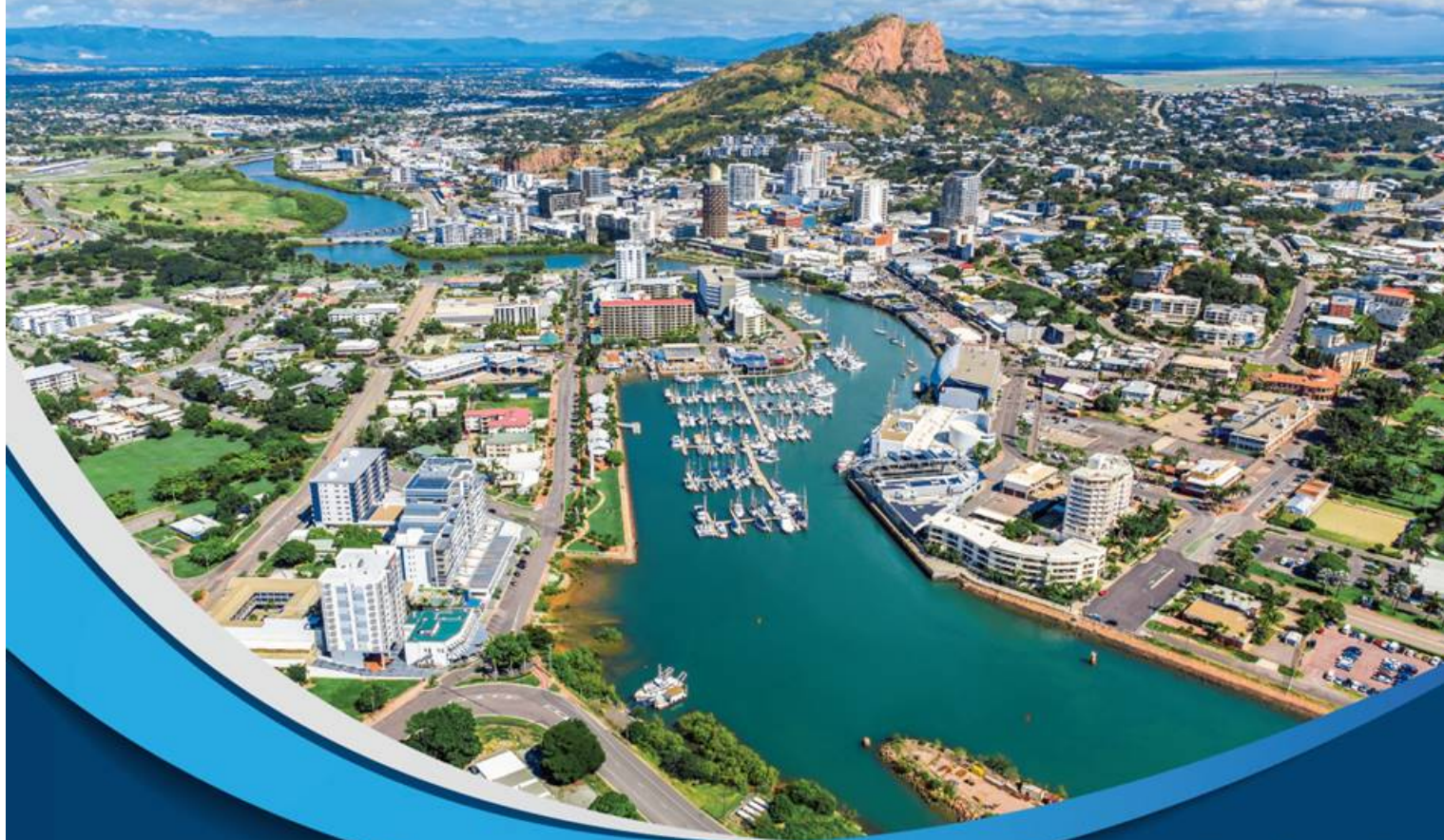



# Corporate Performance Report

Quarter 3  
2016/17






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## Introduction >>

I am pleased to present the 2016/17 Corporate Performance Report for Quarter 3. 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 3 of 2016/17:

- Completed a review of the North Queensland Region of Council's Economic Development Plan
- Completed a review of how markets should operate in Townsville and developed actions with a focus on improving the Cotters Markets.
- Completed Mobility Project for Hydraulics Unit to allow full electronic mobility for inspections
- North Shore Boulevard Duplication Design delivery has been re-planned and is due for completion by June 2017.
- CBD Utilities Project is on target to achieve budgeted progress and spend for the 2016/17
- A strong focus on water education both at the Sustainability Centre and schools
- Activated Counter Disaster Operations (CDO) on 28 March 2017 for Tropical Cyclone Debbie.

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

A handwritten signature in black ink, reading 'Adele Young', followed by a horizontal line.

**Adele Young MBA, MMkt**

**Chief Executive Officer**

## Explaining our Corporate Performance Report >>

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

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

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

The Core Service section of this performance report provides an overview of all programmes and their current status. More detailed programme information including key performance indicators and milestones can be found in the Programme Detail section of this report, page 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&gt;&gt; Is a management comment provided where applicable to explain the progress or reason for not achieving a target.</i></p>	The Period to Date Target is the result expected to be achieved for the period.	The Period to Date Actual is the result actually achieved for the period.	The Year to Date Target is the result expected to be achieved for the year and will vary depending the calculation method (sum or average).	The Year to Date Actual is the result actually achieved for the year to date.	A colour coded traffic light indicative of progress towards achieving the KPI, based on YTD results, not current period results.

## Milestones

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

## Status

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

## Quarterly reporting periods

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



## Financial Performance >>

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

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

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

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




# Core Services

## Core Service >> Community and Culture


### Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	8,712	8,607
Operating Expense	46,997	45,375
Capital Revenue	2,650	2,238
Capital Works	2,995	2,070
Contributed Assets	0	0





### Service >> Cemeteries

Programme	Status YTD	Current Period Comment
Cemeteries		All KPIs are expected to achieve target this financial year. PGK1693 - 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 – January 97%, February 100%, March 100%. PGK1694 - 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 – January 100%, February 100%, March 100%. PGK1695 - Delay in processing 9 monument permits during the quarter. Public holidays and reduced levels of staffing affected the target along with customer delay in providing information. 2 applications missed by only 1 day. Expected to still reach this target for the year. Breakdown as follows – January 92%, February 81%, March 81%.







### 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		Community Grants Program successfully delivered the February round. Round is currently within the approval process. Prior to the February round, Officers from Community Planning & Development Team and Sport & Recreation Team held community information sessions to support and assist potential grant applicants.
Community Planning and Development Programs		Community Planning and Development Team projects have been re-prioritised to support Council, funding commitments and existing community commitments. Part of this prioritisation includes review of the proposed Community Groups Built to Last program for 2017 to 2-3 key workshops being held in May & June 2017. This program of workshops is due to be released and promoted to the community in April 2017.
Community Recreation and Sport Programs		Monthly Active & Healthy Update sent at start of each month. Current subscriber list of 1,159. Open rate 38.2% (Government industry average 16.3%) Click rate 9.6% (Government industry average 2.4%)
Business and Community Support – Community Development		PGM000001839 - The operational improvements for Pensioner Transport Subsidy Scheme (PTSS) have been completed. The larger-scale review to determine the future of the PTSS has been completed, indications are that further exploration is required, awaiting final report to CCDC and Council.  PGM000001960 - This milestone has ceased following the unknown direction of the organisational restructure and the impending change of functional alignments.











Service >> Events	
Programme	Status YTD Current Period Comment
Civic Reception Events	 6 Civic Events were held in the first quarter of 2017
Performing Arts Hirers	 Achieved KPI's this period 90% and 100%
Performing Arts Public Programs	 No acquittals required during this reporting period
Special Events	 Three special events were held in the 2017 first quarter - all events were held as scheduled for the quarter
V8 Supercar In Kind	 Traffic and Transport committee planning commenced in March, draft Traffic Management Plan and communication plans in progress and agencies progressing event preparations.
Business Support-Performing Arts, Events & Protocol	 Achieved targets within this period










Service >> Facilities	
Programme	Status YTD Current Period Comment
Community Leased Facilities	 Due to the organisational restructure and functional mapping across council, this milestone has ceased due to further functional and staff changes.
Old Magistrates Court	 Inspections completed as scheduled.
School of Arts	 Building closed due to roof replacement this period - KPI not required
Townsville Entertainment & Convention Centre	 Project is on target and major milestones have been achieved.
Reid Park Pit Complex	 98% of ceremonies were approved and paid within KPI time frame. There were 2 late bookings within the 14 day time frame, causing the 2% unmet KPI

Service >> Galleries	
Programme	Status YTD Current Period Comment
Gallery Collections Management	 Gallery Collections Management milestones will need to be revised due to changed Gallery environment.
Gallery Creative Classrooms	 Gallery Creative Classrooms on target for this quarter
Gallery Creative Communities	 Gallery Creative Communities program on target for this quarter. Further Art after Dark programs will be delivered as Paint and Pinot in the 4th quarter.
Gallery Creative Spaces	 Gallery Creative Spaces are on target for the 3rd quarter.
Gallery Exhibitions	 Gallery Exhibitions program is on target for the 3rd quarter.
Gallery Public Art	 Gallery Public Art programs are on target for the 3rd quarter. Emphasis this quarter has been planning for Strand Ephemera.
Business Support-Galleries	 Friends of Galleries membership and volunteer programs meeting outcomes

Service >> Libraries	
Programme	Status YTD Current Period Comment
Corporate Research	 In the third 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 4,950 (total sessions, searches and downloads), which exceeded our target of 4,869 by 10%
Library Customer Experience	 In the third Quarter of 2016/17 we achieved a total of 20,043 in usage of the Library's online collections by 5%, which exceeded our monthly target of 16,113.







Learning & Information Services		In the third Quarter of 2016/17 we are on target to provide 1,200 hours of Children and Youth Programmes to the community and 500 hours of lifelong learning programs delivered throughout the year. Increased hours of programmes in the fourth Quarter with Savannah: Festival of Stories.
Library Administration		No update required.



Service >> Sport & Recreation		
Programme	Status YTD	Current Period Comment
Kalynda Chase Tennis Court		Number increasing as the weather cools
Riverway Grounds Operations		KPI's being met in this area
Townsville Stadium Operations		KPI's exceeded for this quarter
Swimming Pools		All urgent requests being met in the prescribed timeline
Tony Ireland Stadium Operations		KPI's on target
Business Support-Sport Facilities		Target achieved except in very extenuating circumstances




Core Service >> Community and Culture		
Service >> Enforcement/Compliance		
Programme	Status YTD	Current Period Comment
Development Compliance		Response time for the 3 month period met the KPI by reaching 91%. The Resolution time KPI was not met (70%) as Development Compliance Unit was one officer down for this time period and the officers were focussing on closing a majority of the backlog.
Disaster Management		Discussion Exercise "Think Tank" conducted with Local Disaster Coordination Centre personnel 14-15 February 2017.
Health Compliance		KPI's tracking well. Continued outcome focus approach resulting in expectations being met.
Health Management		The Program is running to target with the majority of work being achieved within the required timeframes. There were three (3) licences not issued within the legislative timeframes due to premises not being completed and waiting for further information to be supplied.
Parking Compliance		Unit functioning effectively
Vector Control		Program is running smoothly and KPI are being met.
Counter Disaster Operations		Counter Disaster Operations (CDO) activated for Townsville City Council on 28 March 2017 for Tropical Cyclone Debbie.
Animal Management		All KPI's progressing well and on track. Pet Expo due to be held June 2017.
Business Support-Environmental Health		No update Required. Project Planning for renewal runs on track for April and May.

## Core Service >> Environment and Sustainability

Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	23	540
Operating Expense	4,253	4,287
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		Successfully maintained 6 collaborative relationships with relevant external agencies in support of on-ground activities in coastal management
Environmental Education Awareness		On Target for environmental education activities
Land Protection		Continuing to develop the Biosecurity Plan for the Townsville Local Government area - we have a draft that is almost ready for public comment.
Natural Resources Management		<p>Customer Request Management - key staff away on annual leave and large increase in enquiries due to yellow crazy ant issues. We met 90.9% for the period of January - March. For the entire 2016 year we received 136 feral animal enquiries. For 2017 (January - March) we have received 84 enquiries.</p> <p>Natural area initiatives with community groups for 12 sites. The clock is out on this one. 19 have been added but we only require 12 for the year. Light still showing yellow.</p>
Environmental Management Operations		Supporting internal sustainability initiatives progressing well and above targets. Integrated Energy and Carbon Management Leadership Group Meetings on hold during review of Energy and Carbon Framework and developing new energy reduction and carbon emission targets
Bushfire Management		<p>80% of the 2016 Bushfire Mitigation Program activities successfully completed with remaining 20% prioritised for 2017 season. Annual TCC - Environmental Service Section - Bushfire Management Plan for 2017 has been drafted.</p> <p>Pre Bushfire season 2017 - Meetings held to discuss and collaborate with various Fire Management Groups related to priority sites and bushfire management activities for 2017</p>

Service >> Environmental & Sustainability Services		
Programme	Status YTD	Current Period Comment
Integrated Environmental & Sustainability Systems		The Environmental Management System continues to progress well through quarterly coordination meetings and regular discussions between Environmental Working Group members. Council's newly formed organisational structure is presenting opportunities to review and improve systems for Council's Environmental Management System. This will enable streamlining of processes, create efficiencies and improve reporting abilities across Council into the future
Business Support-Integrated Sustainability Services		Program KPI's have progressed where possible and met nominated targets during the reporting period as continuous business improvement strategies progress

Service >> Sustainability Services		
Programme	Status YTD	Current Period Comment
Sustainability Education Awareness		Strong focus on water education both at the Sustainability Centre and also in classrooms. All KPI's met or exceeded.
Carbon Cycle		KPI's have been progressing well with local community interactions around Carbon Cycle projects occurring.
Catchment Management		All KPI targets have been met and are on track





## Core Service >> Enabling Services



### Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	243,984	243,108
Operating Expense	107,769	106,155
Capital Revenue	1,919	602
Capital Works	13,158	6,993
Contributed Assets	0	0




### Service >> Asset Management-Enabling

Programme	Status YTD	Current Period Comment
TWW Asset Management		This programme is on track. Evidence based renewal and upgrade of capital works plans were completed, albeit slightly after the original due date.
Asset Management-Corporate		Progress on implementation of the LifeCycle Asset Management Plan has slowed in this quarter. Implementation is still expected to be completed as per timeframes.


### 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		2 significant deficiencies on the final QAO external audit report - amber range rather than green  Finalisation of the customer satisfaction survey results likely to be April 2017






### Service >> Communication and Customer Relations







Programme	Status YTD	Current Period Comment
Marketing & Communication		Overall the website attracted a large increase in hits during the Cyclone Debbie weather event, driving up numbers significantly from previous months. This also increased the level of interactions on our Facebook pages - however most occurred on the Townsville Disaster info page which is not tracked in CPM. We are starting to see a slight decrease with some e-newsletters in council which will need further investigation Overall all KPIs are on target.
Together Townsville		Together Townsville: 44 initiatives secured to date valued at \$784,311 (\$404,500 cash and \$379,811 in-kind)
Customer Service		As a first point of contact for most council interactions Customer Service has established KPIs in line with service excellence and first point of contact resolution. KPIs will continue to be monitored and service enhancements implemented to ensure the ever changing needs and expectations of our customers are met. Current progress for the financial year has Customer Service well placed to meet all service objectives by 30 June 2017.





### Service >> Financial Management







Programme	Status YTD	Current Period Comment
Collections		8,419 Reminder notices totalling \$19,962,795.53 generated 14/03/2017. This is a marked decrease on previous periods in both numbers and dollars. Separate Reminder letters are no longer issued to pensioners. Work processes continue to be reviewed and monitored and improvements identified and implemented. Transfer of Standpipe accounts to the debtor's module is still progressing.














Financial Reporting		Control testing for cash on hand across Council sites was undertaken during the March quarter as scheduled. This testing was completed in April 2017. End of month soft close packs for February were mostly completed as scheduled.
Joint Ventures		Monthly reports for the Townsville Entertainment & Convention Centre are not being received on a timely basis. Council is following up the timeliness of the reports with the operator. Forecasted results have been taken up and will be adjusted when the actual reports are received.
Meter Reading		Project Manager has been appointed by IT. Target date to be advised.
Purchasing & Contracts		The displaying of relevant details of the contractual arrangement with a value of \$200 000.00 or more is a legislative requirement. Monitoring of purchase requisitions for compliance with legislative requirements is ongoing, we have recently commenced the tracking off Purchase Requisitions raised after invoice and this was the largest defect for March.
Revenue Management		Considerations for the 2017/18 rating period are currently being identified. Work processes continue to be reviewed and monitored and improvements identified and implemented. Focus has been placed on obtaining email addresses from ratepayers to assist with future implementation of online services and reduce postage costs. In consultation with Townsville Water and Community Services, a consistent charging methodology has been implemented. Work continues to progress in this area.
Stores & Materials Management		A Team Leader Inventory has recently been appointed and the role includes the monitoring and reviewing of KPI's and milestones attached to this Programme.
Systems Administration		Project ledger has been implemented into the business. Investigation has begun to the benefits of a commitments ledger with the business.
Treasury Management		There have been no breaches with the Investment Policy during the quarter. Council's bank accounts have not been overdrawn at the end of the business day this quarter.
TWW – Business Management & Compliance		Pricing models are unable to be finalised until budget negotiations are completed.
Tax Services		Tax lodgements for the quarter have been made by the due date.
Accounts Payable		The development of a business case for an invoice scanning solution has been delayed for 12 months to allow time for the implementation of the finance system software upgrade. This will ensure Council does not incur two lots of scanning configuration costs.  The end of year holiday season impacted negatively on the payment terms of supplier invoices. Now that this holiday season is over, the next quarter's result is expected to lift back to above the monthly target.  Alterations to the defect notation on plant hire dockets processed will see a significant improvement in the next quarter's KPI for First Time Processing.
Accounts Receivable		3,010 invoices issued between November 2016 - January 2017 with 260 paid outside 60 days. This coincides with Christmas shut down period for majority of commercial debtors and March due date for rates.
Billing		The rates for half year period ending 30/06/2017 issued on 02/02/2017 with a due date of 06/03/2017. 84,069 rate notices were issued.
Budgets & Strategic Financial Planning		The 2017/18 budget is in progress. In the near future this work will be reflected in the draft long term financial plan for consideration by Council. Further, monthly reporting to council has been enhanced. Financial Performance Reporting provides a consolidated corporate view as part of the agenda item.
Cash Management		Bank deposits have been reconciled to the bank account within the required timeframe. Bank reconciliations have been completed as scheduled.





Service >> Governance	
Programme	Status YTD Current Period Comment
Councillors	 This period included the presence of Tropical Cyclone Debbie with Council closure of one day but despite this all KPIs were met.
Governance	 Active KPIs and milestones are progressing well. Nous Group recommended changes in Council's Performance Planning and Reporting system to allow for better performance reporting that meets business requirements. All development work in the old system has been suspended resulting in KPIs and milestones put on hold.
Internal Audit	 Programme is on target and has been communicated to Audit Committee on 23 March 2017.
Legal	 KPIs and milestones are under review in line with the organisational service matrix being developed to improve service quality across council.
Media	 Remains on track this period.







Service >> Information Communication Technology	
Programme	Status YTD Current Period Comment
KM Service Transition	 GeoCortex implementation complete. Growth Model Development is progressing with industry solutions review completed.
KM Infrastructure	 Managed services implementation progressing well for Security, Network and Data/Mobile Telecommunications. Organisational restructure has impacted (delayed) Active Directory remediation programme and CCTV Infrastructure Design and implementation
KM Enterprise Resource Planning	 ECM Upgrade has been successfully completed and the PRIMA Project was placed on hold.
Knowledge Management Office	 Programme broadly on track except for asset management plan approval requirement as a key step towards implementation.
KM Service Operations	 Enterprise systems availability KPI impacted by scheduled down time for systems upgrades and Telstra internet service outage. Other key metrics being met or exceeded.
KM Service Strategy and Design	 Cloud19 Data Centre strategy has evolved into key electoral commitment for North Queensland Regional Data Centre (NQRDC) and has progressed to a market Expression Of Interest (EOI). Remaining Milestones identified for 2016/2017 will be progressed into 2017/2018.

Service >> People	
Programme	Status YTD Current Period Comment
Corporate Safety	 Two (2) Health and Safety Champion Team meetings have been conducted. This KPI is on track with the third and final meeting scheduled for 8th June 2017.
Culture	 Program under review in line with Nous recommendations.
Diversity	 July 2016 NAIDOC Deadly Day Out August 2016 Kirwan State High School - Mini Career Expo August 2016 CareerOne/Interchange Career Expo December 2016 Network Engagement promoting Apprentice and Trainee Opportunities January 2017 Network Engagement promoting Apprentice and Trainee Opportunities February 2017 Defence "Welcome to Townsville Expo" February 2017 Conservation and Land Management (Cert II) Information Session March 2017 James Cook University Student Career Expo
Health & Wellbeing	 Project on hold pending organisational restructure and reassessment of priorities / deliverables

Information Systems		Figtree system for management of Workers' Compensation claims has been migrated to Cloud & upgraded to latest version. Minimal IT resources provided to assist re-configuring of HRIS reports to enable automated distribution of reports containing relevant data. IT continues with new data warehouse solution - collecting & structuring data and prototyping some dashboard visuals.
People Services		All KPI's have been met for quarter 3.
Recognition & Reward		A draft Recognition & Reward strategy has been developed and endorsed in principle by the previous Executive Management Team. The strategy has not been implemented or progressed. Further consideration of this program is required by the new Executive team at the appropriate time.
Workers Compensation		KPI is met and milestone has been achieved with new system going live 01/02/2017
Workforce Planning		Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17.
Building Employee Capabilities		KPI has been achieved and milestones are under review due to transformation activities.





Service >> Buildings & Facilities Management		
Programme	Status YTD	Current Period Comment
Emergent Buildings & Facilities		Not required until local disaster.
Galleries, Libraries & Theatres		No update required until Quarter 4.
Graffiti Management		Framework is currently being reviewed. New reporting parameters are being developed as part of review. Future state will show only three priorities as follows: Priority 1 - Offensive/Obscene/Racist Priority 2 - Non-Offensive on public assets, and Priority 3 - Graffiti on private property viewed from a public place. Priority 1 Graffiti has been removed as per defined time-frames - 33/35 - 94.3% removal rate.
Hire-General Community		No update required until Quarter 4
Precincts & Areas		Further Closed Circuit Television training to be delivered in conjunction with the next Realist Evaluation review in first quarter 2017-18.
Property & Facility Emergency		No update required as target met in previous quarter
Public Amenities		Upgrade of the sewer drainage to the Alma Bay Toilet Block has had design works 80% completed. Contract documents are currently being prepared for the works to be advertised via Local Buy and it is anticipated that works will commence in May 2017 and be completed by June 2017.
Residency-Operational Buildings & Depots		HVAC upgrade for 143 Walker Street is on schedule with all major components ordered and works to commence April 2017.
Restoration Buildings & Facilities		No update required.
SES Facilities		No update required until Quarter 4
Sport & Recreational Facilities		Renewal of heat pumps at Long Tan Pool will be completed by end of May 2017 due to an unscheduled eight week lead time on the heaters.
Tenancy-Childcare Services		The external repaint of Galbiri Childcare Centre has been put on hold due to water restrictions. Works will now be scheduled to commence 13 April 2017 and be completed by mid-May 2017. The preparation of the building surface will be undertaken by hand washing rather than by a gurney.
Tenancy-Commercial Enterprises		Target has been achieved with works completed within two (2) months. Longboards have recommenced operations on schedule.

Tenancy-Community Group		The amended heritage application has been approved for the School of Arts upgrade works.
Vacant Land & Miscellaneous		No milestones or KPIs for this programme to report on.
Business Support - Property Management		Service contracts have been reviewed and developed this quarter. Contracts up for renewal have been identified for development.
Cemeteries Buildings		No update required until Quarter 4 until May 2017.

Service >> Fleet Management		
Programme	Status YTD	Current Period Comment
Heavy Fleet		Target achieved for ensuring all breakdowns of Heavy Fleet are responded to within four business hours
Light Fleet		100% of all breakdowns were completed within four business hours
Minor Fleet		74% of preventative scheduled services were completed for Minor Fleet within one month of falling due.
Fleet Operations Overheads		Resale value of disposed fleet has been greater than the listed residual value, resulting in a profit on sale YTD of \$130,000. The Capital Renewal Program is behind schedule as a result of a review of Council borrowings, but has recommenced and is expected to be completed by June 2017. Garbage trucks and street sweeper are lodged in Councils CES System as commitments.
Dry Plant Management Account		Cost recovery YTD is \$115k under budget. Demand for dry plant to be monitored throughout the duration of the financial year to ensure optimal asset utilisation.
Wet Plant Management Account		Cost recovery YTD is \$658k under budget. Demand for wet plant to be monitored throughout the duration of the financial year to ensure optimal asset utilisation.

## Core Service >> Public Infrastructure

Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	11,228	11,995
Operating Expense	103,643	99,961
Capital Revenue	16,727	27,572
Capital Works	54,934	44,708
Contributed Assets	8,000	0



Service >> Coastal Facilities		
Programme	Status YTD	Current Period Comment
Coastal Maintenance		Boat Ramp Inspections - 100% of inspections completed as per the contracted inspection schedule - compliant.  Beach Raking - 75% of the scheduled maintenance has been completed - compliant.
Emergent Coastal Facilities		No update to be provided. Only utilised during a disaster event.
Restoration Coastal Facilities		No update required. Only utilised after a disaster event.
Townsville Recreational Boat Park		The Townsville Recreational Boat Park is on track to be completed by the 30 June 2017.



Service >> Drain & Stormwater Management		
Programme	Status YTD	Current Period Comment
Emergent Drains		No update required. Only utilised during a disaster event.
Investigations-Drains & Stormwater		The Investigations Drains and Stormwater program is on track.
Restoration Drains		No update required. Only utilised after a disaster event.
Stormwater Drainage Maintenance		<p>Capture of assets on the work order - assets in the system are being captured and attached to all work orders - compliant.</p> <p>Metrics for Stormwater Operations - The development of the metrics is still being reviewed. No further progression from last quarter.</p>
Stormwater Drainage-Capital		The Stormwater Drainage Capital program is progressing as planned.
Asset Planning - Stormwater Drainage		The majority of the programme activities are progressing as planned. Some improvement activities will require re-planning to accommodate priority condition assessment activities.







Service >> Open Space Management		
Programme	Status YTD	Current Period Comment
Emergent Open Spaces		No update required. Only utilised during a disaster event.
Investigations Open Space		The Open Space Investigation program is on track.
Open Space Maintenance		<p>Catalogue of Plant Species - Due to current resourcing constraints and need for resources to be allocated to ensure the delivery of priority operational maintenance within the Botanical Gardens, no works were completed on the identification of plant species this quarter</p> <p>Development of schedules for Parks and Open Space - 90% of the schedules for parks have been developed.</p> <p>Coconut De-nutting - The last (second) scheduled maintenance of coconuts was completed in December 2016. The third scheduled maintenance cut for the year will be completed by June 2017.</p> <p>Playground Inspections: is a rolling schedule with 72 playgrounds inspected last quarter - 80% complete to date. We are currently working on a strategy to ensure any outstanding playground inspections are completed.</p> <p>Water Quality - 95% compliant with our water testing standards for the Strand Water Park.</p> <p>Contract Documentation - The development of a new contract has been completed and the recommendation submitted to council committee.</p> <p>Open Space Metrics - Still in progress. Has commenced and currently being developed. No further progression from last quarter.</p>
Restoration Open Spaces		No update required. Only utilised after a disaster event.
Open Space Management - Capital		The delivery of the 2016/17 capital program is on track. The scoping and design of the 2017/18 program has been delayed, due to additional processing and validation of latest open space asset condition data. Scoping and design is commencing and should not adversely impact the delivery of the 2017/18 capital program.
Waterfront Promenade Stage 1A		Project is on hold waiting outcome of Pure Projects' review
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)		Road Maintenance Performance Contract Audit March 2017 - achieved a result of 84.3 % - compliant.
Emergent Roads		No update required. Only utilised during a disaster event.
Investigations-Roads & Transport		The Roads and Transport program is on track.
Off Street Parking		<p>Parking Meters - February availability - 99.904% = 0.096% downtime, which is less than the 10% compliance.</p> <p>Parking Meters - March availability - 99.973% = 0.027% downtime, which is less than the 10% compliance.</p>
On Street Parking		<p>Parking Meters - February availability - 99.904% = 0.096% downtime, which is less than the 10% compliance.</p> <p>Parking Meters - March availability - 99.973% = 0.027% downtime, which is less than the 10% compliance.</p>
Restoration Roads		No update required. Only utilised after a disaster event.
Roads - Capital		The Roads Capital program activities are progressing largely as planned. The 2016/17 construction program is on track for delivery this financial year. Scoping and design activities for the 2017/18 program are progressing, but some delays have been brought about through some projects requiring further validation and scoping prior to design commencement. These delays should not adversely impact the delivery of the 2017/18 construction program.
Roads Maintenance		<p>Pothole maintenance compliance - 50% compliance with service target levels for pothole maintenance. The new DeltaS system has been implemented this quarter, which will assist with the future reporting and management of operational works. This is currently being reviewed.</p> <p>Traffic Signals availability is 99.98% = 0.02% downtime - compliant.</p> <p>Rural Grading completion - 96% of grading program schedule completed to date, March 2017.</p> <p>QR Crossing Inspections - Yearly inspections for all QR Crossings have commenced and are scheduled to be completed in May 2017.</p>
Street Sweeping		Non-programmed sweeps and mechanical issues have impacted on the street sweeping schedule year to date.
Dalrymple Road Bridge		The contract is complete and the project is in final close-out
North Shore Boulevard Duplication		Design delivery has been re-planned and is due for completion by June 2017.
CBD Utilities - Roads		CBD Utilities Project is on target to achieve budgeted progress and spend for the 2016/17 financial year.
Amenity Maintenance		<p>Amenity Maintenance - 80% complaint with service targets for this quarter.</p> <p>Bus Shelter Cleaning - 80% of bus shelter cleaning program completed this quarter.</p>
Asset Planning - Roads & Transport		The majority of the programme activities are progressing as planned. Some improvement activities will require re-planning to accommodate priority condition assessment activities.


Service >> Public Infrastructure Management		
Programme	Status YTD	Current Period Comment
Engineering Services Operational Support		Strategies are being reviewed to ensure alignment with current organisational review improvement activities.
Maintenance Services		<p>Customer Satisfaction Survey Received for February 2017 - Results were 65% satisfaction. Customer improvement is currently being reviewed within Maintenance, including all associated KPI's and customer management. This report will be monitored and improved over the coming months in accordance with the Nous and Transformation Projects.</p> <p>Works management implementation - 50% completed as of March, with the tree maintenance schedules and rural roads schedules in spreadsheets to be developed in CES. The development of a schedule for RMPC has commenced. No further progression from last quarter due to resources.</p>

### Core Service >> Planning and Development

Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,137	5,417
Operating Expense	15,031	14,825
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 for the quarter indicate mixed results. Focus on the determining of Operational Works required to improve result. Customer satisfaction survey continues to influence overall results whilst we wait for a fresh survey to be undertaken.
Economic Development		2016/17 Operational Plan continues to progress with significant new opportunities being progressed by the City Deals programme.
Hydraulics & Building Certification		Exceeding the expectations of this KPI
Strategic Planning		Meeting KPI targets.
Strategic Land Management - Acquisition and Disposal		Currently on track to meet requirements.
Business Support-Urban Planning/Built Environment		Results for the programme remain sound. Some slipping in results is being experienced in the file viewing area. The volume of requests have increased by some 24% since the introduction of on-line delivery of requested information. The convenience of this improved service factors heavily in the increase in volume.


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		Capacity to deliver preventative maintenance service requires continual monitoring. Additional temporary resources have been added to the Mechanical and Instrument workshops to address the backlog.

## Core Service >> Solid Waste Management



Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	29,320	31,059
Operating Expense	21,894	20,890
Capital Revenue	111	0
Capital Works	2,072	2,866
Contributed Assets	0	0





Service >> Solid Waste Business Management and Strategy		
Programme	Status YTD	Current Period Comment
TWW Waste Management & Support		Programme is progressing well and is on track.

Service >> Solid Waste Collection and Recycling		
Programme	Status YTD	Current Period Comment
TWW – Waste & Recycling Collection		Due to the cyclone there were 15.56 missed bins per 1000 bins for the third quarter. The project to change bin collection days will align with changes to landfill operations in the 2017/18 financial year and will be deferred to the next financial year.

Service >> Solid Waste Treatment and Disposal		
Programme	Status YTD	Current Period Comment
TWW – Resource Recovery & Waste Disposal		Programme is on track.

Core Service >> Wastewater Services		
Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	86,224	84,533
Operating Expense	46,164	44,347
Capital Revenue	4,390	6,964
Capital Works	17,460	12,952
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		Programme is on track.








TWW – Wastewater Management & Support		The Report on interconnectivity opportunities has been rescheduled and is being reassessed for priority. The Programme is otherwise on track.
TWW – Wastewater Collection		Programme is on track.
TWW – Wastewater Source Management		A draft of the Commercial Wastewater Pricing Strategy is currently being reviewed.
CBD Utilities - Wastewater		CBD Utilities Project is on target to achieve budgeted progress and spend for the 2016/17 financial year.

## Core Service >> Water Services


### Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	86,338	82,015
Operating Expense	69,528	65,276
Capital Revenue	4,654	3,768
Capital Works	25,388	24,455
Contributed Assets	0	0

### Service >> Water Supply

Programme	Status YTD	Current Period Comment
Water Reticulation		This programme is on track with exception of WaterGems network model update project, which is behind schedule due to the resourcing requirements for Infrastructure Planning for Water Security Task Force and City Deals projects.
Water Preventative Maintenance		This programme has no reportable KPIs and no reportable milestones.
TWW – Dams		Programme is on track.
TWW – Water Treatment		Paluma Township remains on a boil water advisory and there were four reportable water quality exceedances for the quarter.
TWW – Water Management & Support		Programme is on track.
CBD Utilities - Water		CBD Utilities Project is on target to achieve budgeted progress and spend for the 2016/17 financial year.
Bulk Water Distribution		Projects are waiting for outcomes of the Water Taskforce review.





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# Programme Details



## Core Service >> Community and Culture

### Service >> Cemeteries

#### Service Financial Summary >>





	Budget YTD \$000	Actual YTD \$000
Operating Revenue	410	480
Operating Expense	508	577
Capital Revenue	0	0
Capital Works	208	135
Contributed Assets	0	0

### Programme >> Cemeteries


#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	410	480
Operating Expense	508	577
Capital Revenue	0	0
Capital Works	208	135
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of all interments processed within 5 business days of date of interment  <i>Comment&gt;&gt; Over the past quarter the 95% target has been exceeded each month and is on track to achieve the target for the year. Breakdown as follows – January 97%, February 100%, March 100%.</i>	95%	97%	95%	96.67%	
95% of all interment documentation lodged with Births, Deaths and Marriages within 7 business days of interment date  <i>Comment&gt;&gt; Over the past quarter the 95% target has been exceeded each month and is on track to achieve the target for the year. Breakdown as follows – January 100%, February 100%, March 100%.</i>	95%	98%	95%	98%	
95% of all monument permits received to be processed within 3 business days  <i>Comment&gt;&gt; Delay in processing 9 monument permits during the quarter. Public holidays and reduced levels of staffing affected the target along with customer delay in providing information. 2 applications missed by only 1 day. Expected to still reach this target for the year. Breakdown as follows – January 92%, February 81%, March 81%.</i>	95%	85%	95%	86.33%	
Zero defects on interments throughout the year.  <i>Comment&gt;&gt; Confirmed that no defects were recorded on interments for the last quarter</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&gt;&gt; Meetings have been developed between Community Services and Maintenance to discuss the ongoing management of the cemetery including the measures to monitor our performance. Various aspects have been explored. Cemetery Leadership Meetings have also been scheduled now</i>	01/07/16	31/12/16		60%	

Service >> Community & Cultural Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7	97
Operating Expense	561	545
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	7	97
Operating Expense	561	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
100% of draft lease documents are developed within 30 business days from receiving full council resolution  <i>Comment&gt;&gt; 100% of draft leases were developed within 30 days of receiving action item.</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	95
Operating Expense	4,767	3,951
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	1,566	1,402
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the approved recommendations arising out of the Pensioner Transport Subsidy Scheme Review  <i>Comment&gt;&gt; PGM000001839 - The operational improvements for Pensioner Transport Subsidy Scheme (PTSS) have been completed. The larger-scale review to determine the future of the PTSS has been completed. Indications are that further exploration is required, awaiting final report to CCDC and Council.</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&gt;&gt; PGM000001960 - This milestone has ceased following the unknown direction of the organisational restructure and the impending change of functional alignments.</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	1,465	1,238
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Community Grants information sessions held twice yearly (prior to the major closing of a funding round), to ensure applicants are aware of information regarding applying for Council Community Grants  <i>Comment&gt;&gt; 2 community grant workshops were held within this quarter to promote and support applications for the February round.</i>	.5	2	1.5	3	





Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Community Grants Operational Model created and presented to management for consideration by 31 October 2016  <i>Comment&gt;&gt; Project has been put on hold awaiting new General Manager Community Engagement appointment</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	1,046	779
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Councils Reconciliation Action Plan 2015-2017 quarterly reporting on progress and deliverables completed  <i>Comment&gt;&gt; Quarterly reporting timeframes have been met</i>	1	2	3	2.5	
5 Community Groups - Built to Last workshops delivered  <i>Comment&gt;&gt; No workshops occurred during this quarter. Community Groups Built to Last program for 2017 has been redefined with promotion of the May &amp; June 2017 program to occur in April</i>	1.25	0	3.75	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	690	533
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 4 Active & Healthy workshops per year  <i>Comment&gt;&gt; Sport &amp; Recreation Conference held on the 17th &amp; 18th of March - 6 workshops delivered so far this financial year</i>	1	1	3	6	
Complete 12 Active Update e-newsletters per year  <i>Comment&gt;&gt; Monthly Active &amp; Healthy Update sent at start of each month. Current subscriber list of 1,159</i>	3	3	9	9	

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

Service >> Events		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,084	1,344
Operating Expense	8,063	7,886
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	5,162	4,344
Capital Revenue	0	0
Capital Works	0	30
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Raise purchase orders prior to event or purchase 100% of time <i>Comment&gt;&gt; 218 purchase orders raised. 199 within target - 91%</i>	100%	91%	100%	85.76%	
Provide post show information to finance within 2 business days of an event <i>Comment&gt;&gt; 9 performances - 9 achieved target 100%</i>	90%	100%	90%	80%	

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	90	64
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct 12 citizenship ceremonies for the financial year <i>Comment&gt;&gt; 3 x monthly citizenship ceremonies were conducted this quarter</i>	3	3	9	9	
Deliver 12 civic receptions throughout the year <i>Comment&gt;&gt; 3 x civic receptions were conducted this quarter</i>	3	3	9	11	



This programme has no reportable Milestones.

### Programme >> Performing Arts Hirers

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	725	949
Operating Expense	286	680
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Hire agreements to be issued within 72 hrs of request 90% of time <i>Comment&gt;&gt; 8 agreements sent - 7 within time period</i>	90%	90%	90%	96.67%	
Provide settlement information to the hirer within 10 business days 90% time <i>Comment&gt;&gt; 7 hirer performances - all settled within 10 days</i>	90%	100%	90%	91.33%	


This programme has no reportable Milestones.


### Programme >> Performing Arts Public Programs

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	171	171
Operating Expense	259	320
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete acquittal reports within 14 days <i>Comment&gt;&gt; Acquittals not required this period</i>	90%	90%	90%	80%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct at least 4 Riverway sessions at Riverway Arts Centre <i>Comment&gt;&gt; No sessions this period - scheduled for May</i>	1	0	3	3	

This programme has no reportable Milestones.

Programme >> Special Events		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	188	224
Operating Expense	1,917	2,180
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
Conduct a minimum 21 significant events in accordance with council's Performing Arts and Events Strategy <i>Comment&gt;&gt; 2 major events were held being Australia Day and Welcoming Babies, National Servicemen Day made up the third event</i>	5.25	3	15.75	15	
Plan for the conduct of 6 x T150 event each month for the calendar year of 2016 to celebrate Townsville's 150th anniversary <i>Comment&gt;&gt; NO UPDATE REQUIRED - T150 events concluded in 2016</i>	0	0	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	350	298
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


This programme has no reportable KPI's.


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

Service >> Facilities		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	129	188
Operating Expense	2,103	2,109
Capital Revenue	2,650	2,238
Capital Works	2,650	1,874
Contributed Assets	0	0

Programme >> Community Leased Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	96	145
Operating Expense	1,496	1,500
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of external maintenance requests raised by community child care lessees are actioned within one business day and lessees are responded to within two business days  <i>Comment&gt;&gt; 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&gt;&gt; Due to the organisational restructure and functional mapping across council, this milestone has not been a priority due to further functional and staff changes</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	139	139
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly tenancy management meetings with the tenants of the Old Magistrates Court building <i>Comment&gt;&gt; Telephone queries conducted during period</i>	1	1	3	3	
Conduct quarterly safety inspection of the Old Magistrates Court building <i>Comment&gt;&gt; Inspections completed as scheduled.</i>	1	0	3	2	


This programme has no reportable Milestones.

### Programme >> Reid Park Pit Complex

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	33	43
Operating Expense	388	389
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Ceremony payments to be received 14 days prior to event <i>Comment&gt;&gt; 98% of ceremonies were approved and paid within KPI timeframe</i>	90%	98%	90%	99.33%	


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	81	81
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly tenancy management meetings with the tenants of the School of Arts <i>Comment&gt;&gt; Building closed due to roof replacement this period</i>	1	0	3	2	







KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly safety inspection of the School of Arts building  <i>Comment&gt;&gt; Building closed due to roof replacement this period</i>	1	0	3	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	2,650	2,238
Capital Works	2,650	1,874
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Delivery of TECC renewal works in accordance with the federally funded program  <i>Comment&gt;&gt; Project is on target and major milestones have been achieved.</i>	100%	100%	100%	96.67%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Package 6 Plumbing Works by Nov 2016  <i>Comment&gt;&gt; Package 6 has been completed.</i>	01/07/16	30/11/16	30/11/16	100%	
Completion of Package 4 Fire Protection Services by Dec 2016  <i>Comment&gt;&gt; Package 4 has been completed.</i>	01/07/16	30/12/16	30/12/16	100%	
Completion of Package 7 Electrical Works (Emergency and Exit Lighting)  <i>Comment&gt;&gt; Package 7 has been completed.</i>	01/07/16	28/02/17	28/02/17	100%	
Completion of Package 8 (TECC Generator) by February 2017  <i>Comment&gt;&gt; Package 8 has been completed.</i>	01/07/16	28/02/17	28/02/17	100%	
Completion of Package 9 (TECC General Works) by February 2017  <i>Comment&gt;&gt; Due to extended lead times of winch motors, delivery time has been extended to April 2017. It is expected that installation will be complete by 30/04/2017</i>	01/07/16	28/02/17		90%	
Certification by contractor on all Electrical & Fire system works  <i>Comment&gt;&gt; Certification of the Electrical and Fire System is complete.</i>	01/01/17	28/02/17	28/02/17	100%	

Service >> Galleries		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	225	213
Operating Expense	3,070	2,786
Capital Revenue	0	0
Capital Works	17	0
Contributed Assets	0	0

Programme >> Business Support-Galleries		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	20	25
Operating Expense	1,548	1,548
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Maintain an holistic Friends of the Galleries membership program with 700 members  <i>Comment&gt;&gt; 416 Friends of the Galleries members were current at the end of this period</i>	700	416	700	413	
Maintain an holistic Friends of the Galleries volunteer program with 30 Volunteers  <i>Comment&gt;&gt; In 3rd quarter 20 individual volunteers completed rostered sessions</i>	30	20	90	78	

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	111	75
Capital Revenue	0	0
Capital Works	17	0
Contributed Assets	0	0



#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and implementation of a digital database for the City of Townsville Art Collection <i>Comment&gt;&gt; Currently engaging with IT Services to progress the implementation of the database.</i>	01/07/16	31/12/16		0%	
Development and implementation of a remedial Conservation Management Plan for the galleries art collections <i>Comment&gt;&gt; No work undertaken this quarter</i>	01/07/16	30/06/17		0%	

Programme >> Gallery Creative Classrooms		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2	27
Operating Expense	265	294
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 50 'Art-In-A-Suitcase' programs to primary schools in the Townsville region <i>Comment&gt;&gt; 9 Art in a Suitcase programs delivered to 9 primary schools</i>	12.5	9	37.5	42	
Deliver 50 'Artist-In-Schools' programs to secondary schools in the Townsville region <i>Comment&gt;&gt; 1 artist in schools program delivered at Northern Beaches High School students</i>	12.5	1	37.5	21	

This programme has no reportable Milestones.

Programme >> Gallery Creative Communities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	27	10
Operating Expense	151	85
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver 6 evening programs as part of the 'Art After Dark' initiative  <i>Comment&gt;&gt; 1 Art after Dark program delivered as Paint and Pinot for 20 participants</i>	1.5	1	4.5	1	
Develop 100 arts and cultural activities with individuals, groups, organisations and sub-cultures  <i>Comment&gt;&gt; 25 arts and cultural activities were delivered to 1,045 participants in this quarter</i>	25	25	75	277	



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	35	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
Develop and deliver 4 participative art programs for children and families to be held in Townsville shopping centres and other public centres  <i>Comment&gt;&gt; A total of 6 activities were delivered, 5 at Willows Shoppingtown and 1 at the Defence Force Expo 253 participants.</i>	1	6	3	19	
Develop and deliver 8 instances of SHIFT: elevator art project  <i>Comment&gt;&gt; Artwork at the Aquarius has been replaced with new one under the Shift program</i>	2	1	6	5	

This programme has no reportable Milestones.



### Programme >> Gallery Exhibitions

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	173	139
Operating Expense	820	627
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver visual arts exhibitions and associated public programs and activities that achieve participation figures for Gallery Services of 100,000 visitors  <i>Comment&gt;&gt; On target</i>	25,000	18,788	75,000	65,438	
Develop and deliver 6 in-house curated exhibitions in Perc Tucker and Pinnacles galleries during the year  <i>Comment&gt;&gt; 1 In-house curated Exhibition in this quarter, Figure 8, works from the collection 24/1/17-26/2/17</i>	1.5	1	4.5	15	



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	140	97
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of Public Art artworks catalogued into the developed Art In Public Spaces Database system  <i>Comment&gt;&gt; Due to Strand Ephemera priorities no work undertaken on this for this quarter</i>	25%	0%	75%	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&gt;&gt; Progress limited in this period due to Strand Ephemera planning</i>	01/07/16	31/12/16		20%	



## Service >> Libraries


### Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	873	461
Operating Expense	8,942	8,248
Capital Revenue	0	0
Capital Works	91	3
Contributed Assets	0	0

Programme >> Corporate Research		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	217	184
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of internal customers are satisfied with Corporate Research services  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we achieved 100% customer satisfaction, which exceeded our target of 95%</i>	95%	100%	95%	100%	
Increase use of key corporate online information resources by council staff by 10%  <i>Comment&gt;&gt; Usage by council staff of our key online information resources was 4,950 (total sessions, searches and downloads), which exceeded our target of 4,869 by 10%</i>	4,869	4,950	14,607	13,772	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate the potential for Corporate Research to support the business community through programs and services  <i>Comment&gt;&gt; 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	227	6
Operating Expense	1,846	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
Provide 1200 hours of Children and Youth Programmes to the community throughout the year  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we are on target. Increased hours of programs in the fourth Quarter with Savannah: Festival of Stories program.</i>	300	227	900	814.5	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
500 hours of adult lifelong learning programs delivered throughout the year  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we are on target. Increased hours of programs in the fourth Quarter with Savannah: Festival of Stories program.</i>	125	111.5	375	442.25	
4 presentations on family history resources and services presented to Indigenous community organisations  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we exceeded the target of 4 presentations on family history resources and services presented to Indigenous community organisations</i>	1	7	3	10	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement annual digitisation plan  <i>Comment&gt;&gt; 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	33	31
Operating Expense	6,746	7,137
Capital Revenue	0	0
Capital Works	91	3
Contributed Assets	0	0



#### Programme Performance


This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Management Plan for each library branch  <i>Comment&gt;&gt; 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&gt;&gt; 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&gt;&gt; Successfully delivered Digital Futures plan for library services</i>	01/07/16	30/06/17	30/11/16	100%	
Upgrade of Library Management System  <i>Comment&gt;&gt; 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	612	423
Operating Expense	134	569
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Increase the usage of the Library's online collections by 5%  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we achieved a total of 20,043 in usage of the Library's online collections by 5% which exceeded our monthly target of 16,113.</i>	16,645	20,043	49,935	58,099	
Customer satisfaction with all library services and programs is 95%  <i>Comment&gt;&gt; In the third Quarter of 2016/17 we achieved 96% customer satisfaction with all library services and programs, which exceeded our target of 95%.</i>	95%	96%	95%	97.57%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Library Membership Strategy  <i>Comment&gt;&gt; Library membership strategy has been replaced by Library Engagement Strategy in response to evolving whole-of-customer focus for upcoming Strategic Plan.</i>	06/02/17	28/04/17	05/04/17	100%	

Service >> Sport & Recreation		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	476	405
Operating Expense	8,141	8,109
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	1,060	1,139
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of external maintenance requests raised to Sports Facilities are actioned within two business days and responded to the customer within the same time period. <i>Comment&gt;&gt; Achieved - Written responses provided</i>	100%	98%	100%	97.67%	


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	87	89
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
24,000 visitors to the Kalynda Chase Tennis Court throughout the year <i>Comment&gt;&gt; Number increasing as the weather cools</i>	6,000	10,150	18,000	27,900	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Facilities Management Agreement (MOU) documentation for the Kalynda Chase Tennis Court <i>Comment&gt;&gt; Agreement is being surrendered. Negotiations with tennis Queensland resulted in report currently before council.</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	383	314
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% customer satisfaction with council's management of the Riverway Grounds <i>Comment&gt;&gt; Satisfaction targets are being exceeded</i>	90%	95%	90%	95%	
Host 5 significant events at the Riverway Grounds during the year <i>Comment&gt;&gt; Riverway Dive in Movies</i>	1.25	3	3.75	8	


This programme has no reportable Milestones.

### Programme >> Swimming Pools

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	183	189
Operating Expense	2,999	3,021
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&gt;&gt; All urgent requests met</i>	100%	100%	100%	100%	


This programme has no reportable Milestones.


### Programme >> Tony Ireland Stadium Operations

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	165	96
Operating Expense	1,872	1,710
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
200,000 visitors to the Tony Ireland Stadium and Riverway Parklands during the year <i>Comment&gt;&gt; Below target for the quarter but above year to date target</i>	50,000	45,000	150,000	158,409	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Facilitate the use of the Tony Ireland Stadium for 8 significant events during the year  <i>Comment&gt;&gt; No significant events in this quarter</i>	2	0	6	5	

This programme has no reportable Milestones.

Programme >> Townsville Stadium Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	128	119
Operating Expense	1,740	1,836
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Facilitate the use of the Townsville RSL Stadium for 20 significant events during the year  <i>Comment&gt;&gt; Multiple Townsville Fire Games including Semi-final</i>	5	6	15	22	
150,000 visitors to the Townsville RSL Stadium during the year  <i>Comment&gt;&gt; Above Target for this quarter</i>	37,500	41,000	112,500	117,244	

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	5,458	5,325
Operating Expense	10,842	11,163
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	2,231	2,235
Operating Expense	1,596	1,733
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer requests/complaints relating to Animal Management are responded to within determined timeframes <i>Comment&gt;&gt; KPI met</i>	85%	97%	85%	94.33%	
85% of customer requests/complaints relating to Animal Management are resolved within determined timeframes <i>Comment&gt;&gt; Continued prioritisation to complete high priority complaints within the Animal Management Program impact on the resolution of low priority complaints. Whilst there has been a reallocation of resources to assist in managing the back log of low priority complaints, this continues to affect the resolution KPI with a significant reduction in outstanding complaints.</i>	85%	74%	85%	72.67%	
Average time taken to process enquiries and appeals relating to Animal Management is maintained at less than 21 days <i>Comment&gt;&gt; KPI met</i>	21	14	21	10.3	
Average time taken to process permit applications is maintained at less than 28 days <i>Comment&gt;&gt; KPI met</i>	28	9	28	16.6	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver a "Pet Expo" 2017 event <i>Comment&gt;&gt; Expo scheduled for 18 June 2017</i>	01/07/16	30/06/17		0%	
Undertake an unregistered dog survey <i>Comment&gt;&gt; Target met</i>	01/07/16	30/06/17		31%	



Programme >> Business Support-Environmental Health		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	21	33
Operating Expense	4,079	4,373
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&gt;&gt; No update required - update due in last quarter for Financial Year</i>	01/03/17	14/06/17		0%	
Annual Environmental Health licences renewals distributed to customers  <i>Comment&gt;&gt; No update required - update due in last quarter for Financial Year</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	11
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	37	29
Operating Expense	367	366
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer requests/complaints relating to Development Compliance are responded to within determined timeframes  <i>Comment&gt;&gt; Response time for the 3 month period met the KPI by reaching 91%</i>	85%	91%	85%	90%	
85% of customer requests/complaints relating to Development Compliance are resolved within determined timeframes  <i>Comment&gt;&gt; The resolution time KPI was not met as Development Compliance Unit was one Officer down for this period. Staff was also concentrating on closing a majority of the backlog.</i>	85%	70%	85%	68%	
Average time taken to process enquiries and appeals relating to Development Compliance is maintained at less than 28 business days  <i>Comment&gt;&gt; KPI met.</i>	28	28	28	12	

This programme has no reportable Milestones.





### Programme >> Disaster Management


#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	35	115
Operating Expense	927	907
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0






### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake exercise to test the Townsville Local Disaster Management Plans  <i>Comment&gt;&gt; Exercise Dam You Huey conducted 26/10/16</i>	01/07/16	30/06/17	26/10/16	100%	
Townsville Local Disaster Management Plans reviewed annually to meet external (State Government) audit requirements  <i>Comment&gt;&gt; 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&gt;&gt; Completed February. Everything went as planned</i>	01/07/16	19/12/16	15/02/17	100%	
Conduct annual Townsville Local Disaster Coordination Centre training program  <i>Comment&gt;&gt; This program is complete and was successful.</i>	01/07/16	30/06/17	29/11/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct annual consultation program with Caravan Parks and Marinas  <i>Comment&gt;&gt; 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	34	31
Operating Expense	333	217
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0







Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of complaints relating to overgrown property responded to within target  <i>Comment&gt;&gt; KPI met</i>	90%	100%	90%	99.67%	
85% of complaints relating to overgrown property resolved within target  <i>Comment&gt;&gt; KPI met</i>	85%	97%	85%	80.67%	
85% of customer enquiries and request relating to Health Compliance are responded to within determined timeframes  <i>Comment&gt;&gt; KPI met</i>	85%	98%	85%	93%	
Average time taken to process enquiries and appeals relating to Health Compliance is maintained at less than 21 days  <i>Comment&gt;&gt; KPI not met due to vacant role of Coordinator Compliance and work function for appeals were re-distributed</i>	21	28	21	20.3	
85% of customer enquiries and request relating to Health Compliance are resolved within determined timeframes  <i>Comment&gt;&gt; KPI Met</i>	85%	94%	85%	76.67%	

This programme has no reportable Milestones.

Programme >> Health Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	511	595
Operating Expense	1,217	1,121
Capital Revenue	0	0
Capital Works	0	4
Contributed Assets	0	0




## Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver monthly food safety newsletters <i>Comment&gt;&gt; 3 Electronic newsletters produced for January, February and March 2017.</i>	3	3	9	9	
85% of monthly allocated food, public health and environmental inspections completed each month <i>Comment&gt;&gt; 246 Inspections were due and 246 inspections were completed. In quarter 3 we over achieved and this resulted in the KPI being over 100% this quarter.</i>	85%	100%	85%	100.93%	
100% of food, public health and environmental business license applications completed within legislative timeframes <i>Comment&gt;&gt; 98% of licence applications were completed within legislative timeframes (53 received, 31 issued, 19 not due and 3 not met).</i>	100%	98%	100%	98.33%	
Respond to 85% of customer enquiries regarding food safety, public health and environmental protection within response timeframes <i>Comment&gt;&gt; 93.3% of CRM's were responded to within timeframes for the quarter regarding food safety, public health and environmental protection.</i>	85%	93.3%	85%	81.6%	
Resolve 90% of customer enquiries regarding food safety, public health and environmental protection within resolution timeframes <i>Comment&gt;&gt; 95.3% of CRM's were resolved within timeframes for the quarter regarding food safety, public health and environmental protection.</i>	90%	95.3%	90%	92.77%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Environmental Health Disaster Plans reviewed and updated <i>Comment&gt;&gt; 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&gt;&gt; Review completed</i>	01/07/16	01/03/17	01/02/16	100%	
Chair Environmental Health Working Group (Disaster) Meetings <i>Comment&gt;&gt; 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&gt;&gt; Full Committee Meeting</i>	01/07/16	06/05/17	17/11/16	100%	
Conduct Food Inspections at Major Event (V8's) <i>Comment&gt;&gt; Completed</i>	01/07/16	12/07/16	12/07/16	100%	
Conduct Food Inspections at major event (Town Show) <i>Comment&gt;&gt; Completed</i>	01/07/16	07/07/16	07/07/16	100%	

Programme >> Parking Compliance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,578	2,276
Operating Expense	1,570	1,745
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance
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KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of parking infringements waived due to incorrect issuing of ticket  <i>Comment&gt;&gt; KPI met. Very small number of fines waived due to officer error</i>	5%	1.2%	5%	1.7%	
Average time taken to resolve parking related enquiries and appeals maintained at less than 10 days  <i>Comment&gt;&gt; Correspondence turned around within timeframes</i>	10	3.5	10	3.3	
90% of abandoned vehicles reported to council are removed from the public place within 14 days  <i>Comment&gt;&gt; Officers assisting in other areas so results are slightly under KPI</i>	90%	86.5%	90%	82.5%	

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&gt;&gt; Inspections carried out twice weekly and rangers recorded 6,093 campers throughout the peak season</i>	01/07/16	30/06/17	30/09/16	100%	


Programme >> Vector Control		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	12	12
Operating Expense	753	690
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% mortality rate of larval mosquitoes due to broad acre mosquito treatments  <i>Comment&gt;&gt; 985 mosquito site surveys, 306 treatments, 118 treatment evaluations, with a total treatment area of 2,010 hectares. 4 aerial treatments were included during this period.</i>	85%	96.64%	85%	97.03%	
3 adult mosquito surveillance trapping activities per month throughout the year  <i>Comment&gt;&gt; Continuing weekly regime where practical.</i>	9	11	27	31	
Respond to 85% of customer enquiries/complaints regarding vector control within determined timeframes  <i>Comment&gt;&gt; Response slightly down in February</i>	85%	95.56%	85%	90.26%	
Resolve 85% of customer enquiries/complaints regarding vector control within determined timeframes  <i>Comment&gt;&gt; Resolution slightly down in January</i>	85%	98.89%	85%	92.85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual dengue mosquito surveillance program completed  <i>Comment&gt;&gt; Program has been redesigned to provide support to Eliminate Dengue across Council and the community.</i>	03/10/16	16/12/16	16/12/16	100%	

## Core Service >> Environment and Sustainability

### Service >> Environmental & Natural Resource Mgmt

#### Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	19	524
Operating Expense	2,252	2,221
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	14	14
Operating Expense	111	130
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the Annual Integrated Sustainability Services bushfire mitigation program  <i>Comment&gt;&gt; 80% of the 2016 Bushfire Mitigation Program activities successfully completed with remaining 20% prioritised for 2017 season. Annual TCC - Environmental Service Section - Bushfire Management Plan for 2017 has been drafted</i>	01/07/16	30/06/17		80%	
Partner with other organisations on bushfire management  <i>Comment&gt;&gt; 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&gt;&gt; Pre Bushfire season 2017 - Meetings held to discuss and collaborate with various Fire Management Groups related to priority sites and bushfire management activities for 2017</i>	01/07/16	30/06/17		70%	

## Programme >> Coastal Management

### Programme Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	255	83
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Build and maintain 6 collaborative relationships with relevant external agencies in support of on-ground activities for coastal management  <i>Comment&gt;&gt; Successfully maintained 6 collaborative relationships with relevant external agencies in support of on-ground activities in coastal management</i>	6	6	6	6	



  



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete the annual Rows Bay sand renourishment program  <i>Comment&gt;&gt; Scheduled to commence in May 2017</i>	07/03/17	30/06/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement planned annual coastal management on ground works  <i>Comment&gt;&gt; 75% of planned annual coastal management on ground works completed across 36km of Esplanade from Cungulla to Balgal Beach and Magnetic Island</i>	01/07/16	30/06/17		75%	

Programme >> Environmental Education Awareness		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5	7
Operating Expense	179	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
Deliver 10 environmental education activities throughout the year  <i>Comment&gt;&gt; World Wetland Day 5/2/17, JCU Market Day 26/2/17, Townsville Grammar School Presentation 31/3/17</i>	2.5	3	7.5	19	
Host 8 community NRM activities throughout the year  <i>Comment&gt;&gt; Community Planting at Lou Lister Park and Osterlund Place 11/2/17 &amp; 19/3/17, Clean Up Australia Day 5/3/17</i>	2	3	6	11	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Provide Council support for the Townsville National Tree Day  <i>Comment&gt;&gt; National Tree Day event held on 31 July</i>	01/07/16	30/06/17	31/07/16	100%	
Provide Council support for Clean Up Australia Day  <i>Comment&gt;&gt; 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	314	483
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Support 4 major internal sustainability initiatives  <i>Comment&gt;&gt;</i> 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 4. Supported growth and utilisation of TCC Enterprise Energy Management System for cost reduction	1	4	3	9	
Coordinate council's Integrated Energy and Carbon Management Leadership Group through monthly meetings  <i>Comment&gt;&gt;</i> Integrated Energy and Carbon Management Leadership Group Meetings put on hold - Energy and Carbon Framework being reviewed, new energy reduction and carbon emission targets being developed	3	0	9	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&gt;&gt;</i> Fairfield Waters Sediment Basins and Lakes aquatic weed removal completed	01/07/16	30/06/17		75%	

## Programme >> Land Protection

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	263	301
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
30 Property Pest Management Plans current  <i>Comment&gt;&gt;</i> January - March 42 current Property Pest Management Plans current	30	42	90	115	
Participate in four pest management collaborations  <i>Comment&gt;&gt;</i> January 17 - yellow crazy ant CSIRO, Wet Tropics management authority, JCU Cairns, Social media You Tube yellow crazy ants, March 17 4 tropical weeds limno inspections with biosecurity officers and Woodstock landcare event and Charters Towners educational event	1	5	3	23	
Conduct 12 inspections and control of Sagittaria in the Ross River  <i>Comment&gt;&gt;</i> 6 inspections conducted over this period. Each inspection takes 2 days	3	6	9	18	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Townsville Biosecurity Plan (previously Pest Management Plan)  <i>Comment&gt;&gt; Biosecurity plan DRAFT for public comment near completion</i>	01/07/16	30/06/17		65%	
Plan and implement council's annual wild dog management program  <i>Comment&gt;&gt; Nil for this period next trapping is due April / May</i>	01/07/16	30/06/17		50%	
Investigate and report on opportunities to improve pest mapping and NRM technology integration  <i>Comment&gt;&gt; Arc GIS has been determined as the appropriate platform.</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&gt;&gt; Continue to work with landholders and partner agencies to build capacity. Recent examples include CSIRO Darwin, JCU Carins and Wet Tropics Management Authority</i>	01/07/16	30/06/17		70%	
Complete Thunbergia (pest weed) Program on Magnetic Island  <i>Comment&gt;&gt; Inspections of thunbergia sites completed 3 sites controlled. Follow up still required.</i>	01/07/16	30/06/17		90%	

**Programme >> Natural Resources Management**






**Programme Financial Summary >>**

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	503
Operating Expense	1,131	1,053
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Revegetate with 1,000 native plants across Townsville  <i>Comment&gt;&gt; January 17 - General Community 31, Landcare 15, School 15. February 17 - Landcare Bazza Island 50, General Community 50</i>	250	161	750	2,933	
Attend 8 weed blitzes per year  <i>Comment&gt;&gt; 23 February &amp; 23 March</i>	2	2	6	6	
Investigate and respond to 100% of community service requests for on ground Natural Resource Management within designated timeframes  <i>Comment&gt;&gt; 90.9% CRMs were addresses within time frames. Team has experienced high increase in CRMs due to yellow crazy ant enquiries</i>	100%	90%	100%	82.67%	







KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Support two biosecurity operations throughout the year <i>Comment&gt;&gt; Siam Weed Helicopter Survey, Sagittaria Survey and Control, Aquatic Weed Harvester Ross River, Varroa Mite</i>	1	4	1	4	
Implement Landcare and community natural resource management initiatives through support and collaboration with community NRM Groups for 12 sites <i>Comment&gt;&gt; January 17 - Sea turtle foundation office space &amp; assistance with turtle data, Non- Government Organisations litter collection creeks &amp; waterways, yellow crazy ant mapping presence and absence in Nome, CDTLI working on natural areas under funded agreement,</i>	12	4	9	19	
Conduct 25 Litter Pickups from natural areas throughout the year <i>Comment&gt;&gt; 41 litter collections conducted Nom Government Organisations assistance</i>	10	41	20	90	
Conduct 2 environmental educational training days with community groups and/or non-government organisations <i>Comment&gt;&gt; Asian Honey Bee and Varroa 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 (e.g. FOGS, Career Expo) <i>Comment&gt;&gt; Identified Person Information Session Traineeship</i>	1	1	3	3	

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	897	928
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	713	738
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer enquiries received by the property and rating system are resolved within their allocated service standard time frame  <i>Comment&gt;&gt; Target achieved during this reporting period, January 89%, February 84%, March 81%</i>	85%	85%	85%	80.33%	
Operations and Support to develop 90% of quick add profiles and reference files for record keeping  <i>Comment&gt;&gt; All existing quick add profiles have been updated for this quarter. The Section is continuing review of current Record Keeping Charter, Functions &amp; Activities in Enterprise Content Management (ECM) system and awaiting upgrade before finalising changes and creating any new quick add profiles</i>	22.5%	100%	67.5%	42%	
100% of all ISS portable and attractive items to be reviewed and entered into the CES system  <i>Comment&gt;&gt; 95% Portable and attractive items review complete</i>	100%	95%	100%	95%	
95% of all requisitions are raised before work is undertaken or goods received  <i>Comment&gt;&gt; Purchasing process is showing improvement on last quarter however further development of staff required to reach target</i>	95%	86%	95%	81.33%	



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	184	190
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Progress Councils Integrated Environmental Management System through quarterly coordination meetings  <i>Comment&gt;&gt; The October - December coordination meeting was held with 10 attendees present</i>	1	3	3	5	
Collate quarterly environmental data reporting for the IEMS Coordination Meeting  <i>Comment&gt;&gt; The October - December Environmental Performance Report was collated ahead of the coordination meeting. Opportunities for improvement to systems, processes and reporting has been identified with new organisational restructure</i>	1	3	3	5	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver the Annual Environmental Performance Report for TCC 2016  <i>Comment&gt;&gt; Annual Environmental Report card due to be complete by 30 May 2017</i>	20/04/16	31/03/17		75%	
Complete the Environmental Risk Survey and Gap Analysis Report  <i>Comment&gt;&gt; The Environmental Risk Survey was completed in August and will be raised at the next Quarterly coordination meeting in October.</i>	31/03/16	31/07/16	31/08/16	100%	

Service >> Sustainability Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	13
Operating Expense	1,104	1,137
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	581	680
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&gt;&gt; This quarter the team has worked with local students to install two IoT networks measuring creek environments within the Townsville CBD</i>	1	2	3	6	
Facilitate ten community / industry capacity building workshops / activities for energy sustainability and resilience and climate change adaptation  <i>Comment&gt;&gt; This quarter the team has undertaken a city wide energy efficiency and demand management capacity building workshop, a community capacity building workshop around utilising and making their own beneficial microbes in their own homes and a workshop building the capacity of the Regional STEM Hub working with industry, academia and schools.</i>	2.5	3	7.5	11	



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Build and foster four energy related sustainability innovation partnerships.  <i>Comment&gt;&gt; Key partnerships have been built with local school groups around the delivery of the Rowes Bay Sensory Network Project as well as a partnership with Central Queensland University around energy management and sensor deployment</i>	1	2	3	7	
Facilitate twenty community / industry based energy efficiency education activities.  <i>Comment&gt;&gt; The team has facilitated numerous education activities for industry and the community with key activities linking energy efficiency projects with schools through sensor building, education activities at JCU Market Day, Sensor building activities with Students, Reef Guardian Schools network and community based energy efficiency workshops.</i>	5	5	15	16	
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&gt;&gt; Digital Learnscape installed at location within the CBD with school students monitoring the local environment</i>	0	1	1	2	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Rowes Bay Sensory Project Year 1.  <i>Comment&gt;&gt; Milestone is on track for completion.</i>	01/07/16	30/06/17		75%	

Programme >> Catchment Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	1
Operating Expense	377	350
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0





Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Monitor water quality and ecosystem waterway health in 10 creeks/waterways with the support of community based Creek Watch groups throughout the year  <i>Comment&gt;&gt; Routine sampling and reporting over this period</i>	10	10	30	30	
Deliver 4 stormwater quality management training packages to industry  <i>Comment&gt;&gt; No training was expected to be delivered during this time. The next 6-day course is booked for May</i>	1	0	3	2	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Maintain the Creek to Coral partnership through attendance at four collaboration workshops and partnerships meetings <i>Comment&gt;&gt; Regional Water Alliance meetings, CRC WSC meeting and Reef Guardian Council meeting</i>	1	3	3	6	
Deploy 10 low cost water quality monitoring and visualisation buoys to aid in assessment management of urban water bodies. <i>Comment&gt;&gt; Work continues to establish dissolved oxygen sensors prior to final deployment</i>	2.5	0	7.5	5	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual update for the Reef Guardian Action Plan produced <i>Comment&gt;&gt; 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&gt;&gt; Reporting platform is currently in testing phase</i>	01/07/16	30/06/17		90%	

Programme >> Sustainability Education Awareness		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	145	108
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct Rowes Bay sustainability visits for 1,500 students, adults and professionals by 30 June 2017 <i>Comment&gt;&gt; Strong water focus in sustainability tours this quarter</i>	375	580	1,125	2,183	
Engage 25 schools and or community groups in environmental sustainability activities by 30 June 2017 <i>Comment&gt;&gt; Strong water focus through classroom visits at various schools</i>	6.25	10	18.75	28	
Conduct four environmental sustainability key educational activities at the Rowes Bay Sustainability Centre by 30 June 2017 <i>Comment&gt;&gt; World Wetlands Day and Environmental Educators Session</i>	1	2	3	5	
Produce eight thematic communication materials and activities by 30 June 2017 <i>Comment&gt;&gt; World Wetlands Day Flyer and Irrigation Cheat Sheet as well as Earth Hour flyer</i>	2	3	6	8	



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Support five education activities or events that utilise the Sustainability Learnscape without direct officer involvement (passive education)  <i>Comment&gt;&gt; Giants Walk at Anderson Gardens - 2 self-guided tours facilitated</i>	1.25	2	3.75	4	

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	1,291	1,203
Operating Expense	1,660	1,055
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	599	599
Operating Expense	539	440
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Implement 50% of the ISO 55000 readiness plan by June 2017 <i>Comment&gt;&gt; Implementation of ISO55000 readiness plan is currently underway and is scheduled to meet timeframes allocated.</i>	12.5%	12.5%	37.5%	50%	
Implementation and training - 50% of the whole of Council Lifecycle Asset Management Plan (LCCAMP) <i>Comment&gt;&gt; Progress on implementation of the LifeCycle Asset Management Plan has slowed in this quarter. Implementation is still expected to be completed as per timeframes.</i>	12.5%	6.25%	37.5%	43.75%	
Implementation and training - 50% of the Service Strategy Management Plan (SSMP) <i>Comment&gt;&gt; This forms part of project 3 of the transformation projects which is being completed by the TCC Business Transformational Unit</i>	12.5%	12.5%	37.5%	37.5%	
Prioritise and implement - 25% of the General Portable and Attractive Items (PAI) Strategies <i>Comment&gt;&gt; Prioritised PAI strategies identified have been implemented as planned.</i>	6.25%	6.25%	18.75%	18.75%	
Establish 50% of TCC My Predictor Modelling <i>Comment&gt;&gt; No progress in this Quarter</i>	0%	0%	25%	0%	
Plan and Implement - 50% of General Portable and Attractive Items (PAI) Internal Control Assessment <i>Comment&gt;&gt; Complete. No further updates required.</i>	25%	25%	50%	50%	






KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete 50% - ISO55000 Internal Control Assessment <i>Comment&gt;&gt; Complete. No further updates required.</i>	25%	25%	50%	50%	
Establish 25% - General Portable and Attractive Items (PAI) Barcoding Strategy <i>Comment&gt;&gt; Complete. No further updates required.</i>	0%	12.5%	12.5%	25%	
Implement 50% - Strategic Asset Management Plan <i>Comment&gt;&gt; The Strategic Asset Management Plan has been completed.</i>	12.5%	0%	37.5%	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&gt;&gt; Prioritise &amp; Optimise Whole of Council 10 Year CapEx Plan has been completed.</i>	01/07/16	30/06/17	30/09/16	100%	
Assess and deliver TCC Asset Management Performance Report 2015/16 <i>Comment&gt;&gt; 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&gt;&gt; Completed</i>	01/07/15	30/06/16	30/06/16	100%	
Improve, test and implement IPO Prioritisation and Optimisation System <i>Comment&gt;&gt; The IPO Prioritisation and Optimisation System has been implemented and tested.</i>	01/07/16	30/06/17	30/11/16	100%	
Integrating Strategy of SSMP, LCCAMP, SWP, and LTFF <i>Comment&gt;&gt; Awaiting outcome on organisational restructure. An update will be provided in Quarter 4.</i>	01/07/16	30/06/17		20%	
Establish Asset Management System Specification and Capability <i>Comment&gt;&gt; Establish Asset Management System Specification and Capability is ongoing.</i>	01/07/16	30/06/17		40%	
Deliver Corporate Asset Management Training and Councillors Workshops <i>Comment&gt;&gt; Completed</i>	01/07/16	30/06/17	31/07/16	100%	
Review Asset Management Group terms and reference based on ISO55000 Asset Management System <i>Comment&gt;&gt; Asset Management Group terms and reference based on ISO55000 Asset Management System is ongoing.</i>	01/07/16	30/06/17		50%	

Programme >> TWW Asset Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	692	604
Operating Expense	1,120	615
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete evidence based renewal and upgrade of capital works plan by facilitating with water, wastewater and waste businesses.  <i>Comment&gt;&gt; An Asset renewal listing was developed for 2017/18 financial year to inform the renewal budget.</i>	01/07/16	28/02/17	30/03/17	100%	
Complete 90% capitalisation of all the completed projects and perform revaluation without any non-conformances.  <i>Comment&gt;&gt; Capitalisation has progressed well for the 2017/18 financial year in this quarter. Handover information is being collected for fixed plant assets before processing the capitalisation. There are still improvements required on behalf of project managers to provide the handover documents on time once the projects are complete.</i>	01/07/16	30/04/17		60%	
Implement second year of readiness plan for ISO55000 in accordance with Townsville Water and Waste asset management plans.  <i>Comment&gt;&gt; Approval and agreement of roles and responsibilities of Asset Management function combined with individual staff roles is essential to continue with the readiness plan for ISO55000.</i>	01/07/16	30/06/17		50%	
Continue the condition assessment of critical assets and proactively maintain to improve reliability and the remaining lives.  <i>Comment&gt;&gt; Asset degradation models are in use. Further, condition assessment of selected critical assets show a clear decline in reactive maintenance expenses for the monitored assets.</i>	01/07/16	30/06/17		60%	
Continue the development of risk scores and criticality ratings of assets to inform the maintenance strategy and critical spares requirements.  <i>Comment&gt;&gt; Risk scores and criticality ratings are being assessed. Draft maintenance strategy was developed for wastewater pump stations and this task is the highest priority.</i>	01/07/16	30/06/17		50%	

Service >> Business Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	783	538
Operating Expense	2,447	2,410
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	886	1,049
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero high risk management report issues raised by external audit of financial statements <i>Comment&gt;&gt; 2 significant deficiencies - amber QAO zone</i>	0	2	0	2	
85% internal customer satisfaction (Good + Excellent) with Finance <i>Comment&gt;&gt; Survey result finalisation delayed until April 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	783	532
Operating Expense	1,561	1,361
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.












Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Meet all milestones for Water, Wastewater and Waste category 2 projects, in accordance with approved project briefs.  <i>Comment&gt;&gt; Works are progressing well with 39 out of 54 milestones being achieved in this quarter.</i>	01/07/16	30/06/17		72%	
Develop project briefs for 100% projects managed by Program and Technical Support department (excluding developer delivered projects), in accordance with council's Project Management Framework.  <i>Comment&gt;&gt; 5 out of the 7 Projects Briefs that are required for the year are complete. The Project Briefs for the remaining two projects are under development and are on track for sign-off by June 2017.</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&gt;&gt; 7 out of the 9 Safety Audits are complete. Contracts have been awarded for the remaining two projects with safety audits already scheduled.</i>	01/07/16	30/06/17		78%	
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion.  <i>Comment&gt;&gt; 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	6,957	6,531
Operating Expense	7,255	6,932
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	3,908	3,917
Operating Expense	4,215	4,326
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>Calls directed to the Customer Service Centre answered within 20 seconds</p> <p><i>Comment&gt;&gt; Customer Service accessibility for council remains within our current target with 84% of the 106,553 calls received since the start of the financial year attended to within 20 seconds.</i></p>	80%	77%	80%	84.89%	
<p>Customer satisfaction with initial contact with council's Customer Service Centre</p> <p><i>Comment&gt;&gt; Customer service presently has a customer satisfaction rate for the current financial year of 93%. A recent benchmarking report has TCC placed 6th out of 33 surveyed councils for service delivery.</i></p>	92%	99.09%	92%	93.06%	
<p>External customer satisfaction with recent service interaction</p> <p><i>Comment&gt;&gt; Overall customer satisfaction as determined by our community has consistently been recorded in the mid 80's for the current financial year. This is consistent with last year's performance which recorded an overall satisfaction rating of 85%.</i></p>	80%	79.44%	80%	84.3%	
<p>Response to e-requests and service request raised, within one business days</p> <p><i>Comment&gt;&gt; A timely response to written/electronic requests remains a priority with 89% of the 4,637 requests received processed within 1 business day. This will remain a focus for customer service to ensure requests for assistance are actioned in a timely manner.</i></p>	80%	89.26%	80%	88.95%	
<p>Outbound calls to customers who have defaulted or broken a rates payment arrangement made within agreed timeframe</p> <p><i>Comment&gt;&gt; All required contacts for March were completed with a high percentage of contacts recorded for the current financial year. Customer service will continue to work with this section of the community to assist with rate payment requirements.</i></p>	90%	100%	90%	96.43%	
<p>Customer Requests completed on time</p> <p><i>Comment&gt;&gt; Council continues to improve with this KPI with a current completion increase of 3% from last financial year.</i></p>	80%	76.64%	80%	72.65%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Implement automated phone survey to monitor customer satisfaction with initial contact with Customer Service Centre in 'real time'</p> <p><i>Comment&gt;&gt; Technology is available, final approval required to deliver this service objective.</i></p>	01/07/14	30/12/16		75%	
<p>Conduct investigation into inclusion of service point in mobile library</p> <p><i>Comment&gt;&gt; Technology is available and testing is being completed, final approval required to deliver this service objective.</i></p>	01/07/16	30/06/17		90%	
<p>Complete a review of the manual receipt book listing</p> <p><i>Comment&gt;&gt; Review Complete</i></p>	01/07/16	30/03/17	30/11/16	100%	

Programme >> Marketing & Communication		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,599	2,605
Operating Expense	2,625	2,363
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0





### Programme Performance




KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Increase in total visits to all council external websites by 5% when compared to the previous year.  <i>Comment&gt;&gt; large spike in visitation this month due to the Cyclone Debbie weather event.</i>	165,111	226,079	1,068,464	1,290,755	
Click to Chat take up increase by 5% across the entire year  <i>Comment&gt;&gt; Tracking above average for click to chat interactions.</i>	733	768	4,006	5,722	
Achieve total of 110 Facebook interactions each month for Corp & Events  <i>Comment&gt;&gt; Increase in Facebook interactions due to weather event - the main Townsville Disaster info page is not tracked in this spreadsheet - all up over 200 interactions over 3 days for the weather event.</i>	110	135	990	1,973	
Achieve and maintain 5% average click through rate on Council EDMs  <i>Comment&gt;&gt; Above average click through rate achieved for all council e-news. Some drops in readership of the larger newsletters such as Libraries and City Update</i>	5%	6.1%	5%	5.81%	
E-newsletter customer distribution master list growth  <i>Comment&gt;&gt; Total increase in membership of 125.</i>	500	12,076	1,500	24,027	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Estimate and manage marketing and communication budgets in accordance with agreed and approved activity forecasts for all marketing themes  <i>Comment&gt;&gt; Continue to deliver based on communication plans, communication activities and budget allocations.</i>	01/11/16	01/03/17		80%	
Conduct a review of the marketing communication theme structure and present recommendations to EMT.  <i>Comment&gt;&gt; This item is on hold due to organisational review and restructure</i>	01/07/15	31/12/16		50%	

Programme >> Together Townsville		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	450	10
Operating Expense	415	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
Establish and maintain 48 Together Townsville initiatives throughout the year  <i>Comment&gt;&gt; 44 initiatives secure/sponsored to date</i>	12	3	36	44	
Achieve 90% internal customer satisfaction with the Together Townsville program  <i>Comment&gt;&gt; Review conducted annually in June/July and reported on in September</i>	0%	0%	0%	0%	
Achieve 90% external customer satisfaction with the Together Townsville program  <i>Comment&gt;&gt; Review conducted annually in June/July and reported on in September</i>	0%	0%	0%	0%	
Completion of written agreements for 100% of the incoming Together Townsville sponsorships  <i>Comment&gt;&gt; Ongoing - 1 new contract signed, 2 outstanding contracts to be finalised.</i>	100%	100%	100%	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Distribute proceeds of the Mayor's Christmas Tree Appeal to recipient charities  <i>Comment&gt;&gt; Completed - Gift Giving 8 December with some late gifts re-distributed to approved recipients as received.</i>	01/07/16	15/12/16	15/12/16	100%	
Update the Mayor's Christmas Tree Appeal Manual by 30/09/2016  <i>Comment&gt;&gt; On hold until after organisational review</i>	01/07/16	30/09/16		0%	
Develop a Together Townsville Guide to replace the Together Townsville Principles and Procedures document  <i>Comment&gt;&gt; On hold until after organisational review</i>	01/10/16	30/06/17		0%	

Service >> Financial Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	170,099	170,176
Operating Expense	19,442	19,205
Capital Revenue	0	0
Capital Works	8	0
Contributed Assets	0	0

Programme >> Accounts Payable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	612	612
Operating Expense	599	525
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of supplier invoices are paid within payment terms.  <i>Comment&gt;&gt; The third quarter result of 80% is a slight decline on the 85% recorded in the prior quarter. The decline is attributed to Council's closure between Christmas and New Year, the shutdown of many suppliers during parts of January, and a significant number of Council staff away on leave in January.</i>	85%	80%	85%	84.5%	
65% success rate in processing a suppliers invoice the 1st time.  <i>Comment&gt;&gt; Third quarter result of 40% is a similar result to the prior quarter. Modifications to the collection method of this data set should see an improvement in the results over the coming quarters.</i>	65%	40%	65%	37.33%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Business Case for Scanning Solution  <i>Comment&gt;&gt; After investigation, it has been decided to delay the implementation of a scanning solution until upgrades to the current finance platform are completed.</i>	01/06/16	28/02/17		0%	



Programme >> Accounts Receivable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	259	253
Operating Expense	233	253
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of invoices paid within 60 days.  <i>Comment&gt;&gt; 3,010 invoices issued between November 2016 - January 2017 with 260 paid outside 60 days. This coincides with Christmas shut down period for majority of commercial debtors and March due date for rates.</i>	90%	92.67%	90%	93.95%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Move management of commercial water consumption charges from Property & Rating Rates Module to Property & Rating Debtors Module  <i>Comment&gt;&gt; Business case has been put to IT to assess viability. Awaiting a response.</i>	01/07/16	30/09/16		10%	
Introduce off-site issue of invoices and statements to commercial customers  <i>Comment&gt;&gt; Still being investigated. To be included in next print tender evaluation.</i>	01/07/16	30/06/17		0%	

Programme >> Billing		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	143,113	142,876
Operating Expense	3,625	3,663
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.



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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Issue rates notices for 2nd half of 2016/17 <i>Comment&gt;&gt; The rates for half year period ending 30/06/2017 issued on 02/02/2017 with a due date of 06/03/2017. 84,069 rate notices were issued.</i>	01/01/17	03/02/17	21/01/17	100%	
Continue to expand electronic notice delivery services and promote electronic delivery through various medium to encourage greater take up. <i>Comment&gt;&gt; The contract has only been awarded for 12 months. Monitoring of this contract for 12 months will determine if further action is required.</i>	01/07/16	30/06/17		20%	
Improve electronic communication methods with customers <i>Comment&gt;&gt; The contract has only been awarded for 12 months. Monitoring of this contract for 12 months will determine if further action is required.</i>	01/07/16	30/06/17		25%	

Programme >> Budgets & Strategic Financial Planning		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	654	654
Operating Expense	654	612
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance
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This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a sustainable long term financial plan <i>Comment&gt;&gt; In progress.</i>	01/04/17	30/06/17		15%	
Investigate and make recommendations with respect to finance performance reporting <i>Comment&gt;&gt; Monthly reporting to council has been enhanced. Financial Performance Reporting provides a consolidated corporate view as part of the agenda item.</i>	01/08/16	31/12/16	31/10/16	100%	

Programme >> Cash Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	169	169
Operating Expense	173	136
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of bank deposits reconciled within 30 days <i>Comment&gt;&gt; Bank deposits have been reconciled to the bank account within the required timeframe.</i>	100%	100%	100%	100%	
90% of bank reconciliations completed within 3 days <i>Comment&gt;&gt; Bank reconciliations have been completed as scheduled.</i>	90%	100%	90%	96.67%	

This programme has no reportable Milestones.

## Programme >> Collections

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,408	1,469
Operating Expense	1,010	1,032
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


## Programme Performance







KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Reminder notices issued for unpaid rates within 14 business days of due date <i>Comment&gt;&gt; 8,419 Reminder notices totalling \$19,962,795.53 generated 14/03/2017. This is a marked decrease on previous periods in both numbers and dollars.</i>	100%	100%	100%	100%	
Pensioner reminder notices to be issued within 21 days of the due date shown on the half yearly rate notice <i>Comment&gt;&gt; Following changes to the Pensioner Concession Policy. Separate Reminder letters are no longer issued to pensioners; they now receive the generic Overdue Reminder letter.</i>	25%	0%	75%	0%	
Implement "one touch" strategies for management of rates arrears. <i>Comment&gt;&gt; Work processes continue to be reviewed and monitored and improvements identified and implemented. Transfer of Standpipe accounts to the debtor's module is still progressing.</i>	100%	0%	100%	66.67%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Review Debt Recovery Policy and investigate and incorporate strategies to respond to current arrears trends. <i>Comment&gt;&gt; Review to be conducted in fourth quarter in conjunction with budget review.</i>	01/07/16	30/06/17		0%	

Programme >> Financial Reporting		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	894	894
Operating Expense	921	852
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&gt;&gt; Cash counts for the majority of sites across Council were completed during the quarter. The remaining sites were completed in April 2017. Further internal control testing is currently being undertaken including review of management redundancy calculations. This is scheduled to be completed by 30 June 2017.</i>	1	1	3	3	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Certification of audited financial statements  <i>Comment&gt;&gt; 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&gt;&gt; Still to commence</i>	01/01/17	30/04/17		0%	
Complete end of month soft close for council's financial statements for October  <i>Comment&gt;&gt; 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&gt;&gt; February soft close packs were mostly completed as scheduled. One Division was unable to provide the soft close pack due to conflicting deadlines. End of month reviews identified no anomalies within this Division's processes.</i>	01/02/17	28/02/17		67%	
Complete end of month soft close for council's financial statements for May  <i>Comment&gt;&gt; On target for My completion</i>	01/05/17	31/05/17		0%	
Implement paperless recording of asset change details  <i>Comment&gt;&gt; Templates approved by Asset Management Group and ready for ECM</i>	01/07/16	31/12/16	04/10/16	100%	

Programme >> Joint Ventures		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,512	1,399
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% monthly recognition of share of Joint Venture profit/loss  <i>Comment&gt;&gt; Monthly reports for the Townsville Entertainment &amp; Convention Centre are not being received on a timely basis. Forecasted results have been taken up and will be adjusted when the actual reports are received. Council is following up the timeliness of the reports with the operator.</i>	100%	57%	100%	66.67%	

This programme has no reportable Milestones.

Programme >> Meter Reading		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	371	295
Operating Expense	364	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
Move management of commercial water consumption charges via standpipe from Property & Rating Rates Module to Property & Rating Debtors Module.  <i>Comment&gt;&gt; Project Manager has been appointed by IT. Target date 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	494	494
Operating Expense	525	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
100% of contracts over \$200,000 to be published on council's website  <i>Comment&gt;&gt; Contracts valued at more than \$200K are identified using Reporting and ECM task workflows at the end of each month. All contracts identified have been added to the Contracts &gt; \$200K Register and a Service Now request logged today requesting the pdf document be uploaded to the Public website for Quarter 3. This generally takes 1 working day.</i>	100%	99%	100%	66.33%	
95% of Requisition to purchase orders process completed within 1 working day  <i>Comment&gt;&gt; As of March 68% of Requisitions received where compliant and were able to be released as Purchase orders within 24 hours.</i>	95%	100%	95%	65%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Business Case for Electronic Tendering  <i>Comment&gt;&gt; Specification is in the process of being developed ready to access the open market and has been included in 17/18 budget to call for tenders and progress</i>	01/07/16	28/02/17		20%	
Develop Procurement Risk Management Tool  <i>Comment&gt;&gt; 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&gt;&gt; Project on hold subject to appointment of Chief Procurement Officer.</i>	01/07/16	30/11/16		0%	
Credit Card Project  <i>Comment&gt;&gt; Transformation project has analysed credit card use and policy and made recommendations for changes. The Chief Procurement Officer will review the recommendations in line with a review of the Procurement policy by 30 June 2017</i>	01/08/16	25/11/16		0%	

## Programme >> Revenue Management

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	135	135
Operating Expense	142	316
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&gt;&gt; Considerations for the 17/18 rating period are currently being identified.</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&gt;&gt; Work processes continue to be reviewed and monitored and improvements identified and implemented.</i>	01/07/16	30/06/17		50%	
Facilitate move towards provision of online customer service <i>Comment&gt;&gt; Focus has been placed on obtaining email addresses from ratepayers to assist with future implementation of online services and reduce postage costs.</i>	01/07/16	30/06/17		0%	
Develop strategy for management of community lease parcel rating <i>Comment&gt;&gt; in consultation with Townsville Water and Community Services, a consistent charging methodology has been implemented. Work continues to progress in this area.</i>	01/07/16	30/06/17		75%	

**Programme >> Stores & Materials Management**

**Programme Financial Summary >>**

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	769	778
Operating Expense	846	955
Capital Revenue	0	0
Capital Works	8	0
Contributed Assets	0	0



**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of stock requisitions processed within 1 working day <i>Comment&gt;&gt; Report and KPI currently under review. The Team Leader Inventory position has been appointed and part of the role will be reviewing the KPI.</i>	95%	81%	95%	40.33%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify remote inventory/store locations <i>Comment&gt;&gt; Ongoing, working with Water and IT for mobility. Team Leader Inventory will be working with internal stakeholders to review.</i>	01/07/16	30/06/17		10%	
Identify and put into place alternate supply chain arrangements for those inventory items that lend themselves to being Vendor Managed. <i>Comment&gt;&gt; Ongoing, on renewal of existing contracts. Team Leader Inventory will be working with internal stakeholders to review.</i>	01/07/16	30/06/17		10%	

Programme >> Systems Administration		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	201	201
Operating Expense	205	265
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&gt;&gt; Investigation has started to ascertain the need for this ledger</i>	01/01/16	31/03/17		25%	
Investigate and develop a business case with respect to developing a project ledger.  <i>Comment&gt;&gt; Project ledger has been created for the 2017/18 financial year</i>	01/08/16	30/06/17	01/03/17	100%	



Programme >> Tax Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	62	(4)
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

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

This programme has no reportable Milestones.

Programme >> Treasury Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	19,917	20,385
Operating Expense	6,614	6,368
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero breaches of surplus cash investment parameters throughout the year  <i>Comment&gt;&gt; There have been no breaches with the Investment Policy during the quarter.</i>	0	0	0	0	
No more than 1 day overnight overdraft funds used within a quarter  <i>Comment&gt;&gt; Council's bank accounts have not been overdrawn at the end of the business day this quarter.</i>	1	0	3	0	



This programme has no reportable Milestones.



### Programme >> TWW – Business Management & Compliance








#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,102	962
Operating Expense	1,958	1,753
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve result of 100% compliance at annual surveillance audit for ISO 9001 Quality Assurance System accreditation and ISO 14001 Environmental Management System accreditation.  <i>Comment&gt;&gt; No update required until fourth quarter.</i>	0%	0%	0%	0%	
Achieve 90% internal customer satisfaction for Business Management and Compliance services.  <i>Comment&gt;&gt; 100% of customers rated the services of Business Management and Compliance as good or excellent during the quarter.</i>	90%	100%	90%	97.33%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete all scheduled internal audits for the year.  <i>Comment&gt;&gt; 85% of scheduled internal audits have been completed for the third quarter.</i>	01/07/16	30/06/17		85%	
Develop Annual Performance Plans for Townsville Water and Townsville Waste Services for 2017/18.  <i>Comment&gt;&gt; Annual performance plans are not scheduled for completion until the fourth quarter.</i>	01/04/17	30/06/17		0%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Submission and publication of Townsville Water's annual performance data via the State-wide Information Management (SWIM) System.  <i>Comment&gt;&gt; Annual performance data was submitted by the legislated due dates. Publication of the Performance Report is expected in the fourth quarter.</i>	01/07/16	31/12/16		99%	
Complete a base price model for Townsville Water.  <i>Comment&gt;&gt; 20% of a based price model for Townsville Water has been completed. Model is progressing with the budgeting process now underway. Model will not be completed until budget negotiations are finalised.</i>	01/07/16	31/01/17		20%	
Update the Long Term Financial Plan for Townsville Water in coordination with Strategic Financial Planning, by the end of the financial year.  <i>Comment&gt;&gt; No update to the Long Term Financial Plan was undertaken during the third 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&gt;&gt; 5% of a based price model for Townsville Waste has been completed. Model is still in the building stage. Model will not be completed until budget negotiations are finalised.</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&gt;&gt; No update to the Long Term Financial Plan was undertaken during the third 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&gt;&gt; The Report Cards for the second quarter 2016/17 were published in the third quarter as planned.</i>	01/07/16	30/06/17		75%	
Complete all soft and hard financial close processes as required throughout the financial year.  <i>Comment&gt;&gt; The soft close pack for February was not completed due to staff absences and resources allocated to more critical organisational priorities. The May hard close is still expected to be completed as planned.</i>	01/07/16	30/06/17		33%	



Service >> Governance		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	966	955
Operating Expense	5,858	7,479
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	10	(2)
Operating Expense	1,428	1,276
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&gt;&gt; CEO briefing note with potential Professional Development options of Cultural Awareness Training and Community Engagement for Decisions Makers currently being composed for consideration by management</i>	0	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&gt;&gt; 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&gt;&gt; Project being managed by KM Services, anticipate updates to organisation April/May 2017</i>	01/07/16	30/06/17		0%	







Programme >> Governance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3	(1)
Operating Expense	2,834	4,699
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of complaints for internal review are responded to within 30 business days.  <i>Comment&gt;&gt; All Complaints for internal review finalised within 30 business days for this quarter</i>	100%	100%	100%	65.33%	


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of RTI applications are processed within statutory timeframes <i>Comment&gt;&gt; All applications were processed within statutory timeframes this quarter.</i>	100%	100%	100%	77.78%	
80% of staff have completed the Fraud Awareness training by 30 June 2017 <i>Comment&gt;&gt; As at 24/03/17, 89% of Staff with computer access have completed the ELearning Seat Fraud Awareness Module.</i>	80%	89%	80%	89%	
Complete quarterly Fraud Prevention Plan updates for EMT and Audit Committee per annum <i>Comment&gt;&gt; An update was provided to the Audit Committee this quarter. No meetings were held in Quarter 2 and no reports were presented to EMT.</i>	2	1	6	2	
Complete quarterly Risk Management Performance reports for EMT and Audit Committee per annum <i>Comment&gt;&gt; A risk report was provided to the Audit Committee this quarter. No meetings were held in Quarter 2 and no reports were presented to EMT.</i>	2	1	6	2	
Council departments to have completed their Business Continuity Plans and have signed off by the EMT <i>Comment&gt;&gt; A template was provided to all departments. This KPI will be progressed after the Operational Plan &amp; Budget period to align plans with 2017/18 commitments and organisational structure.</i>	0	0	0	0	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual Report adopted by council 30 November 2016 <i>Comment&gt;&gt; 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&gt;&gt; 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&gt;&gt; Q2 performance report has been completed and will be adopted by council on the 28th of February</i>	01/01/17	28/02/17	20/02/17	100%	
Quarterly Performance Report for Q3 2016/17 completed <i>Comment&gt;&gt; Q3 progress updates are underway. Report to be adopted by council 23/05/2017</i>	01/04/17	31/05/17		20%	
2017/18 Operational Plan developed and adopted by council <i>Comment&gt;&gt; Operational Plan and Budget process has commenced under management of the Business Transformation Team</i>	01/02/17	30/06/17		20%	
Community Report Card published to the community <i>Comment&gt;&gt; Community report card was published by 22/11/2016</i>	01/07/16	30/10/16	22/10/16	100%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Quarterly Performance Report for Q4 2015/16 completed <i>Comment&gt;&gt; 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&gt;&gt; Corporate Plan has been updated and adopted by council 4/04/17</i>	01/12/16	30/03/17	04/04/17	100%	
Develop a Quarterly Progress Report for Projects to supplement the Operational Plan 2017/18 utilising the Corporate Performance Management system. <i>Comment&gt;&gt; All CPM development work has been suspended. A new system to be in place 2017/18.</i>	01/07/16	30/12/16		50%	
Develop a Legislative Compliance Framework <i>Comment&gt;&gt; Milestone under review to ascertain if there is need to develop a framework.</i>	01/07/16	31/12/16		0%	
Review and update TCC Enterprise Wide Risk Management Framework <i>Comment&gt;&gt; Enterprise Wide Risk Management Framework review is underway in line with the Nours Risk Management Project</i>	01/07/16	30/12/16		10%	
Modify risk management module in CPM to enable quarterly performance reporting by Executive Managers and consolidated reports to EMT and the Audit Committee <i>Comment&gt;&gt; All CPM development work has been suspended. A new system to be in place 2017/18.</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	246	249
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of Councils Annual Internal Audit Plan <i>Comment&gt;&gt; Programme is currently on target</i>	25%	25%	75%	75%	





Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Present the Internal Audit Plan to Audit Committee Quarter 1 <i>Comment&gt;&gt; Progress against plan reported to Audit Committee 30/8/16</i>	01/07/16	30/09/16	30/09/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Present the Internal Audit Plan to Audit Committee Quarter 2 <i>Comment&gt;&gt; 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&gt;&gt; Progress against the plan was communicated to Audit Committee on 23/3/17</i>	01/01/17	31/03/17	31/03/17	100%	
Present the Internal Audit Plan to Audit Committee Quarter 4 <i>Comment&gt;&gt; Update required Quarter 4</i>	01/04/17	30/06/17		0%	

Programme >> Legal		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	952	958
Operating Expense	1,041	947
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% external customer satisfaction with Legal services <i>Comment&gt;&gt; Project under review</i>	0%	0%	80%	0%	
85% internal customer satisfaction with Legal Services <i>Comment&gt;&gt; Project under review</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&gt;&gt; Document has been developed</i>	01/07/16	30/09/16	21/09/16	100%	
Annual review of organisation wide legal requirements <i>Comment&gt;&gt; Completed</i>	01/07/16	31/10/16	07/09/16	100%	
Develop and implement an advice management process, standards and reporting <i>Comment&gt;&gt; Project under review</i>	01/07/16	31/03/17		50%	
Develop a legal service catalogue document <i>Comment&gt;&gt; Project under review</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	308	308
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% successful pickup of media releases issued <i>Comment&gt;&gt; Remains on track this period.</i>	90%	90%	90%	92.07%	



This programme has no reportable Milestones.

Service >> Information Communication Technology		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	17,280	17,280
Operating Expense	17,356	16,021
Capital Revenue	0	(1)
Capital Works	4,691	1,865
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	8
Capital Revenue	0	0
Capital Works	1,993	837
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Legacy System upgrade to 4.3 <i>Comment&gt;&gt; Successful upgrade of ECM to 4.3</i>	01/07/16	30/06/17	06/02/17	100%	
PRIMA Project Completion <i>Comment&gt;&gt; PRIMA Project placed on hold pending review of organisational requirements for HR information system</i>	01/07/16	30/12/16		70%	



Programme >> KM Infrastructure		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1	1
Operating Expense	1	1
Capital Revenue	0	0
Capital Works	2,699	1,029
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&gt;&gt; Security remediation talks ongoing</i>	01/07/16	30/06/17		70%	
Office 365 Organisational Deployment as per the CCloud19 Strategy <i>Comment&gt;&gt; Pilot complete. Migration planning in progress</i>	01/07/16	30/06/17		50%	
Provision of Cloud Firewall Services implementation as part of Cloud19 Strategy <i>Comment&gt;&gt; Optus Trustwave final design validation</i>	01/07/16	30/06/17		70%	
Active Directory remediation phase 2c and 2d implementation <i>Comment&gt;&gt; Impacted by Organisational restructure</i>	01/07/16	30/06/17		60%	
Smart CCTV Infrastructure Design and Implementation <i>Comment&gt;&gt; Market Expression of Interest (EOI) imminent</i>	01/09/16	30/06/17		30%	
Managed Security Service Implementation as part of Cloud19 Strategy <i>Comment&gt;&gt; Optus Trustwave final design validation</i>	01/07/16	30/06/17		70%	
Managed Network Management Implementation as part of Cloud19 Strategy <i>Comment&gt;&gt; Optus Trustwave final design validation</i>	01/07/16	30/06/17		70%	
Telco Data and mobile exchange over implementation as part of Cloud19 Strategy <i>Comment&gt;&gt; Optus managed service delivery in progress</i>	01/07/16	30/06/17		90%	

Programme >> KM Service Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,624	5,547
Operating Expense	5,736	5,056
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
99% availability of enterprise systems consistent with the Knowledge Management Department service framework <i>Comment&gt;&gt; KPI impacted by scheduled down time for ECM and Telstra outage</i>	99%	98.3%	99%	99.33%	
100% of Priority Planning Correspondence turned around within 3 hours <i>Comment&gt;&gt; Meeting KPI</i>	100%	100%	100%	99.67%	
95% of Name and Address Register exception report elements processed within 5 business days <i>Comment&gt;&gt; Meeting KPI</i>	95%	100%	95%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Classification Merge Project <i>Comment&gt;&gt; There has been limited progress this quarter, currently waiting for the completion of the application upgrade to finalise the project.</i>	01/02/17	31/05/17		80%	
Mobile Device Management Implementation <i>Comment&gt;&gt; Milestone is progressing well in alignment to the Optus project.</i>	01/09/17	30/12/17		70%	
Outsource Outgoing Mail Processing to Australia Post <i>Comment&gt;&gt; No progress has been achieved this quarter, currently seeking Australia Post tenders.</i>	01/07/17	30/06/18		30%	
Undertake Annual ICT Asset Stocktake <i>Comment&gt;&gt; There has been limited progress due to unplanned staff leave. Currently, electronic asset stocktake procedures are in place.</i>	01/09/16	28/04/17		10%	

### Programme >> KM Service Strategy and Design

#### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	910	910
Operating Expense	848	545
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

This programme has no reportable KPI's.




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Cloud19 Strategy - Business Case and Design for Migrating ERP Environments to the Cloud <i>Comment&gt;&gt; Continuing discussions with TechnologyOne on their Cloud solution</i>	01/07/16	30/06/17		25%	
Cloud19 Strategy - Security Incident and Event Management (SIEM) Strategy <i>Comment&gt;&gt; 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&gt;&gt; To be carried forward to 2017/2018</i>	01/07/16	31/03/17		0%	
Development of CCTV Strategy <i>Comment&gt;&gt; Contracted external resource to develop Expression Of Interest (EOI).</i>	01/07/16	30/06/17		40%	
Cloud19 Strategy - Business Case and Design for Data Center as a Service (DCaaS) <i>Comment&gt;&gt; EOI issued for North Queensland Regional Data Centre</i>	01/07/16	30/06/17		40%	
Digital Signatures Solution (SaaS or Cosign Upgrade) <i>Comment&gt;&gt; Review of industry solutions completed and recommendation provided for management review</i>	01/07/16	30/06/17		75%	
Review of Spatial 3D Modelling and Visualisation Strategy <i>Comment&gt;&gt; To be carried forward to 2017/2018</i>	01/07/16	31/03/17		0%	

Programme >> KM Service Transition		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,736	4,796
Operating Expense	4,700	4,679
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


This programme has no reportable KPI's.





Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
CES Annual upgrade to include the AiCE replacement with IPO <i>Comment&gt;&gt; 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%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
GIS viewer (Dekho) Replacement with GeoCortex <i>Comment&gt;&gt; Geocortex now implemented as the corporate GIS viewer, replacing Dekho</i>	01/07/16	30/06/17	31/03/17	100%	
Aerial Photography and LIDAR Capture to deliver the approved strategy <i>Comment&gt;&gt; Aerial Photography and Light detection and ranging 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&gt;&gt; Initial work reviewing industry solutions has been completed and design to migrate to existing corporate tools to commence shortly</i>	18/07/16	31/03/17		30%	

Programme >> Knowledge Management Office		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,009	6,025
Operating Expense	6,071	5,732
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&gt;&gt; 98% of finalised projects have been capitalised.</i>	95%	98%	95%	97%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Business Process Improvement Framework <i>Comment&gt;&gt; No progress achieved for this quarter due to organisational restructure. Position vacant.</i>	01/07/14	30/06/17		70%	
Development of Knowledge Management Governance Framework <i>Comment&gt;&gt; No progress achieved for this quarter due to organisational restructure.</i>	01/07/14	30/06/17		70%	
Review and approve a KM renewed AMP for all classes <i>Comment&gt;&gt; Milestone has been achieved but is pending signoff.</i>	01/07/16	30/11/17		95%	
Implementation of the approved renewed AMP for all classes <i>Comment&gt;&gt; Once AMP has been approved, implementation will progress.</i>	01/12/15	30/06/17		0%	

Service >> People		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,038	7,372
Operating Expense	7,189	6,221
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	1,643	1,951
Operating Expense	1,671	1,226
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% of targeted staff within the organisation undertakes identified management leadership development programs.  <i>Comment&gt;&gt; KPI on hold due to Nous recommendations. A new leadership program will supersede this one once developed.</i>	20%	0%	60%	40%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of an Achievement Planning Action Plan  <i>Comment&gt;&gt; On hold pending Nous Recommendations</i>	01/07/16	30/06/17		20%	
Transfer of learning framework methodologies developed and piloted.  <i>Comment&gt;&gt; No work has proceeded. Was put on hold to be incorporated in Operational Plan for Learning and Development.</i>	01/07/16	30/06/17		70%	

Programme >> Corporate Safety		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,255	1,255
Operating Expense	1,260	1,106
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct 3 Health and Safety Champion Team meetings <i>Comment&gt;&gt; Two of these Healthy and Safety Champion meetings have occurred. One is scheduled for June 2017.</i>	1	1	2	2	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement TCC Safety Risk Management Framework <i>Comment&gt;&gt; We have developed an online version of the Risk Management Framework. This will be rolled out to the remainder of the workforce</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	69	69
Operating Expense	68	84
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Gender Equity in Employment Strategy <i>Comment&gt;&gt; Employee consultation phase</i>	01/07/15	31/12/16		50%	
Conduct NAIDOC employee event <i>Comment&gt;&gt; To align with Reconciliation Action Plan goals this milestone description is amended to 'Conduct Reconciliation Week Employee Activity'. An employee working group has been established and has planned a 'Spirit of Reconciliation' morning tea event to showcase cultural activities and food. Employee 'Reconciliation Awards' will also be presented at the event. The event is for a maximum of 300 employees on the 30 May 2017 - 8am to 10am - at Tony Ireland Stadium.</i>	01/07/16	30/06/17		50%	
Community Engagement - Careers in Council <i>Comment&gt;&gt; 7 Activities Completed</i>	01/07/16	30/06/17		75%	
Develop Diversity in Employment Strategy <i>Comment&gt;&gt; Employee consultation phase</i>	01/07/16	30/06/17		50%	

Programme >> Health & Wellbeing		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	534	560
Operating Expense	513	550
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance


This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake Staff Health and Wellbeing Questionnaire <i>Comment&gt;&gt; Project on hold pending organisational restructure and reassessment of priorities / deliverables</i>	01/07/16	30/06/17		10%	
Implement new Employee Assistance Program contract <i>Comment&gt;&gt; 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	183	183
Operating Expense	170	92
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement a new Workers' Compensation Information system in accordance with agreed schedule <i>Comment&gt;&gt; Completed</i>	01/12/16	30/06/17	28/02/17	100%	




## Programme >> People Services

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,320	2,321
Operating Expense	2,474	2,449
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Payroll accuracy maintained at > 99% <i>Comment&gt;&gt; Error rate 0.0030% for Jan-Mar 2017 Quarter. Target Achieved</i>	99%	100%	99%	99.96%	
90% recruitment campaigns completed within standard <i>Comment&gt;&gt; Campaign is completed within target for this quarter.</i>	90%	90%	90%	90.67%	
85% of Position Descriptions evaluated in 27 working days <i>Comment&gt;&gt; This KPI has been achieved outside of the management restructure (General Managers, Team Managers)</i>	0%	85%	85%	79%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual remuneration increment audits conducted <i>Comment&gt;&gt; Annual audits are currently in progress</i>	01/07/16	30/06/17		0%	
Certify new Enterprise Bargaining Agreement <i>Comment&gt;&gt; Negotiation of new enterprise Agreement prevented by award modernisation</i>	01/07/16	31/12/17		0%	
Develop Remuneration Strategy <i>Comment&gt;&gt; No progress at this stage</i>	01/07/16	31/12/17		0%	

Programme >> Recognition & Reward		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	49	49
Operating Expense	54	53
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


**Programme Performance**


This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct Annual Long Service Ceremony to recognise staff contribution <i>Comment&gt;&gt; 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&gt;&gt; This particular activity is on hold</i>	01/07/16	31/12/17		0%	

Programme >> Workers Compensation		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	986	986
Operating Expense	977	660
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**






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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Upgrade Workers' Compensation Claims System <i>Comment&gt;&gt; System upgrade completed 01/02/2017</i>	01/07/16	30/06/17	01/02/17	100%	

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

<b>Programme Performance</b>
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This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Labour Demand Planning for the future workforce (1-3 year)  <i>Comment&gt;&gt; Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17</i>	13/09/16	14/11/16		40%	
Complete Labour Sustainability Planning to address critical changes in the workforce composition (5-10 year)  <i>Comment&gt;&gt; Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17</i>	13/09/16	14/11/16		40%	
Complete Labour Supply Planning to identify critical workforce resourcing gaps (1-3 year)  <i>Comment&gt;&gt; Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17</i>	13/09/16	14/11/16		40%	
Approval of Strategic Workforce Plan by EMT  <i>Comment&gt;&gt; Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17</i>	15/11/16	20/01/17		20%	
Strategic Workforce Planning Modelling  <i>Comment&gt;&gt; Workforce planning will be revisited in 2017/18 in line with the Transformation projects and once the revised organisation structure is implemented in 2016/17</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	18,879	19,029			
Operating Expense	26,170	26,275			
Capital Revenue	1,919	473			
Capital Works	5,894	3,650			
Contributed Assets	0	0			

Programme >> Business Support - Property Management					
Programme Financial Summary >>					
	Budget YTD \$000	Actual YTD \$000			
Operating Revenue	18,816	18,815			
Operating Expense	9,780	11,249			
Capital Revenue	0	0			
Capital Works	20	13			
Contributed Assets	0	0			


  

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of required tender documentation for all service contracts  <i>Comment&gt;&gt; Service contracts have been reviewed and developed this quarter. Contracts up for renewal have been identified for development</i>	25%	25%	75%	75%	
80% of all service level agreements finalised for Property Management owned facilities/buildings  <i>Comment&gt;&gt; Further development of the service catalogues will recommence after the review.</i>	20%	0%	60%	40%	
80% internal customer satisfaction with Property Management services  <i>Comment&gt;&gt; No update is required for Quarter 3</i>	0%	0%	0%	0%	
60% of Facility Work Orders (Priority 1-4) completed within the defined timeframes  <i>Comment&gt;&gt; 91% completion rate for priority 1-4 Work Orders within defined timeframe.</i>	60%	60%	60%	68%	
90% of relevant Property Management owned sites integrated with the BMS System  <i>Comment&gt;&gt; On target. BMS Integration at Reid Park Pitt Complex is near finalisation.</i>	90%	90%	90%	90%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% completion of audit recommendations for security services within approved budget allocations  <i>Comment&gt;&gt; Installation of swipe card system to community centres has been put on hold due to ongoing operational costs. Reid Park Pit Complex alarm upgrade commences 3 April 2017 to be completed by mid-April.</i>	80%	85%	80%	81.67%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of the approved Service Delivery Review as endorsed by the Executive Management Team  <i>Comment&gt;&gt; No update required due to new structure implementation</i>	01/07/16	30/06/17		0%	
Completion of a project brief/plan for development of Advanced Asset Management Plans  <i>Comment&gt;&gt; Completed within defined timeframes.</i>	01/07/16	31/12/16	04/10/16	100%	
Completion of four (4) high priority building Advanced Asset Management Plans  <i>Comment&gt;&gt; Completion of advanced Asset Management Plans is underway.</i>	01/07/16	30/06/17		25%	
Annual review and update of the whole of Property Risk Assessment  <i>Comment&gt;&gt; To be finalised to incorporate Corporate Asset Management and Fleet Services.</i>	01/09/16	30/11/16		90%	
Annual review of Property Management Business Continuity Plan  <i>Comment&gt;&gt; No update required until Quarter 4</i>	01/04/17	30/06/17		0%	
Reduction in reactive maintenance through improved maintenance planning  <i>Comment&gt;&gt; Maintenance schedules are in the CES System and rollout has commenced.</i>	01/07/16	30/06/17	08/02/17	100%	
Development of a whole of council key access system  <i>Comment&gt;&gt; A17/18 budget request has been submitted for a security software system which includes a comprehensive key management program</i>	01/01/17	30/06/17		15%	
Complete and install all approved signage for the Townsville Boating Recreational Precinct  <i>Comment&gt;&gt; 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&gt;&gt; Risk Assessment has been completed.</i>	01/11/16	30/11/16	22/03/17	100%	
Draft Scope, prepare Quotations and Install Card Access to Council Community Centres  <i>Comment&gt;&gt; This project has been put on hold due to ongoing operational costs which will be incurred with connectivity of system.</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	20	25
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  <i>Comment&gt;&gt; No update required until Quarter 4 until May 2017.</i>	0%	0%	0%	0%	

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	15
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	2,592	2,090
Capital Revenue	0	0
Capital Works	432	366
Contributed Assets	0	0

#### Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 10% variance of revised Civic Theatre Refurbishment budget  <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	


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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Civic Theatre Upgrade tender documentation by October 2016 <i>Comment&gt;&gt; Tender documentation for these works has been completed.</i>	01/07/16	30/11/16	21/09/16	100%	
Contract Award to successful tenderer for Civic Theatre Upgrade by March 2017 <i>Comment&gt;&gt; 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	111	72
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% removal of Priority 1 - 4 graffiti within the defined timeframe. <i>Comment&gt;&gt; Priority 1 removal is being met and other priorities are being managed with available resources.</i>	90%	78.5%	90%	86.17%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop and implement record keeping processes and procedures for the accurate collection of reportable data. <i>Comment&gt;&gt; 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	728	655
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&gt;&gt; No update required until Quarter 4</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	1,500	1,667
Capital Revenue	0	(509)
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&gt;&gt; Further CCTV training to be delivered in conjunction with the next Realist Evaluation review in first quarter 2017-18.</i>	17.5%	17.5%	52.5%	52.5%	

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&gt;&gt; CCTV training to be delivered in conjunction with the next Realist Evaluation review in first quarter 2017-18.</i>	01/03/17	31/03/17		10%	
Installation of automated alarm triggering technology for Northern Beaches Leisure Centre  <i>Comment&gt;&gt; This project is on hold pending the supply / installation of CCTV camera/s to facilitate the automated alarm triggering technology. Use of analytics to be pursued at Riverway Lagoons as a trial.</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	12
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  <i>Comment&gt;&gt; No update required as target met in previous quarter</i>	0%	0%	90%	90%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual review of Property Management Emergency Response Plan  <i>Comment&gt;&gt; Annual Property Management Emergency Response Plan has been reviewed and updated as required.</i>	01/12/16	01/01/17	06/12/16	100%	

## Programme >> Public Amenities


### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,031	792
Capital Revenue	0	0
Capital Works	320	104
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  <i>Comment&gt;&gt; 100% of audits to ensure 'fit for purpose' of public amenities has been completed.</i>	85%	85%	85%	90%	
100% of public amenities are cleaned to council standards throughout the year  <i>Comment&gt;&gt; Target achieved by contractor. Verified through inspections and reporting processes.</i>	100%	100%	100%	100%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of procurement documentation and appoint successful contractor for Alma Bay sewerage upgrades  <i>Comment&gt;&gt; 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&gt;&gt; Design stage is 80% complete. Contract documents are currently being prepared for the works to be advertised via Local Buy. It is anticipated that works to commence in May 2017, due for completion June 2017.</i>	01/01/17	30/04/17		35%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Renewal of Castle Hill Public Amenities sewerage system <i>Comment&gt;&gt; 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	133
Operating Expense	4,922	4,853
Capital Revenue	1,919	0
Capital Works	3,515	1,836
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 10% realisation of potential risks in the construction of the Local Disaster Coordination Centre <i>Comment&gt;&gt; No update required until 4th quarter</i>	0%	0%	10%	0%	
100% completion of HVAC upgrade at 143 Walker Street within defined timeframe <i>Comment&gt;&gt; All major components are on order and installation is scheduled to start in April 2017.</i>	100%	80%	100%	83.33%	
85% internal customer satisfaction with all refurbishments and upgrades <i>Comment&gt;&gt; No update required until 4th quarter</i>	0%	0%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment&gt;&gt; No update required until Quarter 4.</i>	0%	0%	0%	0%	
100% Completion of Design for the Local Disaster Coordination Centre <i>Comment&gt;&gt; Designs for LDCC have been completed.</i>	100%	100%	100%	85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of a new Chiller system for 143 Walker Street <i>Comment&gt;&gt; Installation is scheduled with a completion of May 2017.</i>	01/07/16	30/06/17		80%	
Completion and certification of all Fire System upgrades for 143 Walker Street <i>Comment&gt;&gt; On target for a scheduled completion by end of May 2017.</i>	01/07/16	30/06/17		70%	
Purchase, installation and operational testing on a new generator for 143 Walker Street <i>Comment&gt;&gt; Project is not proceeding in the 16/17 financial year.</i>	01/07/16	30/06/17		0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of tender documents and appointment of contractor by November 2016  <i>Comment&gt;&gt; LDCC tender documents 100% completed and publicly advertised for submissions on Saturday 25 March. Approval is scheduled for Full Council Meeting in May 2017</i>	01/07/16	30/11/16	29/03/17	100%	
Commencement of Construction for Local Disaster Coordination Centre  <i>Comment&gt;&gt; Construction scheduled for commencement late June / July 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
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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	113	73
Capital Revenue	0	0
Capital Works	0	27
Contributed Assets	0	0


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


This programme has no reportable Milestones.

Programme >> Sport & Recreational Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	63	62
Operating Expense	3,689	3,287
Capital Revenue	0	1,040
Capital Works	702	464
Contributed Assets	0	0

#### Programme Performance


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


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of support brackets for Tobruk Pool Filtration pipework  <i>Comment&gt;&gt; Completed within budget and timeframe.</i>	01/07/16	30/11/16	03/10/16	100%	
Installation of Liquid Chlorine Dosing Pump for three (3) community pools  <i>Comment&gt;&gt; Works have been completed within timeframes.</i>	01/09/16	30/03/17	24/03/17	100%	
Upgrade of four (4) sight screens for Tony Ireland Stadium grounds  <i>Comment&gt;&gt; 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&gt;&gt; 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&gt;&gt; Works have been cancelled and budgeted for in future budget. No further updates.</i>	01/09/16	28/02/17		0%	
Renew heat pumps at Long Tan Pool  <i>Comment&gt;&gt; Heaters have been purchased but had an unscheduled eight week lead time. Due for completion end of May.</i>	01/07/16	28/02/17		50%	
Undertake chemical sealing of Riverway lagoons main balance tank  <i>Comment&gt;&gt; Project has been completed within defined timeframe.</i>	01/07/16	30/09/16	30/09/16	100%	
Replacement of Riverway deck on upper lagoon near parkland  <i>Comment&gt;&gt; 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&gt;&gt; The deck will be completed in early April 2017. Shade structure is not going ahead due to cost of deck.</i>	01/03/17	30/06/17		85%	

Programme >> Tenancy-Childcare Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	352	301
Capital Revenue	0	0
Capital Works	78	51
Contributed Assets	0	0


#### Programme Performance

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


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of external repaint of Galbiri Childcare Centre  <i>Comment&gt;&gt; Works had been put on hold due to water restrictions. Works will now commence 13th April and be completed by mid-May. We will be preparing the building surface by hand washing rather than gurney.</i>	01/01/17	31/03/17		0%	



Programme >> Tenancy-Commercial Enterprises		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	18
Operating Expense	527	521
Capital Revenue	0	0
Capital Works	117	346
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Downtime for Strand Longboard's is not greater than 3 months during refurbishment upgrade  <i>Comment&gt;&gt; Target has been achieved with works completed within two (2) months. Longboards have recommenced operations on schedule.</i>	0	0	0	0	






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


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rehabilitation of Longboard's deck and substructure <i>Comment&gt;&gt; Works have been completed.</i>	01/01/17	30/04/17	31/03/17	100%	
Upgrade of Longboard's internal Air-conditioning, Roof and Shade Sails <i>Comment&gt;&gt; Due to the urgent requirement to upgrade the under slab trade waste and drainage, the air conditioning works has now been submitted for consideration into the 17/18 financial year. Roof works have been completed as per schedule.</i>	01/01/17	30/04/17	31/03/17	100%	

Programme >> Tenancy-Community Group		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	2
Operating Expense	676	490
Capital Revenue	0	(58)
Capital Works	520	408
Contributed Assets	0	0

#### Programme Performance

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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and approval of heritage application for School of Arts upgrades <i>Comment&gt;&gt; Completed. Approval received mid-January 2017.</i>	01/07/16	31/12/16	07/04/17	100%	
Completion of roof upgrade including compliance for School of Arts <i>Comment&gt;&gt; Asbestos removal is completed. Termite damage to proscenium arch has been repaired (additional work). Footing construction for external column bracing members has been completed. Scheduled for completion 31 May 2017.</i>	01/01/17	30/06/17		50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of upgraded/new HVAC system for School of Arts offices and function rooms  <i>Comment&gt;&gt; Air handling unit final sizing to fit roof space has been completed for Ashburner Francis approval. Unit is on order. Scheduled for completion 31 May 2017.</i>	01/01/17	30/06/17		45%	

Programme >> Vacant Land & Miscellaneous		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	130	174
Capital Revenue	0	0
Capital Works	74	5
Contributed Assets	0	0

Programme Performance
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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	783	538
Operating Expense	2,447	2,410
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	886	1,049
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance
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KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero high risk management report issues raised by external audit of financial statements  <i>Comment&gt;&gt; 2 significant deficiencies - amber QAO zone</i>	0	2	0	2	





KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% internal customer satisfaction (Good + Excellent) with Finance  <i>Comment&gt;&gt; Survey result finalisation delayed until April 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	783	532
Operating Expense	1,561	1,361
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance
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This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Meet all milestones for Water, Wastewater and Waste category 2 projects, in accordance with approved project briefs.  <i>Comment&gt;&gt; Works are progressing well with 39 out of 54 milestones being achieved in this quarter.</i>	01/07/16	30/06/17		72%	
Develop project briefs for 100% projects managed by Program and Technical Support department (excluding developer delivered projects), in accordance with council's Project Management Framework.  <i>Comment&gt;&gt; 5 out of the 7 Projects Briefs that are required for the year are complete. The Project Briefs for the remaining two projects are under development and are on track for sign-off by June 2017.</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&gt;&gt; 7 out of the 9 Safety Audits are complete. Contracts have been awarded for the remaining two projects with safety audits already scheduled.</i>	01/07/16	30/06/17		78%	
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion.  <i>Comment&gt;&gt; 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	15,482	14,701
Operating Expense	14,713	14,956
Capital Revenue	0	130
Capital Works	2,338	1,254
Contributed Assets	0	0

Programme >> Dry Plant Management Account		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	597	482
Operating Expense	617	704
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Cost recovery for dry plant is +/- \$50k as at 30 June 2017  <i>Comment&gt;&gt; Cost recovery YTD is \$115k under budget.</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	3,043	3,251
Capital Revenue	0	0
Capital Works	0	215
Contributed Assets	0	0

#### Programme Performance




KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Annualised resale value of disposed fleet is equal to or greater than listed net book (residual) value.  <i>Comment&gt;&gt; Resale value of disposed fleet has been greater than the listed residual value - \$130,000 YTD profit on sale</i>	0	0	0	0	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% fleet planned projects completed within agreed timelines each quarter.  <i>Comment&gt;&gt; The Capital Renewal Program was placed on hold pending review of Council borrowings. Programme has recommenced and expected to be completed by June 2017. Garbage trucks and street sweeper are lodged in Councils CES System as commitments.</i>	25%	0%	75%	46%	
90% internal customer satisfaction with Fleet Services.  <i>Comment&gt;&gt; Customer satisfaction feedback has met the 90% requirement for Fleet Services</i>	90%	90%	90%	92.33%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
100% of all assets listed for renewal as at 01/07/2016 to have their Asset Renewal Memos issued to end-user departments by 31 December 2016  <i>Comment&gt;&gt; The Capital Renewal Program was placed on hold pending review of Council borrowings. Remaining memos expected to be issued early in final quarter of financial year.</i>	01/07/16	31/12/16		80%	

Programme >> Heavy Fleet		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,788	6,835
Operating Expense	5,213	5,232
Capital Revenue	0	120
Capital Works	1,217	620
Contributed Assets	0	0

#### Programme Performance




KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Fleet Workshops to respond to 100% of all breakdowns of Heavy Fleet within four business hours  <i>Comment&gt;&gt; Target achieved for ensuring all breakdowns of heavy Fleet are responded to within four business hours</i>	100%	100%	100%	98.67%	
Less than 5% of heavy plant jobs performed through the Fleet Workshop to be reworked  <i>Comment&gt;&gt; No heavy plant jobs were required in Quarter 3.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for heavy fleet assets completed within one month of falling due.  <i>Comment&gt;&gt; 92% of preventative scheduled services for heavy fleet assets has been completed within one month of falling due</i>	100%	92%	100%	96.33%	

This programme has no reportable Milestones.



Programme >> Light Fleet		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,637	4,609
Operating Expense	2,802	2,837
Capital Revenue	0	14
Capital Works	947	212
Contributed Assets	0	0



#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of light plant jobs performed through the Fleet Workshop to be reworked  <i>Comment&gt;&gt; No light plant jobs required rework in Quarter 3</i>	5%	0%	5%	0%	
100% of preventative scheduled services for light fleet assets completed within one month of falling due.  <i>Comment&gt;&gt; 91% target achieved for preventative scheduled maintenance completed within one month of falling due.</i>	100%	91%	100%	94.67%	
Fleet Workshops to respond to 100% of all breakdowns of Light Fleet within four business hours  <i>Comment&gt;&gt; 100% of all breakdowns were completed within four business hours.</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	800	782
Operating Expense	517	396
Capital Revenue	0	(4)
Capital Works	175	208
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of minor plant jobs performed through the Fleet Workshop to be reworked  <i>Comment&gt;&gt; No minor plant jobs required rework in Quarter 3.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for minor fleet assets completed within one month of falling due  <i>Comment&gt;&gt; 74% of preventative scheduled services were completed for minor fleet within one month of falling due.</i>	100%	74%	100%	85%	

This programme has no reportable Milestones.

Programme >> Wet Plant Management Account		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,651	1,992
Operating Expense	2,522	2,535
Capital Revenue	0	0
Capital Works	0	(2)
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&gt;&gt; Cost recovery YTD is \$658k under budget. Demand for wet plant to be monitored throughout the duration of the financial year to ensure optimal asset utilisation.</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	981	809
Capital Revenue	0	0
Capital Works	4,353	3,919
Contributed Assets	0	0

Programme >> Coastal Maintenance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	981	794
Capital Revenue	0	0
Capital Works	57	23
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% compliance with Boat Ramp Inspection Schedule each quarter  <i>Comment&gt;&gt; Boat Ramp Inspections - 100% of inspections completed as per the contracted inspection schedule - compliant.</i>	80%	100%	80%	100%	
Deliver beach raking to The Strand, Pallarenda and Rowes Bay, within defined service levels. with 75 % compliance with the planned schedule  <i>Comment&gt;&gt; Beach Raking - 75% of the scheduled maintenance has been completed - compliant.</i>	75%	75%	75%	83.33%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual provision of Stinger Nets for swimming enclosures  <i>Comment&gt;&gt; Stinger nets were removed in May 2016 and will be reinstalled as per annual program in early November</i>	01/11/16	15/05/17	07/10/16	100%	
Tide Gate Inspection Program Completed  <i>Comment&gt;&gt; 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	0	14
Capital Revenue	0	0
Capital Works	4,295	3,895
Contributed Assets	0	0

#### Programme Performance


This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Townsville Recreational Boat Park Stage 2 construction complete.  <i>Comment&gt;&gt; Townsville Recreational Boating Park is on track.</i>	01/07/16	30/06/17		70%	

Service >> Drain & Stormwater Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	96
Operating Expense	9,128	8,549
Capital Revenue	3,000	5,223
Capital Works	3,735	2,500
Contributed Assets	3,000	0

Programme >> Asset Planning - Stormwater Drainage		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	68
Operating Expense	717	549
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Floodplain Management Strategy (3rd year of 5 year project) - Continue the review of the options available for flood management scheme areas and analysis of these areas.  <i>Comment&gt;&gt; Towards a flood resilient Townsville document completed. Kelso area nearing completion.</i>	12.5%	9.3%	37.5%	15.6%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Flood Model Maintenance - Review and update the hydrological methods for flood modelling to align with the June 2016 updates of the Australian Rainfall and Runoff guidelines.  <i>Comment&gt;&gt; Modelling framework complete. About to commence test catchment assessment.</i>	2.5%	1.8%	7.5%	6%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Stormwater capital renewal program with identified projects for the upcoming three years  <i>Comment&gt;&gt; Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Revise the Stormwater 10 year renewal program budgets  <i>Comment&gt;&gt; Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Stormwater Asset Management Plan updated and improvement strategies implemented.  <i>Comment&gt;&gt; A selection of improvement strategies are progressing however some activities will need to be replanned due to competing priorities</i>	01/07/16	30/06/17		30%	
Regional Stormwater Treatment Strategy - Progress implementation to update the development manual and create a monitoring program.  <i>Comment&gt;&gt; Implementation project commenced. Initial discussion paper prepared. Internal stakeholder workshop held.</i>	01/07/16	30/06/17		60%	
Complete scheduled underground network condition assessments  <i>Comment&gt;&gt; Program is on track.</i>	01/07/16	30/06/17		75%	

Programme >> Emergent Drains		
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
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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	333	291
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Drains and Stormwater investigation tasks received completed within allocated timeframes  <i>Comment&gt;&gt; 95% of drains and stormwater investigations tasks were completed within allocated timeframes.</i>	90%	95%	90%	95.71%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Drains and Stormwater new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; All project request forms have been identified and completed.</i>	01/07/16	30/06/17	31/03/17	100%	

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	8,039	7,662
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance





KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Maintenance Services to achieve 80% capture of asset on operational work order  <i>Comment&gt;&gt; Capture of assets on the Work Order- assets in the system are being captured and attached to all WO's - compliant.</i>	80%	80%	80%	80%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Flood pump inspection program completed  <i>Comment&gt;&gt; Completed August 2016</i>	01/11/16	01/02/17	07/10/16	100%	
Commence the development of metrics for stormwater drainage operations  <i>Comment&gt;&gt; Metrics for Stormwater Operations - The development of the metrics is still being reviewed. No further progression from last quarter.</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	40	41
Capital Revenue	3,000	5,223
Capital Works	3,735	2,500
Contributed Assets	3,000	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
90% of the approved 2016/17 Stormwater capital construction programs complete  <i>Comment&gt;&gt; On target.</i>	01/07/16	30/06/17		70%	
80% of the 2016/17 Stormwater Drainage capital works program designs completed.  <i>Comment&gt;&gt; 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&gt;&gt; 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&gt;&gt; Completed</i>	01/07/16	31/12/16	31/12/16	100%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
75% of the 2017/18 Stormwater Drainage capital program designs complete  <i>Comment&gt;&gt; 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	56	1,097
Operating Expense	29,384	28,297
Capital Revenue	2,869	4,147
Capital Works	7,820	8,685
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	494	210
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Open Space capital renewal program with identified projects for the upcoming three years  <i>Comment&gt;&gt; Completed</i>	01/07/16	31/12/16	31/12/16	100%	
Revise Open Space 10 year renewal program budgets  <i>Comment&gt;&gt; Completed</i>	01/07/16	31/12/16	31/12/16	100%	
Open Space Asset Management Plan updated and improvement strategies implemented.  <i>Comment&gt;&gt; Improvement strategies are being implemented as planned</i>	01/07/16	30/06/17		75%	

Programme >> Emergent Open Spaces		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	23
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	450	408
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Open Space investigation tasks received completed within allocated timeframes.  <i>Comment&gt;&gt; 95% of open space investigations tasks were completed within allocated timeframes.</i>	90%	95%	90%	96.71%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Open Space (including irrigation) new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; All project request forms have been identified and completed.</i>	01/07/16	30/06/17	31/03/17	100%	



## Programme >> Open Space Maintenance





### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	56	259
Operating Expense	28,403	27,617
Capital Revenue	0	(404)
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% compliance on water quality testing at the Strand Water Park  <i>Comment&gt;&gt; Water Quality - 95% compliant with our water testing standards for the Strand Water Park.</i>	95%	95%	95%	98.33%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
60% implementation of new scheduled works management system within open space  <i>Comment&gt;&gt; Development of schedules for Parks and Open Space - 90% of the schedules for parks have been developed.</i>	60%	90%	60%	78.33%	
Develop 60% of catalogue of plant species at council's Botanical Gardens  <i>Comment&gt;&gt; Due to current resourcing constraints and need for resources to be allocated to ensure the delivery of priority operational maintenance within the Botanical Gardens, no works were completed on the identification of plant species this quarter.</i>	15%	0%	45%	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&gt;&gt; Coconut De-nutting - The last (second) scheduled maintenance of coconuts was completed in December 2016. The third scheduled maintenance cut for the year will be completed by June 2017.</i>	01/07/15	30/06/17		99%	
Commence the development metrics for open space operations  <i>Comment&gt;&gt; Open Space Metrics - Still in progress. Has commenced and currently being developed. No further progression from last quarter.</i>	01/07/16	31/12/16		60%	
Playground inspection programme completed  <i>Comment&gt;&gt; Playground Inspections: is a rolling schedule with 66 playgrounds inspected last quarter - 80% complete to date.</i>	01/11/16	01/02/17		80%	
Develop new contract for open space and handover to replace existing  <i>Comment&gt;&gt; Contract Documentation - The development of a new contract has been completed and will be submitted to Full Council Committee for approval by end of financial year.</i>	01/07/16	30/06/17		80%	

Programme >> Open Space Management - Capital		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	838
Operating Expense	37	39
Capital Revenue	2,869	4,551
Capital Works	6,820	7,843
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
90% of the approved 2016/17 Open Space capital construction programs complete  <i>Comment&gt;&gt; Construction program is on track for completion by milestone target.</i>	01/07/16	30/06/17		66%	
80% of the 2016/17 Open Space capital works program designs completed.  <i>Comment&gt;&gt; Designs being produced to meet construction program</i>	01/07/16	30/09/16		70%	
Update the 10 year Open Space Capital Plan  <i>Comment&gt;&gt; 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&gt;&gt; Scoping behind due to delay in updated asset renewal data. Remainder of scoping targeted for completion by mid-2017</i>	01/07/16	27/01/17		15%	
75% of the 2017/18 Open space capital program designs complete  <i>Comment&gt;&gt; Program driven by scoping (delayed). Currently forecasting 40% to be achieved by June 30. This should not adversely impact the construction of the 17/18 program.</i>	01/07/16	30/06/17		10%	

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
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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	841
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of the design for the Promenade Boardwalk by 31 December 2016.  <i>Comment&gt;&gt; Project is on hold</i>	01/07/16	31/12/16		65%	

## Service >> Public Infrastructure Management

### Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,828	5,398
Operating Expense	18,650	17,844
Capital Revenue	0	(137)
Capital Works	0	0
Contributed Assets	0	0


## Programme >> Engineering Services Operational Support

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,183	1,121
Operating Expense	6,302	6,741
Capital Revenue	0	(137)
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of Project Management improvement strategies identified by the Project Management Steering Group.  <i>Comment&gt;&gt; The improvement strategies are currently being reviewed in the context of the current organisational review improvement projects to ensure alignment</i>	01/07/16	30/06/17		15%	


## Programme >> Maintenance Services

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4,645	4,277
Operating Expense	12,348	11,103
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% satisfaction with Maintenance Services through Satisfaction Survey  <i>Comment&gt;&gt; Customer Satisfaction Survey Received for February 2017 - Results were 65% satisfaction. Customer improvement is currently being reviewed within Maintenance, including all associated KPI's and customer management. This report will be monitored and improved over the coming months in accordance with the Nous and Transformation Projects.</i>	85%	65%	85%	85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Progression of Works Management roll out including implementation of functional areas being RMPC, Rural Roads and Tree Management  <i>Comment&gt;&gt; Works management implementation - 50% completed as of March, with the tree maintenance schedules and rural roads schedules in spreadsheets to be developed in CES. The development of a schedule for RMPC has commenced. No further progression from last quarter due to resources.</i>	01/07/15	30/06/17		50%	

## Service >> Roads & Transport Management

### Service Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,344	5,397
Operating Expense	45,500	44,462
Capital Revenue	10,858	18,338
Capital Works	39,026	29,605
Contributed Assets	5,000	0


## Programme >> Amenity Maintenance

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	18
Operating Expense	5,245	5,562
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 75% of amenity maintenance within defined service target timeframes and schedules  <i>Comment&gt;&gt; Amenity Maintenance - 80% complaint with service targets for 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&gt;&gt; Bus Shelter Cleaning - 80% of bus shelter cleaning program completed this quarter.</i>	01/07/15	30/06/17		80%	







**Programme >> Asset Planning - Roads & Transport**


**Programme Financial Summary >>**

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	180	160
Operating Expense	677	526
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0




**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Strategic Traffic Model - Develop micro-simulation traffic models across Townsville to determine efficiencies in strategic road planning. <i>Comment&gt;&gt; Progressing as planned. Works for this financial year complete. Further detailed development to continue next financial year. Works subject to receiving of 2016 ABS Census data.</i>	12.5%	15%	37.5%	37.5%	

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&gt;&gt; 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&gt;&gt; Complete</i>	01/07/16	31/12/16	30/11/16	100%	
Transport Asset Management Plan updated and improvement strategies implemented. <i>Comment&gt;&gt; A selection of improvement strategies are progressing however some activities will need to be replanned due to competing priorities</i>	01/07/16	30/06/17		30%	
Revise Transport 10 year renewal program budgets. <i>Comment&gt;&gt; Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Complete Pathway full network condition assessment. <i>Comment&gt;&gt; On target to be completed. Assessment is underway.</i>	01/01/17	30/06/17		60%	
Complete off street carpark network condition assessment. <i>Comment&gt;&gt; There are delays in creation of the inspection form in the mobility device used for the assessment. Inspections will commence when resolved and should be completed by June 2017</i>	01/07/16	31/12/16		50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Traffic Generation - Undertake intersection counts to align with census data and assist in traffic model calibration.  <i>Comment&gt;&gt; Progressing as planned. Data received. Final processing of data into usable format near completion. Expected to be completed mid-April 2017.</i>	01/07/16	31/03/17		95%	

Programme >> CBD Utilities - Roads		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	20
Operating Expense	0	0
Capital Revenue	0	255
Capital Works	1,842	1,773
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
CBD Utilities community update issued bi-monthly  <i>Comment&gt;&gt; Updates are ongoing</i>	1.5	4.5	4.5	7.5	
Zero environmental incidents at the CBD Utilities Upgrade Project construction sites.  <i>Comment&gt;&gt; Zero environmental incidents</i>	0	0	0	0	
Zero Lost Time Injuries at the CBD Utilities Upgrade Project construction sites.  <i>Comment&gt;&gt; Zero lost time injuries</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					
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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	181	155
Capital Works	0	42
Contributed Assets	0	0


**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Finalise construction project and defects liability period by 31 March 2017.  <i>Comment&gt;&gt; Defects liability period has concluded with all defects being rectified. Project closeout is in process.</i>	01/07/16	31/03/17	10/04/17	100%	

Programme >> Department Transport Main Roads (DTMR)		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,460	1,269
Operating Expense	1,324	1,529
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&gt;&gt; RMPC Audit March 2017 - achieved a result of 84.3 % - compliant.</i>	80%	84.3%	80%	54.63%	

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	33
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	1,136	884
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Roads and Transport investigation tasks received completed within allocated timeframes  <i>Comment&gt;&gt; 95% of roads and transport investigations tasks were completed within allocated timeframes.</i>	90%	95%	90%	95.71%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify and prioritise future Roads and Transport new and upgrade projects for financial years 18/19, 19/20, 20/21, 21/22.  <i>Comment&gt;&gt; Finalisation of information for 2021/22 is required. On track to be completed prior to the 30 June 2017.</i>	01/07/16	30/06/17		90%	


## 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	47
Contributed Assets	0	0


## Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor traffic volumes / counts at least once per year on North Shore Boulevard.  <i>Comment&gt;&gt; Traffic volumes have been checked recently. The count shows that the duplication upgrade trigger has not yet been reached. Count will be checked again next year.</i>	01/07/16	30/06/17	10/10/16	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Detailed design for the duplication of North Shore Boulevard completed by the 30 September 2016.  <i>Comment&gt;&gt; Design has been reviewed and detail design drawings and specifications are being prepared</i>	01/07/16	30/09/16		80%	

Programme >> Off Street Parking		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	177	188
Operating Expense	206	168
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%  <i>Comment&gt;&gt; Parking Meters - February availability - 99.904% = 0.096% downtime, which is less than the 10% compliance.</i>	10%	.03%	10%	.09%	

This programme has no reportable Milestones.

Programme >> On Street Parking		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,312	1,331
Operating Expense	264	308
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%  <i>Comment&gt;&gt; Parking Meters - February availability - 99.904% = 0.096% downtime, which is less than the 10% compliance.</i>	10%	.03%	10%	.04%	

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	3	82
Operating Expense	255	424
Capital Revenue	10,677	21,247
Capital Works	37,185	27,742
Contributed Assets	5,000	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
80% of the 2016/17 Roads capital works program designs completed.  <i>Comment&gt;&gt; 100% of the 16/17 roads capital program has been designed.</i>	01/07/16	30/09/16	06/10/16	100%	
80% of the roads preventive maintenance program (Overlays and re-seals) budget spent  <i>Comment&gt;&gt; This program has achieved the milestone target successfully. The remainder of the program will be delivered by 30th June 2017.</i>	01/07/16	31/12/16	06/04/17	100%	
90% of the approved 2016/17 Roads capital construction programs complete  <i>Comment&gt;&gt; This program is currently below budget with larger road network projects due to commence. The 2016/17 roads capital program has also been impacted by the deferral of roads projects including council's contribution to TMR for the interface of Ring Road 4 and Mt Low Parkway due to TMR not proceeding with the project; road works to align with the Southern Suburbs Rising Main project due to the project being deferred; and the road works to align with the CBD Utilities project being deferred as a result of changed sequencing of the CBD Utilities project.</i>	01/07/16	30/06/17		73%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
75% of the 2017/18 Roads capital program designs complete <i>Comment&gt;&gt; The design program is on track to achieve the milestone target, including recent additions to the program.</i>	01/07/16	30/06/17		59%	
90% of the 17/18 Roads capital program scopes documented and approved <i>Comment&gt;&gt; Final projects being investigated through assets for Road Reconstruction program for 17/18.</i>	01/07/16	27/01/17		50%	
10 year Roads and Transport Capital Plan updated <i>Comment&gt;&gt; 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	2,212	2,328
Operating Expense	35,319	33,944
Capital Revenue	0	(3,318)
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% Attendance within response time for reactive pothole repairs <i>Comment&gt;&gt; Pothole maintenance compliance - 50% compliance with service target levels for pothole maintenance. The new DeltaS system has been implemented this quarter, which will assist with the future reporting and management of operational works. This is currently being reviewed.</i>	80%	50%	80%	47.67%	
Less than 2% total downtime for council controlled traffic signals <i>Comment&gt;&gt; Traffic Signals availability is 99.98% = 0.02% downtime - complaint.</i>	2%	.02%	6%	.06%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rural Road Grading Completed Schedule 1 <i>Comment&gt;&gt; Rural Road Grading cycle completed</i>	01/07/15	30/11/16	03/10/16	100%	
Rural Road Grading Completed Schedule 2 <i>Comment&gt;&gt; Rural Grading completion - 96% of grading program schedule completed to date, March 2017.</i>	01/07/15	30/06/17		96%	
QR Crossing Inspections Completed in accordance with the planned schedule (Signals & Line marking) <i>Comment&gt;&gt; QR Crossing Inspections - Yearly inspections for all QR Crossings have commenced and are scheduled to be completed in May 2017.</i>	01/07/15	30/06/17		50%	



Programme >> Street Sweeping		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,075	1,083
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)	25%	14.5%	75%	71.5%	
<i>Comment&gt;&gt; Non-programmed sweeps and mechanical issues have had an impacts on quarter three results.</i>					

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	7,137	5,417
Operating Expense	15,031	14,825
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	241	195
Operating Expense	1,599	1,490
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

**Programme Performance**






KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% compliance with 2 business day distribution time for planning applications to internal stakeholders  <i>Comment&gt;&gt; KPI continues to be maintained.</i>	90%	100%	90%	99.66%	
100% of the privately certified building approvals lodged are processed and available in business systems within 3 business days of lodgement with council  <i>Comment&gt;&gt; Minor shortfall in target, however a sound result overall.</i>	100%	98.4%	100%	98.59%	
95% of decision notices for Development Approvals made available on council's website within 5 business days of approval  <i>Comment&gt;&gt; KPI being met and maintained.</i>	95%	97%	95%	97.44%	
90% of publicly available planning and building documents are available for viewing within 5 business days of request  <i>Comment&gt;&gt; KPI results have slipped. Volume of requests has increased by 24% since on-line delivery service was commenced.</i>	90%	78.3%	90%	91.64%	
90% of publicly available planning and building documents are available for purchase within 10 business days of request  <i>Comment&gt;&gt; KPI continues to be maintained.</i>	90%	99%	90%	98.87%	
100% of Right to Information requests referred to Planning & Development Division will be actioned within agreed timeframes  <i>Comment&gt;&gt; 1 of the 3 Right to Information requests was completed within agreed timeframes</i>	100%	33%	100%	77.67%	

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&gt;&gt; KPI being met after changes to process.</i>	90%	100%	90%	93.61%	
95% of valid refund requests process within 2 working days through Business and Finance <i>Comment&gt;&gt; KPI met for the quarter.</i>	95%	100%	95%	94.67%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Successful release of a customer engagement framework. <i>Comment&gt;&gt; Customer engagement framework activities suspended.</i>	09/03/16	09/03/17		50%	

Programme >> Development Assessment		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,789	1,728
Operating Expense	5,734	5,114
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
Survey Plans issued within 10 days of receipt of completed application <i>Comment&gt;&gt; 15 of 17 survey plan releases completed within timeframe</i>	10	4.6	10	5.87	
Code Assessable Applications are Approved / Processed within 40 business days <i>Comment&gt;&gt; Average processing time of 26 days achieved for period</i>	40	26	40	30	
Operational Works Processed within 30 business days <i>Comment&gt;&gt; 11 applications from a total of 17 determined within timeframe. Delays caused by lack of Q Leave documents and client negotiations.</i>	30	58	30	35.33	
80% Customer Satisfaction Rating with Development Assessment achieved throughout the year <i>Comment&gt;&gt; Awaiting new survey to update results</i>	90%	63%	90%	42%	
Bank Guarantees Released to Applicant within 10 Business Days of request to release <i>Comment&gt;&gt; 5 of 5 Bank Guarantees (100%) were released within KPI time frame. 5 of 5 were released in under half of the 10 day KPI target</i>	10	10	30	17	

This programme has no reportable Milestones.

Programme >> Economic Development		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,435	2,133
Operating Expense	2,786	3,055
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Implement 100% of planned Invest Townsville Program initiatives  <i>Comment&gt;&gt; September delegations to China and Singapore are being arranged. Collateral has been updated.</i>	100%	100%	100%	100%	
100% of submissions for grant and election funding developed within State and Federal Timeframes each quarter  <i>Comment&gt;&gt; Advancing Queensland and International Education applications submitted.</i>	100%	100%	100%	100%	
100% compliance with council's commercial premises lease agreements  <i>Comment&gt;&gt; Compliant.</i>	100%	100%	100%	100%	
Develop and submit 100% of agreed State and Federal strategic policy submissions  <i>Comment&gt;&gt; Defence Communities Inquiry response has been submitted.</i>	100%	100%	100%	100%	
Deliver 90% agreed Sister City Economic Development outcomes during the year  <i>Comment&gt;&gt; Coordination of Port Moresby visits both inbound and outbound occurring.</i>	90%	90%	90%	100%	
100% compliance with Council's Outdoor Dining Policy  <i>Comment&gt;&gt; Compliant.</i>	100%	100%	100%	100%	
Attract 6 new major sporting events to Townsville  <i>Comment&gt;&gt; Event Bid Fund continues to exceed the number of events.</i>	2	3	4	9	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor & review Townsville Enterprise Limited's performance quarterly against agreed service levels  <i>Comment&gt;&gt; Second report has been provided.</i>	01/07/16	30/06/17		25%	
Development of a digital platform and design work for expanding Visitor Information services.  <i>Comment&gt;&gt; Business plan commenced and currently being reviewed.</i>	01/07/16	30/06/17		25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete a review of the Townsville City Council Economic Development Plan.  <i>Comment&gt;&gt; Following the announcement of City Deals there was a month's delay in finalising the RAI Pathfinder project report.</i>	01/07/16	31/12/16	24/01/17	100%	
Complete a review of the North Queensland Region of Council's Economic Development Plan  <i>Comment&gt;&gt; Report completed and accepted by RED-ROC.</i>	01/07/16	30/06/17	05/04/17	100%	
Create a CBD Place Makers Grants Scheme to enable businesses to partner with council to activate the CBD.  <i>Comment&gt;&gt; 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&gt;&gt; Review was completed prior to target date but actions for tender required extensive consultation. Tenders have been called for.</i>	01/07/16	31/12/16	05/04/17	100%	
Complete a design and project brief for improvements to the Magnetic Island signage to be "shovel" ready to access funding if the opportunity arises.  <i>Comment&gt;&gt; At request for quotation stage.</i>	01/07/16	30/06/17		50%	

#### Programme >> Hydraulics & Building Certification


##### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,643	1,331
Operating Expense	2,117	1,967
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&gt;&gt; Exceeding the expectations of this KPI</i>	90%	95%	90%	94.87%	
90% of commercial plumbing and draining applications are processed within 15 business days  <i>Comment&gt;&gt; Exceeding the expectations of this KPI</i>	90%	100%	90%	96.67%	
90% of customers report a satisfaction rating of good or excellent with plumbing and drainage compliance assessment services  <i>Comment&gt;&gt; Inspection time slot availability was an issue that became evident this survey</i>	90%	0%	90%	84%	




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


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

**Programme Financial Summary >>**

	Budget 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&gt;&gt; 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&gt;&gt; Strategic Land Management Group meetings held and reports are being prepared.</i>	01/07/16	31/03/17		50%	





**Programme >> Strategic Planning**








**Programme Financial Summary >>**





	Budget YTD \$000	Actual YTD \$000
Operating Revenue	29	31
Operating Expense	2,795	3,199
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Respond to 90% of proposed changes to relevant state and regional policies by due dates <i>Comment&gt;&gt; Advice provided within agreed timeframes.</i>	90%	100%	90%	93.33%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Provide advice for development applications within agreed assessment timeframes <i>Comment&gt;&gt; Advice provided within agreed timeframes.</i>	100%	100%	100%	100%	
Provide architectural advice to heritage listed owners within 15 business days <i>Comment&gt;&gt; Advice provided within agreed timeframes.</i>	100%	100%	100%	100%	
Developer contribution calculators are maintained and modified quarterly to reflect infrastructure charging policy and reforms <i>Comment&gt;&gt; On track for March quarter update.</i>	100%	100%	100%	100%	
90% Customer satisfaction rating good or excellent. <i>Comment&gt;&gt; No update required for this quarter.</i>	0%	0%	90%	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&gt;&gt; On track for completion.</i>	01/07/16	30/06/17		70%	
Complete 2 additional street art murals to continue to improve the amenity and vibrancy of Ogden Street <i>Comment&gt;&gt; Art concept design has been approved with works commencing at the start of June for one property. RFQ is out seeking artist to complete 2nd works.</i>	01/07/15	30/06/17		60%	
Complete an urban design guideline to provide guidance for developers within the Waterfront PDA to help achieve a world class destination. <i>Comment&gt;&gt; Seeking council resolution of draft guidelines to proceed to community engagement. Project on track for completion.</i>	31/12/15	30/06/17		85%	
Submit the Local Government Infrastructure Plan (LGIP) to the State Government for the final state interest check. <i>Comment&gt;&gt; On track for submission before June.</i>	01/07/16	30/06/17		85%	
Complete a public art strategy for consideration as a planning scheme policy. <i>Comment&gt;&gt; Investigations have been carried out, current recommendation is to not proceed with a planning scheme policy this financial year.</i>	01/07/16	28/02/17		50%	
Undertake market testing and develop a concept plan for the North Yards Rail site to address on-site safety risks and retention of high value heritage components to enable future redevelopment. <i>Comment&gt;&gt; Project complete.</i>	30/06/16	30/06/17	07/04/17	100%	
Inclusion of heritage trail information into the Townsville Tours and Trail App. <i>Comment&gt;&gt; 'A stroll along The Strand' is to be released at the end of May.</i>	30/06/16	30/03/17		70%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Develop an implementation strategy to increase the amount of trees within the CBD.</p> <p><i>Comment&gt;&gt; Works have begun associated with the Works 4 Queensland funding to install street trees in our CBD. Timeframe has shifted as notified by the State, to be completed by 30/11/17.</i></p>	30/06/16	30/06/17		35%	
<p>Identify and report to council on opportunities for commercial uses within public spaces to enhance lifestyle, business development and tourism.</p> <p><i>Comment&gt;&gt; Works are currently on hold until the findings of the Pure Projects visioning project is complete.</i></p>	30/06/16	30/06/17		25%	
<p>In partnership with Knowledge Management develop a Townsville Growth Model within corporate systems to complement the new Australian Statistical Geography Standard boundaries.</p> <p><i>Comment&gt;&gt; Planning staff providing advice to consultant engaged by Knowledge Management.</i></p>	01/07/16	30/06/17		20%	
<p>Develop an activation strategy for the Waterfront which may include temporary uses of underutilised spaces and low cost capital investment.</p> <p><i>Comment&gt;&gt; Milestone on hold and resources reallocated to priority projects.</i></p>	01/07/16	30/06/17		10%	

Service >> Laboratory Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,525	2,787
Operating Expense	1,598	1,537
Capital Revenue	0	0
Capital Works	227	224
Contributed Assets	0	0

Programme >> TWW Laboratory Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,525	2,787
Operating Expense	1,598	1,537
Capital Revenue	0	0
Capital Works	227	224
Contributed Assets	0	0

#### Programme Performance









KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 95% compliance with defined timeframes for issuing analysis reports.  <i>Comment&gt;&gt; 95.2% of analysis reports were delivered within the defined timeframes.</i>	95%	95.2%	95%	93.38%	

This programme has no reportable Milestones.

Service >> Trade Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,684	2,536
Operating Expense	4,081	4,064
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	2,684	2,536
Operating Expense	4,081	4,064
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&gt;&gt; Due to the small size of the team, unplanned urgent leave by staff has impacted the ability to reach the target. Additional resources are being sourced to address the backlog in the fourth quarter.</i></p>	90%	82.67%	90%	79.89%	
<p>Complete 90% of electrical preventative maintenance on time per quarter.</p> <p><i>Comment&gt;&gt; Performance is on target.</i></p>	90%	93.33%	90%	95.44%	
<p>Complete 90% of fitter's preventative maintenance on time per quarter.</p> <p><i>Comment&gt;&gt; Higher than anticipated volume of reactive work has prevented the target from being reached. Additional temporary resources are in place to address the backlog in the fourth quarter.</i></p>	90%	80.67%	90%	84.56%	
<p>90% satisfaction rating in two monthly customer surveys for work quality.</p> <p><i>Comment&gt;&gt; 100% of all survey respondents rated 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%	66.67%	
<p>Maintain 100% SCADA uptime.</p> <p><i>Comment&gt;&gt; SCADA availability was 100% throughout the quarter excluding downtime during an Ergon power outage at Giru, for which Townsville Water had no control over.</i></p>	100%	100%	100%	100%	
<p>Maintain telemetry with uptime of 95% availability, averaged across all sites.</p> <p><i>Comment&gt;&gt; Telemetry uptime average across all sites was 99.3%</i></p>	95%	99.3%	95%	99.51%	
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&gt;&gt; Program is on target.</i></p>	01/07/16	30/06/17		79%	
<p>Deliver 100% of electrical and mechanical pump station renewals in accordance with the approved program.</p> <p><i>Comment&gt;&gt; Program is on target.</i></p>	01/07/16	30/06/17		76%	

**Core Service >> Solid Waste Management**

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

**Service Financial Summary >>**

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	23	119
Operating Expense	2,608	2,719
Capital Revenue	0	0
Capital Works	89	62
Contributed Assets	0	0





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

**Programme Financial Summary >>**


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	23	119
Operating Expense	2,608	2,719
Capital Revenue	0	0
Capital Works	89	62
Contributed Assets	0	0

**Programme Performance**

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Measure and monitor performance against the North Queensland Regional Waste Reduction and Recycling Plan's objectives and targets.  <i>Comment&gt;&gt; A scorecard has been developed to track and monitor performance against the plan. Data is being provided by partnering councils to reflect the regions progress.</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&gt;&gt; Council introduced a 140 litre waste bin at the start of the financial year which allows residents to select from a wider range of bin combination choices.</i>	01/07/16	30/06/17	30/09/16	100%	
Investigate additional opportunities for regional contracts for waste processing or recycling.  <i>Comment&gt;&gt; A draft metal recovery and tyre processing contract has been developed with partnering councils.</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&gt;&gt; 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&gt;&gt; A request for quotations to provide this service has been released with responses due to be assessed in the fourth quarter.</i>	01/07/16	30/06/17		40%	

Service >> Solid Waste Collection and Recycling		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	20,491	20,695
Operating Expense	10,895	10,866
Capital Revenue	0	0
Capital Works	104	131
Contributed Assets	0	0

Programme >> TWW – Waste & Recycling Collection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	20,491	20,695
Operating Expense	10,895	10,866
Capital Revenue	0	0
Capital Works	104	131
Contributed Assets	0	0

Programme Performance
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KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction with kerbside waste and recycling collection.  <i>Comment&gt;&gt; 83.33% of customers rated disposal facilities as good or excellent during the quarter. 93% of customers rated disposal facilities as satisfactory, good or excellent.</i>	90%	83.33%	90%	92.78%	
Less than 1 per 1000 missed kerbside waste and recycling services.  <i>Comment&gt;&gt; There were 15.56 missed bins per 1000 bins for the third quarter. This was due to bins not being collected due to cyclone Debbie.</i>	1	15.56	1	5.44	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement approved changes to day of collection for kerbside bins.  <i>Comment&gt;&gt; Changes to bin collection days will align with changes to landfill operations in the 2017/18 financial year. As such this project is still in the planning stages and will be deferred to the next financial year.</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	8,806	10,244
Operating Expense	8,390	7,305
Capital Revenue	111	0
Capital Works	1,880	2,672
Contributed Assets	0	0

Programme >> TWW – Resource Recovery & Waste Disposal		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	8,806	10,244
Operating Expense	8,390	7,305
Capital Revenue	111	0
Capital Works	1,880	2,672
Contributed Assets	0	0

#### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction with disposal facilities. <i>Comment&gt;&gt; 76.67% 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%	76.67%	90%	78.78%	
Divert 40% of waste from landfills for recycling or beneficial reuse on site. <i>Comment&gt;&gt; 44.07% of waste from landfills was diverted for recycling or beneficial reuse for the quarter.</i>	40%	44.07%	40%	50.68%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete first year construction of the Stuart Transfer Station, in line with project schedule. <i>Comment&gt;&gt; Tender recommendation report will be presented at April council meeting as per project schedule.</i>	01/07/16	30/06/17		50%	
Deliver interim capping and rehabilitation activities for Magnetic Island Landfill in accordance with closure plan. <i>Comment&gt;&gt; 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	86,224	84,533
Operating Expense	46,164	44,347
Capital Revenue	4,390	6,964
Capital Works	17,460	12,952
Contributed Assets	0	0



**Programme >> CBD Utilities - Wastewater**

**Programme Financial Summary >>**

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	2	2
Capital Revenue	0	0
Capital Works	3,123	4,618
Contributed Assets	0	0

**Programme Performance**

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero environmental incidents at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were no environmental incidents for the third quarter.</i>	0	0	0	0	
Zero 'lost time' injuries at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were no lost time injuries for the third quarter.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works.  <i>Comment&gt;&gt; Delivery is in accordance with programme of works.</i>	01/07/16	30/06/17		60%	
Proactive and regular communication with stakeholders.  <i>Comment&gt;&gt; Communication with stakeholders is ongoing and includes, face to face, letterbox drops, social media, print media and radio.</i>	01/07/16	30/06/17		50%	

Programme >> TWW – Wastewater Collection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	79,098	79,406
Operating Expense	5,911	5,533
Capital Revenue	40	98
Capital Works	8,419	4,557
Contributed Assets	0	0


### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero penalty infringement notices issued or instances of legal action initiated by the Regulator for non-compliance.  <i>Comment&gt;&gt; There were no non-compliance penalty infringements issued for this quarter.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct pump station renewals in line with the approved capital program.  <i>Comment&gt;&gt; The pump station renewal program is on budget and program in line with the approved capital program.</i>	01/07/16	30/06/17		75%	
Deliver sewerage infrastructure renewals in line with the approved capital program.  <i>Comment&gt;&gt; The manhole relining works have been completed. The sewer relining works are well underway and are expected to be completed by June 2017.</i>	01/07/16	30/06/17		55%	
Conduct smoke testing in line with the approved program throughout the year.  <i>Comment&gt;&gt; The second Smoke Testing Program for the year commenced 20th March 2017 in line with the approved program.</i>	01/07/16	30/06/17		75%	
Complete construction of 9P pump station and pressure main.  <i>Comment&gt;&gt; Construction has been completed and the pump station is online.</i>	01/07/16	30/06/17	30/03/17	100%	
Complete 50% construction of pump station 7A.  <i>Comment&gt;&gt; The work for the construction of PS 7A to PS 7B rising main has been awarded and the works have been started on site.</i>	01/07/16	30/06/17		50%	
Complete 25% construction of the Southern Suburbs rising main to Cleveland Bay Purification Plant.  <i>Comment&gt;&gt; This project is on hold until further advice, in order to include water saving opportunities.</i>	01/07/16	30/06/17		0%	

Programme >> TWW – Wastewater Management & Support		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,082	2,635
Operating Expense	28,265	27,594
Capital Revenue	1,850	4,866
Capital Works	0	(181)
Contributed Assets	0	0

#### Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction for wastewater services fault management.  <i>Comment&gt;&gt; 95% of customers rated wastewater services as 'good' and 'excellent' for the third quarter.</i>	90%	95%	90%	87.22%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and develop report on interconnectivity opportunities for sewer catchments to assist with wet weather flows.  <i>Comment&gt;&gt; Project rescheduled due to resourcing. The priority of this report is currently being reassessed.</i>	01/07/16	30/06/17		25%	
Sewer Strategy catchment areas prepared for new census data.  <i>Comment&gt;&gt; Sewer network models are continuing to be audited and updated.</i>	01/07/16	30/06/17		45%	

Programme >> TWW – Wastewater Source Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,987	2,436
Operating Expense	562	523
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

#### Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete review of the commercial wastewater pricing strategy.  <i>Comment&gt;&gt; A draft is currently being reviewed.</i>	01/07/16	30/09/16		75%	
Implement the wastewater education program for residential customers.  <i>Comment&gt;&gt; Program is under review.</i>	01/07/16	30/06/17		51%	






Programme >> TWW – Wastewater Treatment		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	57	56
Operating Expense	11,139	10,647
Capital Revenue	2,500	2,000
Capital Works	5,919	3,957
Contributed Assets	0	0



### Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero penalty infringement notices issued or instances of legal action initiated by the Regulator for non-compliance.  <i>Comment&gt;&gt; There were no penalty infringement notices received for the quarter.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero safety incidents.  <i>Comment&gt;&gt; There were no safety incidents to report during the quarter.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero environmental incidents.  <i>Comment&gt;&gt; There were no environmental incidents to report during the 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&gt;&gt; Licence amendment was lodged with Department of Environment and Heritage Protection. Currently in the Request For Information stage. Some irrigation alternatives are being investigated.</i>	01/07/16	30/06/17		25%	
Deliver 100% of sewage treatment plant renewals in accordance with the approved program.  <i>Comment&gt;&gt; Treatment Plant renewals program is 46% complete.</i>	01/07/16	30/06/17		46%	
Investigate potential markets and deliver a strategy for effluent reuse.  <i>Comment&gt;&gt; Consultant engaged and undertaking Market Analysis. Stakeholder engagement and Strategy development has commenced and is on track.</i>	01/07/16	30/06/17		50%	
Complete detailed design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Detailed designs are now completed, one month later than the due date because of the protracted evaluation process for selection of the membrane systems in June/July 2016. The selection of a membrane supplier was crucial to progressing detailed design.</i>	01/11/16	31/12/16	31/01/17	100%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Award construction contract for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Award of the construction contract will be delayed from 28 April to 27 May 2017. This delay is due to detailed designs being issued one month later than planned and takes into account the proper due diligence and governance requirements of council to award the contract.</i>	01/08/16	29/04/17		90%	
Award supply contract for membrane system for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Negotiations and sign off caused a delay to the engagement of the membrane supplier. Analysis of this technical procurement was detailed and time consuming and was concluded approximately 5 weeks after the planned time for award. The delay in procurement has impacted detailed design milestones but it is not expected to impact on the construction contract tender period.</i>	01/07/16	31/07/16	05/09/16	100%	
Award early tender involvement agreements for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; Shortlisted participants were approved at council's full meeting in June and agreements were issued to Early Tenderer Involvement (ETI) participants for execution in July.</i>	01/07/16	31/07/16	06/07/16	100%	
Develop (80%) of design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project.  <i>Comment&gt;&gt; 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&gt;&gt; Construction of work is delayed due to detailed designs being issued one month later than planned. Construction of work is now planned to commence on site on 27 June 2017.</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&gt;&gt; Regulatory reporting continues as scheduled in the approvals.</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&gt;&gt; Progress reporting is continuing as per the agreed funding arrangements.</i>	01/07/16	30/06/17	28/02/17	100%	
Complete the environmental assessment of groundwater contamination for Mt St John Wastewater Treatment Plant.  <i>Comment&gt;&gt; Draft Report is complete. Presentation to Department of Environment and Heritage Protection to occur before the end of April.</i>	01/07/16	31/12/16		90%	
Complete Stage 1, weed management plan for the outfall channel at Mt St John Wastewater Treatment Plant.  <i>Comment&gt;&gt; Expressions of Interest process is complete. Drafting of tender documents and application for environmental permits has begun.</i>	01/07/16	31/12/16		50%	

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&gt;&gt; Unable to start work until tender process complete and permits are in place. Planned for 2017/18 financial year.</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&gt;&gt; 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	284	48
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	86,338	82,015
Operating Expense	69,528	65,276
Capital Revenue	4,654	3,768
Capital Works	25,388	24,455
Contributed Assets	0	0

Programme >> Bulk Water Distribution		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	81	155
Operating Expense	5,130	4,928
Capital Revenue	0	0
Capital Works	2,142	793
Contributed Assets	0	0

## Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of planned major maintenance tasks on the Bulk Water system.  <i>Comment&gt;&gt; Programme is on track.</i>	01/07/16	30/06/17		80%	
Determine the location and functionality of a new water treatment plant for the city.  <i>Comment&gt;&gt; Results of the draft review will be considered by the Water Security Task Force for holistic consideration of the city's water security measures.</i>	01/07/16	30/09/16		90%	
Amend the Bulk Water Model to incorporate council's water operations and water allocations regime.  <i>Comment&gt;&gt; Amendment to the integrated bulk water model and water allocation regime are being held over, pending the outcomes from Water Security Task Force investigations in June.</i>	01/07/16	31/03/17		20%	
Determine the cost estimate of a new water treatment plant for the city.  <i>Comment&gt;&gt; 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 Haughton Pipeline Duplication Project.  <i>Comment&gt;&gt; Land acquisitions are on hold to await outcomes of the Water Taskforce review.</i>	01/07/16	30/06/17		15%	
Engage Ergon Energy to provide power supply upgrade design documentation for the Haughton Pipeline Duplication Project.  <i>Comment&gt;&gt; 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 Haughton Pipeline Duplication Project.  <i>Comment&gt;&gt; Stakeholder consultations are on hold to await outcomes of the Water Taskforce review.</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	11	10
Capital Revenue	0	0
Capital Works	11,405	11,506
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero environmental incidents at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were no environmental incidents for the third quarter.</i>	0	0	0	0	
Zero 'lost time' injuries at the construction sites of the CBD Utilities Upgrade Project.  <i>Comment&gt;&gt; There were no lost time injuries for the third quarter.</i>	0	0	0	0	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works.  <i>Comment&gt;&gt; Delivery is in accordance with programme of works.</i>	01/07/16	30/06/17		60%	
Proactive and regular communication with stakeholders.  <i>Comment&gt;&gt; Communication with stakeholders is ongoing and includes, face to face, letterbox drops, social media, print media and radio.</i>	01/07/16	30/06/17		50%	

## Programme >> TWW – Dams

### Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	60	50
Operating Expense	1,460	3,479
Capital Revenue	0	0
Capital Works	0	16
Contributed Assets	0	0



## Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% conformance with Dam Safety Conditions Schedules for Ross and Paluma dams.  <i>Comment&gt;&gt; Townsville Water achieved 100% compliance with Dam Safety Condition Schedules for Ross and Paluma Dams.</i>	100%	100%	100%	100%	
100% compliance with Interim Resource Operations Licences for taking water from Paluma-Crystal Water Supply Scheme and Ross River Water Supply Scheme.  <i>Comment&gt;&gt; 100% compliance for both water schemes was achieved for the quarter including all reports being submitted within timeframes.</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	2,590	2,665
Operating Expense	38,301	39,827
Capital Revenue	3,024	2,957
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&gt;&gt; All reporting requirements with regard to water quality were complied with for the quarter including Interim Resource Operations Licence reporting, Fluoride reporting, Incident reports and Bureau of Meteorology reporting.</i>	100%	100%	100%	100%	
Achieve 90% customer satisfaction for water services fault management.  <i>Comment&gt;&gt; 88.89% of customers rated water services fault management as good or excellent during the quarter. 97% of customers rated water services fault management as satisfactory, good or excellent.</i>	90%	88.89%	90%	90.37%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop the Water Demand Management Action Plan in accordance with the Townsville City Council Water Demand Management Strategy 2015 – 2025.  <i>Comment&gt;&gt; Project is being assessed in line with priorities of the Water Security Task Force.</i>	01/07/16	30/06/17		35%	

Programme >> TWW – Water Treatment		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	15,623	8,214
Capital Revenue	0	0
Capital Works	698	737
Contributed Assets	0	0

## Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve a water quality index of 1 for Trility operations of the Douglas Water Treatment Plant.  <i>Comment&gt;&gt; The operator was slightly under the target water quality index of 1 for the month of February at Douglas Water Treatment Plant. This was due to the free chlorine ranging outside the set point band during plant start-up. This has been rectified and there was no risk to public health.</i>	1	0.988	1	0.991	
100% compliance with drinking water quality requirements in accordance with Townsville Water's Drinking Water Quality Management Plan.  <i>Comment&gt;&gt; Paluma remains on boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Assessment of responses is underway for an Expression of Interest process for a treatment option for the Paluma Township Water Supply Scheme. Investigations into the cleaning of the Paluma Weir and survey of septic in the Paluma Township area are ongoing. There were 2 E.coli detections in the Townsville Water Supply Scheme, which were adequately corrected to ensure continued delivery of potable water. There were breaches of Trihalomethanes and Chlorates in the Townsville Water Supply Scheme, as a result of higher than usual chlorine dosing required to combat reduced water turnover as a result of restrictions.</i>	100%	75%	100%	85.43%	
Achieve a water quality index of 1 for Trility operations of the Northern Water Treatment Plant.  <i>Comment&gt;&gt; The operator was slightly under the quarterly water quality target of 1 due to a breach of pH for the month of January. The affected pump has now been replaced. There was no threat to public health.</i>	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	223	9
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	83,607	79,146
Operating Expense	8,781	8,808
Capital Revenue	1,630	811
Capital Works	11,143	11,386
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&gt;&gt; In the third quarter, Townsville Water installed 126 meters, with an average install time of 1.4 weeks where applications complied with the application process. Two (2) water meters were not installed within the 4 week period. In both cases, the late installation was caused by the delay of the applicant in providing necessary information.</i></p>	100%	99.14%	100%	99.33%	

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&gt;&gt; Project is behind schedule due to the resourcing requirements for Infrastructure Planning for Water Security Task Force and City Deals projects.</i></p>	01/07/16	30/09/16		75%	
<p>Completion of all water service renewals in allocated budget.</p> <p><i>Comment&gt;&gt; Completion of all water service renewals is progressing well.</i></p>	01/07/16	30/06/17		64%	
<p>Complete construction of the Morey St water main replacement.</p> <p><i>Comment&gt;&gt; Water main installation is complete and has passed testing. Works finalisation is in progress, including reinstatement and commissioning works. Works are expected to be completed in April.</i></p>	01/07/16	30/06/17		95%	
<p>Completion of all small diameter mains water service renewals in allocated budget.</p> <p><i>Comment&gt;&gt; Project is on track.</i></p>	01/07/16	30/06/17		80%	
<p>Complete construction of the water main extension for the Jensen development, by the end of the financial year.</p> <p><i>Comment&gt;&gt; Works commenced on the Jensen water main project in February and are progressing well. They are on track to be completed this financial year.</i></p>	01/07/16	30/06/17		35%	
<p>Complete construction of the Armstrong St and Queens Rd, Hermit Park water main replacement.</p> <p><i>Comment&gt;&gt; This project was placed on hold following tenders being received over budget.</i></p>	01/07/16	30/06/17		0%	