement of construction of the upgrade remains on track to start at a later date.</i>	30/04/17	01/06/17		0%	
Complete regulatory progress reporting in compliance with the Transitional Environmental Programme for the Cleveland Bay Purification Plant Capacity Upgrade. <i>Comment>> The December report was prepared and submitted by the due date.</i>	01/07/16	30/06/17		50%	
Complete progress reporting in compliance with the State Government Funding Agreement for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> The first report was completed and submitted on time; the second report is due at the end of February 2017.</i>	01/07/16	30/06/17		50%	
Complete the environmental assessment of groundwater contamination for Mt St John Wastewater Treatment Plant. <i>Comment>> The draft of the Mt St John Treatment Plant groundwater contamination assessment was submitted for review in December 2016.</i>	01/07/16	31/12/16		80%	
Complete Stage 1, weed management plan for the outfall channel at Mt St John Wastewater Treatment Plant. <i>Comment>> The Expression of Interest has closed for the outfall clearance and reinstatement project. Submissions are being assessed with preferred candidates to be presented to the February 2017 standing committee meeting.</i>	01/07/16	31/12/16		15%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Stage 2, clearing of outfall channel at Mt St John Wastewater Treatment Plant. <i>Comment>> This stage of the project has not yet commenced.</i>	01/07/16	30/06/17		0%	
Complete annual returns report for Cleveland Bay Purification Plant and Mt St John Wastewater Treatment Plant by 30 October 2016. <i>Comment>> Both the Cleveland Bay Purification Plant and Mt St John Treatment Plant Annual Returns were submitted to the Regulator by the due date.</i>	01/07/16	30/10/16	30/10/16	100%	

Programme >> Wastewater Preventative Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	182	31
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 YTD \$000	Actual YTD \$000
Operating Revenue	45,073	44,194
Operating Expense	46,498	43,402
Capital Revenue	3,103	2,546
Capital Works	17,736	18,243
Contributed Assets	0	0

Programme >> Bulk Water Distribution

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	54	92
Operating Expense	3,372	3,727
Capital Revenue	0	0
Capital Works	1,278	669
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>> 50% of planned major maintenance tasks are completed.</i>	01/07/16	30/06/17		50%	
Determine the location and functionality of a new water treatment plant for the city. <i>Comment>> A consultant peer review is required to be undertaken. Commission to be organised early January 2017.</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>> The amendment of the Bulk Water Model 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>> The cost estimate of a new water treatment plant for the city has now been delivered.</i>	01/07/16	31/12/16	31/12/16	100%	
Complete pump station and power supply land acquisitions for the Houghton Pipeline Duplication Project. <i>Comment>> Alignments are being finalised to establish easement and land acquisition requirements. Alternative alignments have had survey and investigation undertaken to resolve design options.</i>	01/07/16	30/06/17		15%	
Engage Ergon Energy to provide power supply upgrade design documentation for the Houghton Pipeline Duplication Project. <i>Comment>> The Major Customer Load & Services Application to Connect Form was submitted to Ergon. This will trigger the preparation of a contract which will entail design requirements. Progress of this activity is in line with the current project delivery strategy.</i>	01/07/16	31/07/16		60%	
Complete cultural heritage and native title investigations for the Houghton Pipeline Duplication Project. <i>Comment>> Activity is on track. Applicable cultural and heritage matters, including Native Title, have been determined. Consultations will be conducted in the coming months.</i>	01/07/16	30/06/17		20%	

Programme >> CBD Utilities - Water

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	7	7
Capital Revenue	0	0
Capital Works	9,350	9,678
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>> 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>> There was zero lost time injuries at the construction site 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>> Construction works are currently on programme.</i>	01/07/16	30/06/17		60%	
Proactive and regular communication with stakeholders. <i>Comment>> Communications with stakeholders are ongoing.</i>	01/07/16	30/06/17		50%	

Programme >> TWW – Dams

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	40	31
Operating Expense	958	2,034
Capital Revenue	0	0
Capital Works	0	14
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>> 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>> Townsville Water achieved 100% compliance with the Interim Resource Operations Licence for the quarter.</i>	100%	100%	100%	100%	

This programme has no reportable Milestones.

Programme >> TWW – Water Management & Support		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,734	1,923
Operating Expense	25,879	27,174
Capital Revenue	2,016	1,994
Capital Works	0	17
Contributed Assets	0	0

Programme Performance

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>> All reporting requirements with regard to water quality were complied with for the quarter including Interim Resource Operations Licence reporting, Fluoride reporting, Incident reports, Bureau of Meteorology reporting and delivery of the Drinking Water Quality Management Plan Annual Report.</i>	100%	100%	100%	100%	
Achieve 90% customer satisfaction for water services fault management. <i>Comment>> Customer satisfaction was on target for the quarter, with 90% of customers rating services as good or excellent.</i>	90%	90%	90%	91.12%	

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>> Project rescheduled due to resourcing. Still on track for completion by the due date.</i>	01/07/16	30/06/17		25%	

Programme >> TWW – Water Treatment		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	10,407	4,570
Capital Revenue	0	0
Capital Works	465	737
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
<p>Achieve a water quality index of 1 for Trility operations of the Douglas Water Treatment Plant.</p> <p><i>Comment>> The contractor operating the Douglas Water Treatment Plant was slightly under their quarterly target of 1 due to MIB, Geosmin and Chlorine breaches at the Treatment Plant in December. All levels were a breach of contractual limits only, and were still within the ranges of the Australian Drinking Water Guidelines. Chlorine levels were slightly above the contractual target but were rectified immediately once detected. The breach occurred at the treatment plant, and sampling was undertaken throughout the network to ensure no impact upon the quality of water provided to customers. MIB and Geosmin are taste and odour parameters only and as such there is no concern regarding public health.</i></p>	1	.99	1	.99	
<p>100% compliance with drinking water quality requirements in accordance with Townsville Water's Drinking Water Quality Management Plan.</p> <p><i>Comment>> Paluma is on a boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Water Networks is currently investigating cleaning of Paluma weir and organising a sanitary survey of septic tanks to be undertaken. An expression of interest for a treatment option for the Paluma Township Water Supply Scheme will be advertised by the end of January 2017.</i></p> <p><i>There were two (2) E.coli detections and a chlorine dosing exceedance in the Townsville Water Supply Scheme during the second quarter. The issues were adequately corrected by Townsville Water to ensure continued supply of compliant potable water to the community.</i></p>	100%	83.3%	100%	90.65%	
<p>Achieve a water quality index of 1 for Trility operations of the Northern Water Treatment Plant.</p> <p><i>Comment>> The contractor operating the Northern Water Treatment Plant was slightly under their quarterly target of 1 due to a pH breach in the month of November at the Treatment Plant. A chlorine deviation within the contractual limits caused a shutdown and restart which triggered the pH to drop below the targeted level. The breach occurred at the treatment plant, was rectified immediately and sampling was undertaken throughout the network to ensure no impact on the quality of water provided to customers.</i></p>	1	0.998	1	0.999	

This programme has no reportable Milestones.

Programme >> Water Preventative Maintenance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	145	4
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 YTD \$000	Actual YTD \$000
Operating Revenue	43,244	42,148
Operating Expense	5,730	5,885
Capital Revenue	1,087	552
Capital Works	6,643	7,129
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
<p>Install 100% of new water meters within 4 weeks of a compliant water meter application being received by Water Operations department.</p> <p><i>Comment>> In the first quarter Townsville Water installed 171 meters, with an average install time of 1.9 weeks where applications complied with the application process. 2 water meters were not installed within the 4 week period.</i></p>	100%	98.84%	100%	99.42%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Update WaterGems network model to align with growth model zones for automation where possible.</p> <p><i>Comment>> This milestone is behind schedule due to changes to city growth patterns as a result of the inclusion of the Rocky Springs development. Due for completion January 2017.</i></p>	01/07/16	30/09/16		75%	
<p>Completion of all water service renewals in allocated budget.</p> <p><i>Comment>> December results are slightly below target due to the Christmas break period.</i></p>	01/07/16	30/06/17		26%	
<p>Complete construction of the Morey St water main replacement.</p> <p><i>Comment>> Works are progressing well for the Morey St Water Main replacement. All works are expected to be complete by the end of January 2017.</i></p>	01/07/16	30/06/17		70%	
<p>Completion of all small diameter mains water service renewals in allocated budget.</p> <p><i>Comment>> This milestone is behind schedule due to changes to city growth patterns as a result of the inclusion of the Rocky Springs development. Due for completion January 2017.</i></p>	01/07/16	30/06/17		61%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Complete construction of the water main extension for the Jensen development, by the end of the financial year.</p> <p><i>Comment>> Tendering of the Jensen water main project is complete and award of the tender is expected in January. Construction is expected to commence in February and be completed at the end of May.</i></p>	01/07/16	30/06/17		6%	
<p>Complete construction of the Armstrong St and Queens Rd, Hermit Park water main replacement.</p> <p><i>Comment>> This project was placed on hold following tenders being received over budget.</i></p>	01/07/16	30/06/17		0%	

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