




Corporate Performance Report

Quarter 4
2016/17






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Introduction >>

I am pleased to present the 2016/17 Corporate Performance Report for Quarter 4. 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 4 of 2016/17:

- Completed stage 2 of the Townsville Recreational Boating Park and the official opening is scheduled for the 12 August
- Near completion of the Townsville Entertainment & Convention Centre project work
- Hosted successfully V8 Supercar In Kind Event
- 100% compliant with water quality performance standards for the Douglas and Northern Water Treatment Plants
- Completed the delivery of the 2016/17 capital program with a few projects deferred until 2017/18 due to water restrictions and procurement matters
- Strong performance results for Natural Resources Management programs.

I thank the council and staff for their contribution to the fourth and final quarter of the 2016/17 financial year and look forward to continuing the good work for the 2017/18 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 progress towards delivering the activities defined in the Operational Plan and Budget 2016/17.

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, with some milestones scheduled to be delivered across the year and others programmed for delivery in one or more specified quarters.

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

A cumulative assessment over the four quarters of the financial year and annual Operational Plan enables council to respond more effectively to significant changes - whether they be social, economic, environmental or internal - that affect our organisational capacity to deliver the annual Operational Plan.

Programmes

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





Key Performance Indicators

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

Milestones

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

Status

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

Quarterly reporting periods

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



Financial Performance >>

The financial data reflected in the June quarter performance report is subject to change as year-end processing is not complete. The final position will be known in mid-October.

The performance report provides a year to date financial update by Core Service, Service and Programme. It details the Budget year to date and Actuals year to date financials for:

- **Operating Revenue**, which includes rates and utility charges, fees and charges, recurrent grants and subsidies and interest revenue;
- **Operating Expenses** which includes 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** which 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** which includes capital expenditure for the replacement, upgrade and investment in new assets; and
- **Contributed Assets** which are assets contributed to Council, usually infrastructure assets from developers.

Further details of council's financial performance can be obtained through the Budget Variance Reports presented to council monthly.



Townsville

Core Services



Townsville
150

1866–2016


TOWNSVILLE CITY COUNCIL

Core Service >> Community and Culture


[Core Service Financial Summary >>](#)

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10,892	11,428
Operating Expense	63,202	62,009
Capital Revenue	2,650	4,242
Capital Works	3,131	2,742
Contributed Assets	0	0




Service >> Cemeteries

Programme	Status YTD	Current Period Comment
Cemeteries		The target for lodging notification with Birth, Deaths and Marriages has been exceeded for the year reaching 99% against a target of 95%. The target for processing interments has also been achieved for the year reaching 97% against a target of 95%. The target for processing monument permits has been more challenging to achieve, reaching 86% against a target of 95%. A number of contributing factors have been identified, such as public holidays and occasions with reduced staff across the year, also in Q4 it has been identified that there is a lag in processing permits where paperwork is received by fax due to timescales taken to ECM and assign by task. In addition to this, due to the relatively low number of permits, failure to process one within the timescale can take the target off track as was the case in December.

Service >> Community & Cultural Services

Programme	Status YTD	Current Period Comment
Business Support-Community Services		100% of draft lease documents were developed within 30 days of receiving Council Resolution.

Service >> Community Support Program

Programme	Status YTD	Current Period Comment
Community Grants		Community Grants Program for this quarter has continued to delivery business as usual service to the community. Established working group and actions associated with creation of a new Community Grants Operational Model ceased due to NOUS report. Community Grants Program 2017/2018 planning has reconvened under direction of NOUS project.
Community Planning and Development Programs		<p>Built to Last 2017 program required to be reviewed due to reduced staffing resources, four (4) successful Built to Last workshops have been delivered:</p> <ul style="list-style-type: none"> - May 2017 , D is for Disruption "Reimagining your Organisation: - May 2017, Changing Lives Changing Community "Bringing NDIS to Life in Townsville #2" - June 2017, RADF Capacity Building Workshop "Articulating your Ideas". <p>Reconciliation Action Plan deliverables continue to occur, reporting to Council time frames are slightly delayed due to new pre-agenda processes in place to support standing committees.</p>
Community Recreation and Sport Programs		KPIs achieved and exceeded in the area of delivery of the Active & Health workshop program for 2017/2018.

Gallery Creative Spaces	●	Gallery Creative Spaces Program has focused on the delivery of art programs as outreach this quarter exceeding original planning for the quarter. Less SHIFT activities have occurred this quarter due to a focus on outreach art programs for children and families and also due to the fact that owners of buildings with elevator artwork have requested the retention of the current artwork for a longer period of time.
Gallery Exhibitions	●	Gallery Exhibitions KPIs have been influenced this quarter by Pinnacles Gallery closure for six weeks for refurbishment. During this period the Gallery delivered one in-house curated exhibition, Strata, with local artists, Barbara Cheshire and Deb Cavanagh.
Gallery Public Art	●	In this quarter focus has been on unscheduled public art projects and Strand Ephemera planning.
Business Support-Galleries	●	Business Support Galleries is on target. A review of the Friends of the Galleries will be undertaken in the 2017/2018 financial year with the object to increase membership.

Service >> Libraries		
Programme	Status YTD	Current Period Comment
Corporate Research	●	Due to a staff vacancy in the position of Research Librarian priority was on maintaining service and not marketing and engagement.
Library Customer Experience	●	Overall we achieved both our targets for increasing the usage of online collections by 5% and achieving 95% customer satisfaction with all library programs and services.
Learning & Information Services	●	All targets were achieved for this programme.
Library Administration	●	Management Plan for each library branch and Library Strategic Plan rescheduled to 2017/2018

Service >> Sport & Recreation		
Programme	Status YTD	Current Period Comment
Kalynda Chase Tennis Court	●	KPI attendance targets met. Venue agreement will not continue as Tennis Queensland is handing back the Asset to Townsville City Council with a tender to follow after building works completed for a new operator.
Riverway Grounds Operations	●	KPI targets achieved
Townsville Stadium Operations	●	KPI targets achieved in both attendance and number of significant events
Swimming Pools	●	Response times met through this period. In new structure this responsibility will be moving to the Assets and Fleet Technical Officers.
Tony Ireland Stadium Operations	●	KPI's achieved for year end
Business Support-Sport Facilities	●	KPI Achieved in this period

Core Service >> Community and Culture		
Service >> Enforcement/Compliance		
Programme	Status YTD	Current Period Comment
Development Compliance	●	Response to requests and appeals KPI met. Resolution of request and applications not met due to continuation of High Priority status workloads.
Disaster Management	●	Disaster Management planning, training and exercises on target for 2016-17. Attendance at community display events remains limited due to lack of personnel and backfilling within section. Educational resources provided to schools and community groups on request.
Health Compliance	●	Response to requests and appeals KPI met. Resolution of request and applications not met due to continuation of High Priority status workloads.
Health Management	●	The annual program has been on target with the majority of work being achieved within the required time frames.

Parking Compliance	●	Unit operating effectively.
Vector Control	●	As per plan for the period.
Counter Disaster Operations	●	Counter Disaster Operations were activated for Tropical Cyclone Debbie (March 2017). Reporting on target.
Animal Management	●	Response to requests and appeals KPI met. Resolution of request and applications not met due to continuation of High Priority status workloads.
Business Support-Environmental Health	●	Fees and Charges adopted 27 June 2017. Renewal Run for Animals to be processed 08/07/17 and Renewal Run for Licences in planning.

Core Service >> Environment and Sustainability

Core Service Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	40	729
Operating Expense	5,786	6,265
Capital Revenue	0	0
Capital Works	0	51
Contributed Assets	0	0

Service >> Environmental & Natural Resource Mgmt.




Programme	Status YTD	Current Period Comment
Coastal Management	●	Coastal management successfully continued to build and maintain relationships throughout the community and external agencies in support of on-ground activities and implement planned annual coastal works for this period
Environmental Education Awareness	●	We have meet both KPIs.
Land Protection	●	All key performance indicators and milestones completed or on target. Development of the Biosecurity Plan - completed public consultation process to commence shortly.
Natural Resources Management	●	Landcare and Community Natural Resource Management initiatives were over the target of 12 for the year.
Environmental Management Operations	●	Program has progressed well where possible and exceeded KPI for supporting internal sustainability initiatives.
Bushfire Management	●	Completed development of the TCC Annual Bushfire Management Plan (including control burns and firebreaks) in coordination with other agencies. Participated in Fire Management Groups in Townsville and the Regional Inter-Departmental Committee (RIDC) for Bushfires - Northern Region. Completed bushfire mitigation controlled burn activities at Page Road Reserve, Mt.Stuart Summit, and Mt.Louisa. Activities now planned for and other Council reserves/natural areas including Cungulla, Rowes Bay and Saunders Creek.

Service >> Environmental & Sustainability Services

Programme	Status YTD	Current Period Comment
Integrated Environmental & Sustainability Systems	●	The Environmental Management System Coordination Meeting was held on the 19th of June with attendance by four members of top management. The quarterly environmental data was collated from across the organisation and a new reporting structure was proposed. All members are in support of Wastewater Operations maintaining ISO14001 accreditation.

Business Support-Integrated Sustainability Services		Program KPI's progressed where possible and have consistently met nominated targets during the reporting period
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Service >> Sustainability Services



Programme	Status YTD	Current Period Comment
Sustainability Education Awareness		Results in this reporting period are the highest to date with Water Education initiatives being increased and actively promoted. 6415 residents, 668 students and 19 separate schools and were engaged during this reporting period.
Carbon Cycle		All KPIs and Milestones complete and delivered. This period resulted in outcomes aligned and supporting into next year's Operational Plan, City Deal, Nous Project Recommendations and new Council structure (Future Cities Office).
Catchment Management		All targets were either met or exceeded for this reporting period.

Core Service >> Enabling Services



Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	285,057	287,823
Operating Expense	139,611	146,522
Capital Revenue	1,919	(4,187)
Capital Works	30,287	14,427
Contributed Assets	0	0



Service >> Asset Management-Enabling

Programme	Status YTD	Current Period Comment
TWW Asset Management		The majority of asset projects are complete or nearing completion.
Asset Management-Corporate		Prioritised Portable & Attractive Items strategies identified have been implemented as planned. The renewal modelling which has been set up by Engineering Services is now in place for 70% of infrastructure assets.

Service >> Business Management

Programme	Status YTD	Current Period Comment
TWW Technical & Engineering Services		Some projects have been delayed due to a number of reasons including obtaining the necessary approvals and design changes.
Business Support-Enabling		2 high risk audit issues were identified during the interim audit. These issues have been resolved.

Service >> Communication and Customer Relations

Programme	Status YTD	Current Period Comment
Marketing & Communication		Annual performance was above target and demonstrates the continuous increase in utilisation of digital communication channels.
Together Townsville		Total number of initiatives for the year was met although revenue both cash and in kind was down on projected totals largely due to sponsorships of Townsville Stadium not being renewed at this time. The Together Townsville program will be reviewed following the organisation restructure to ensure ongoing support of council initiatives and connections between the community and local businesses.

Customer Service











A strong performance for Customer Service with a high rating for all KPI's across a total of 181,342 customer interactions at all service points. This has been supported by the receipt of 71 compliments for the financial year and just 26 service related complaints.







Service >>











Financial Management







Programme	Status YTD	Current Period Comment
Collections		<p>Preparations are in place to ensure reminder letters are issued within 14 days of the due date of the next half yearly rate notices.</p> <p>Separate pensioner reminder letters are no longer issued.</p> <p>Work processes continue to be reviewed with improvements identified and implemented.</p> <p>Debt Recovery policy has now been reviewed and updated. An outbound call program to ratepayers with arrears is ongoing.</p>
Financial Reporting		May hard close completed and financial accounting on target for year-end.
Joint Ventures		The Operator is not providing monthly reports for the Townsville Entertainment & Convention Centre on a timely basis. Council is following up the timeliness of the reports. Forecasted results have been taken up and will be adjusted when the actual reports are received.
Meter Reading		Project Brief with IT and has been assigned to a project officer (Jan 2017) awaiting further instructions
Purchasing & Contracts		<p>Display of contracts valued at more than \$200,000 is current to 30 June 2017.</p> <p>Converting requisitions into purchase orders is completed within 1 day at a 96% success rate. Requisitions with defects are corrected and processed predominantly within 10 days.</p>
Revenue Management		<p>Budget and rate modelling scenarios have been completed. Operational plan appendices and Schedule of Rates and Charges to be finalised.</p> <p>Work processes continue to be reviewed and improvements identified and implemented.</p> <p>Continued focus on obtaining email addresses from ratepayers. Discussions with online provider continue with the view to increase online options and reduce postage costs.</p>
Stores & Materials Management		<p>Achievement against this KPI will be affected by the reduction in store person numbers.</p> <p>CPO and Inventory team leader are implementing improvement processes.</p>
Systems Administration		Initiative placed on hold
Treasury Management		There have been no breaches of the Investment Policy during the quarter. Council's bank accounts have not been overdrawn at the end of any business day this quarter.
TWW – Business Management & Compliance		The restructure resulted in delays in development and review of the Pricing Models and Long Term Financial Plan. Some financial results for the fourth quarter cannot be provided until the end of July.
Tax Services		Tax lodgements for the quarter were made by the due date.
Accounts Payable		<p>Supplier invoices paid within terms is tracking on agreed yearly target.</p> <p>Timely receipting of purchase orders remains a problem and is continuing to compromise achievement of this KPI. With the restructure settled, an improvement in timely receipting is expected with a corresponding improvement in the 1st time touch KPI.</p>
Accounts Receivable		3,299 invoices issued between February 2017 and April 2017 with 216 paid outside 60 days.











Billing		Actively promoting online services through imaging on Rates notice, <i>Wrangle Your Rates</i> flyer and TCC website. Meetings held with Forms Express re strategy to increase online registration and electronic delivery of notices once dump vouchers are removed. Additional fields created in P & R system to store email addresses/phone numbers. Where possible, communication with customers is conducted via email.
Budgets & Strategic Financial Planning		The Long Term Financial Plan for the 2017/18 year + 9 outer years was adopted by Council on 27 June 2017.
Cash Management		Bank deposits have been reconciled to the bank account within the required timeframe. Bank reconciliations have been mostly completed as scheduled. The bank reconciliation for the Mayor's Christmas Tree Appeal was completed outside of the 3 days but still within a timely manner.







Service >> Governance		
Programme	Status YTD	Current Period Comment
Councillors		Prioritisation of work to ensure quality product and manage complexity of the June Ordinary Meeting resulted in a delay associated with Advisory Committee procedure.
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		Program is nearing completion after a challenging year of organisational restructure.
Legal		Projects under review in line with Nous recommendations.
Media		Media pick up remains on track. Should see increase in competitiveness with the commencement on Nine News later this month.

Service >> Information Communication Technology		
Programme	Status YTD	Current Period Comment
KM Service Transition		Business requirements analysis undertaken, functional specification and high level design completed. Finalised detailed design and implementation to be undertaken 2017/18
KM Infrastructure		Most of the programmes are dependent on the transition to Optus managed services.
KM Enterprise Resource Planning		Project has been closed down. Looking for existing solutions in our current software suite to improve services.
Knowledge Management Office		Significant progress has been made developing a framework and improved processes to management and treatment of assets. Awaiting approval of the new Asset Management Plan.
KM Service Operations		The Transformational Projects identified in the NOUS Report have highlighted the need to deliver many of these milestones in the 2017/18 financial year. Initial research and work has been undertaken on a number of these initiatives.
KM Service Strategy and Design		The Transformational Projects identified in the NOUS Report have highlighted the need to deliver many of these milestones in the 2017/18 financial year. Initial research and work has been undertaken on a number of these initiatives.

Service >> People	
Programme	Status YTD Current Period Comment
Corporate Safety	 The final Health & Safety Champion meeting scheduled for 8 June 2017 was cancelled due to a number of Health and Safety Representatives absent from work as well as the timing coinciding with the finalisation of the new organisational structure. A full review of the health and safety representatives has commenced following the restructure to ensure adequate coverage across all work areas.
Culture	 Program under review in line with Nous recommendations.
Diversity	 Diversity activities have not progressed timely due to the organisational restructure priorities.
Health & Wellbeing	 The staff health and wellbeing questionnaire milestone was deferred following Nous Report recommendations and re-prioritisation of organisational projects and associated activities
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 to struggle with new data warehouse solution - collecting and structuring data and prototyping some dashboard visuals. Unclear at present, if TCC will change to a new Business Warehouse. Current Figtree data extracts have been repaired; Figtree reports are now working; Business Objects reports are now working. Further enhancements and integrations are planned for 17/18.
People Services	 KPIs have been achieved with Enterprise Bargaining Agreement milestones just commenced.
Recognition & Reward	 A draft Recognition & Reward strategy developed and endorsed in principle by the previous Executive Management Team has not been implemented. Further consideration of this program is required by the new Executive team.
Workers Compensation	 KPI has been achieved
Workforce Planning	 These activities are on hold and will be progressed in 2017/18.
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	 KPI reporting only required after a Disaster Event.
Galleries, Libraries & Theatres	 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.
Graffiti Management	 All priority 1 graffiti was completed within the prescribed time frame. Priority 2-5 graffiti has not been completed on time due to end of financial year commitment.
Hire-General Community	 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.
Precincts & Areas	 Implementation of agreed recommendations from the Realist Evaluation Program are ongoing.
Property & Facility Emergency	 KPI for 90% attendance at Emergency Response Training was achieved for the 16/17 Financial Year.
Public Amenities	 Upgrade works of the sewer drainage for Alma Bay Toilet Block has been completed.

Residency-Operational Buildings & Depots		A report to engage a Contractor for the construction of the Local Disaster Coordination Centre will be going to the July 2017 council meeting and works are expected to commence on site, August 2017.
Restoration Buildings & Facilities		No action has been required to date. Will monitor as required.
SES Facilities		100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.
Sport & Recreational Facilities		100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.
Tenancy-Childcare Services		100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation. The external repaint of Galbiri Childcare Centre has been completed.
Tenancy-Commercial Enterprises		100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.
Tenancy-Community Group		The roof upgrade including compliance for School of Arts has been completed. KPI target has been achieved.
Vacant Land & Miscellaneous		No action has been required to date. Will monitor as required.
Business Support - Property Management		85.3% of Priority 1-4 Facility Work Orders were completed on time. The Draft Business Continuity Plan is being restructured to incorporate Planning, Fleet Services and Corporate Asset Management.
Cemeteries Buildings		100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.






Service >> Fleet Management	
Programme	Status YTD
Heavy Fleet	
Light Fleet	
Minor Fleet	
Fleet Operations Overheads	
Dry Plant Management Account	
Wet Plant Management Account	

Core Service >> Public Infrastructure

Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	15,102	18,268
Operating Expense	139,636	137,102
Capital Revenue	32,594	44,603
Capital Works	75,834	60,779
Contributed Assets	12,093	0

Service >> Coastal Facilities		
Programme	Status YTD	Current Period Comment
Coastal Maintenance		Boat Ramp Inspections - 100% of Boat Ramp inspections completed for this quarter Beach Raking - 80% Compliance with beach raking schedule on the Strand, Pallarenda and Rowes Bay
Emergent Coastal Facilities		Only utilised during an emergent event - not update
Restoration Coastal Facilities		Only utilised during an emergent event - no update
Townsville Recreational Boat Park		Official opening of the Townsville Recreational Boating Park Stage 2 is scheduled for the 12 August.

Service >> Drain & Stormwater Management		
Programme	Status YTD	Current Period Comment
Emergent Drains		Only utilised during an emergent event - not update
Investigations-Drains & Stormwater		The Investigations Drains and Stormwater program was completed for 2016/17.
Restoration Drains		Only utilised during an emergent event - not update
Stormwater Drainage Maintenance		Asset on Work Order - 100% capture of asset onto a CRM or work order with CES Stormwater Drainage - 60% achieved to date
Stormwater Drainage-Capital		The 16/17 Stormwater capital program has been completed.
Asset Planning - Stormwater Drainage		The majority of Asset Planning Stormwater Drainage activities have been completed for 2016/17. The Division will continue to implement improvement initiatives across the 2017/18 financial year.

Service >> Open Space Management		
Programme	Status YTD	Current Period Comment
Emergent Open Spaces		Only utilised during an emergent event - not update
Investigations Open Space		The Investigations Open Space program was completed for 2016/17.
Open Space Maintenance		Water testing - 100% compliance with water testing at The Strand during this quarter POSM Schedules - 100% of POSM schedules mapped and implemented Botanics Plant Species - 40% to date for this quarter Coconut denutting completed for this year 16/17 Mapping and implementation of schedules for POSM completed 90% of playground inspections completed to date Contract has been developed and tendered - on hold waiting Council approval
Restoration Open Spaces		Only utilised during an emergent event - not update
Open Space Management - Capital		The delivery of the 2016/17 capital program is completed with a few projects deferred until 2017/18 due to water restrictions and procurement matters. The delay in scoping and design of the 2017/18 program will not adversely impact the 2017/18 Open Space Capital Program.

Waterfront Promenade Stage 1A		Project is on hold waiting outcome of Pure Projects review.
Asset Planning Open Space Management		The majority of Asset Planning Open Space activities have been completed for 2016/17. The Division will continue to implement improvement initiatives across the 2017/18 financial year.

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)		RMPC Audit - is conducted on a 6 monthly basis. No audit completed during this quarter. Last quarter figures were 84.3%.
Emergent Roads		Only utilised during an emergent event - not update
Investigations-Roads & Transport		The Investigations Roads and Transport program was completed for 2016/17.
Off Street Parking		Parking meters - Parking meter downtime complaint with 0.073%, giving uptime of 99.927%
On Street Parking		Parking meters complaint with 0.073% downtime, giving uptime of 99.927%
Restoration Roads		Only utilised during an emergent event - not update
Roads - Capital		The Department failed to meet expected milestones. Processes have been implemented to address and improve delivery for 2017/18 financial year.
Roads Maintenance		Potholes - 60% compliance with pothole maintenance during this quarter - DeltaS is being utilised Traffic Signals - 0.02% downtime, giving uptime of 99.98% Grading program - Grading schedule 2 has been completed - rotating schedule QR inspections completed for 16/17
Street Sweeping		Street sweeping programme was on track for Quarter 4.
Dalrymple Road Bridge		The project is complete.
North Shore Boulevard Duplication		The detailed design for the North Shore Boulevard Duplication was put on hold from September 2016 through to March 2017 due to works being conducted by a Developer at Waterway Drive which affected the design.
CBD Utilities - Roads		CBD Utilities Road Project is on target.
Amenity Maintenance		Amenity Maintenance - 80% Compliance with service targets for this quarter Bus Shelters - Bus Shelter program completed
Asset Planning - Roads & Transport		The majority of Asset Planning Roads and Transport activities have been completed for 2016/17. The Division will continue to implement improvement initiatives across the 2017/18 financial year.

Service >> Public Infrastructure Management		
Programme	Status YTD	Current Period Comment
Engineering Services Operational Support		Project Management improvement strategies will be reviewed and re-established in 2017/18 financial year.
Maintenance Services		Customer Satisfaction Survey - 87% compliance achieved on the Customer Satisfaction survey in May 2017. Works Management - Schedules and process mapping completed for RMPC, Tree management and Rural Roads

Core Service >> Planning and Development

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	9,566	7,633
Operating Expense	20,484	21,172
Capital Revenue	0	0
Capital Works	0	242
Contributed Assets	0	0

Service >> Urban Planning/Built Environment

Programme	Status YTD	Current Period Comment
Development Assessment	🟡	Three of the four Development Assessment KPI's met or were under timeframe. A great result, considering significantly reduced staff numbers within the department.
Economic Development	🟡	Majority of Economic Development projects are on hold due to a review of Townsville Enterprise Limited's Service Level Agreement. Pending structure commencement, Economic Development will cease to exist in its current form and Future Cities operational plan is implemented.
Hydraulics & Building Certification	🟡	KPIs met with customer survey to be finalised in 2017/18
Strategic Planning	🟢	Key projects on track and meeting deadlines.
Strategic Land Management - Acquisition and Disposal	🟢	Partial complete due to staff resourcing
Business Support-Urban Planning/Built Environment	🟡	The overall Programme results are sound for the 2016-2017 year. Some monitoring of results for right to information requests and the release of trusts and bonds is required to improve these results.

Service >> Laboratory Services

Programme	Status YTD	Current Period Comment
TWW Laboratory Services	🟡	Analysis turn around times are lower than expected due to staff absences.

Service >> Trade Services

Programme	Status YTD	Current Period Comment
TWW – Trade Services	🟢	Trades Services have maintained a 100% customer satisfaction rate for the last 3 quarters. The Year To Date average is brought down as a result of surveys not being undertaken in the first quarter. Instrument preventative maintenance for the fourth quarter is 2% under target, but has improved dramatically over the last 2 quarters as a result of additional resources being devoted to this activity.

Core Service >> Solid Waste Management

Core Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	33,459	34,994
Operating Expense	30,010	27,942
Capital Revenue	1,500	(24)
Capital Works	5,193	3,533
Contributed Assets	0	0

Service >> Solid Waste Business Management and Strategy		
Programme	Status YTD	Current Period Comment
TWW Waste Management & Support	🟡	Townsville City Council has contributed to developing a Key Performance Indicator scorecard for the North Queensland Regional Waste and Reduction Plan group, as well as a regional contract development for tyre processing and metal recovery, however completion of these activities relies upon other member councils.








Service >> Solid Waste Collection and Recycling		
Programme	Status YTD	Current Period Comment
TWW – Waste & Recycling Collection	🟡	The Year to Date result for missed bins has been brought down by the high number of bins that were missed in quarter 3 as a result of cyclone Debbie.


Service >> Solid Waste Treatment and Disposal		
Programme	Status YTD	Current Period Comment
TWW – Resource Recovery & Waste Disposal	🟡	Stuart Transfer Station is behind schedule due to the late award of tender. The program is otherwise on track.

Core Service >> Wastewater Services		
Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	87,465	86,354
Operating Expense	61,773	60,892
Capital Revenue	12,808	15,017
Capital Works	29,018	19,484
Contributed Assets	7,287	0

Service >> Wastewater Supply		
Programme	Status YTD	Current Period Comment
Wastewater Preventative Maintenance	🟡	This programme has no reportable KPIs or Milestones.
TWW – Wastewater Treatment	🟡	Some projects are not as far progressed as would have been expected by the end of the financial year.
TWW – Wastewater Management & Support	🟡	Some projects have been delayed or rescheduled due to restructure.
TWW – Wastewater Collection	🟡	The Southern Suburbs rising main to Cleveland Bay Purification Plant is on hold. The program is otherwise on track.
TWW – Wastewater Source Management	🟡	Marketing and communication strategy has been approved for the residential wastewater education program. Pricing strategy draft is being reviewed.
CBD Utilities - Wastewater	🟢	CBD Utilities wastewater works are continuing according to budget phasing.

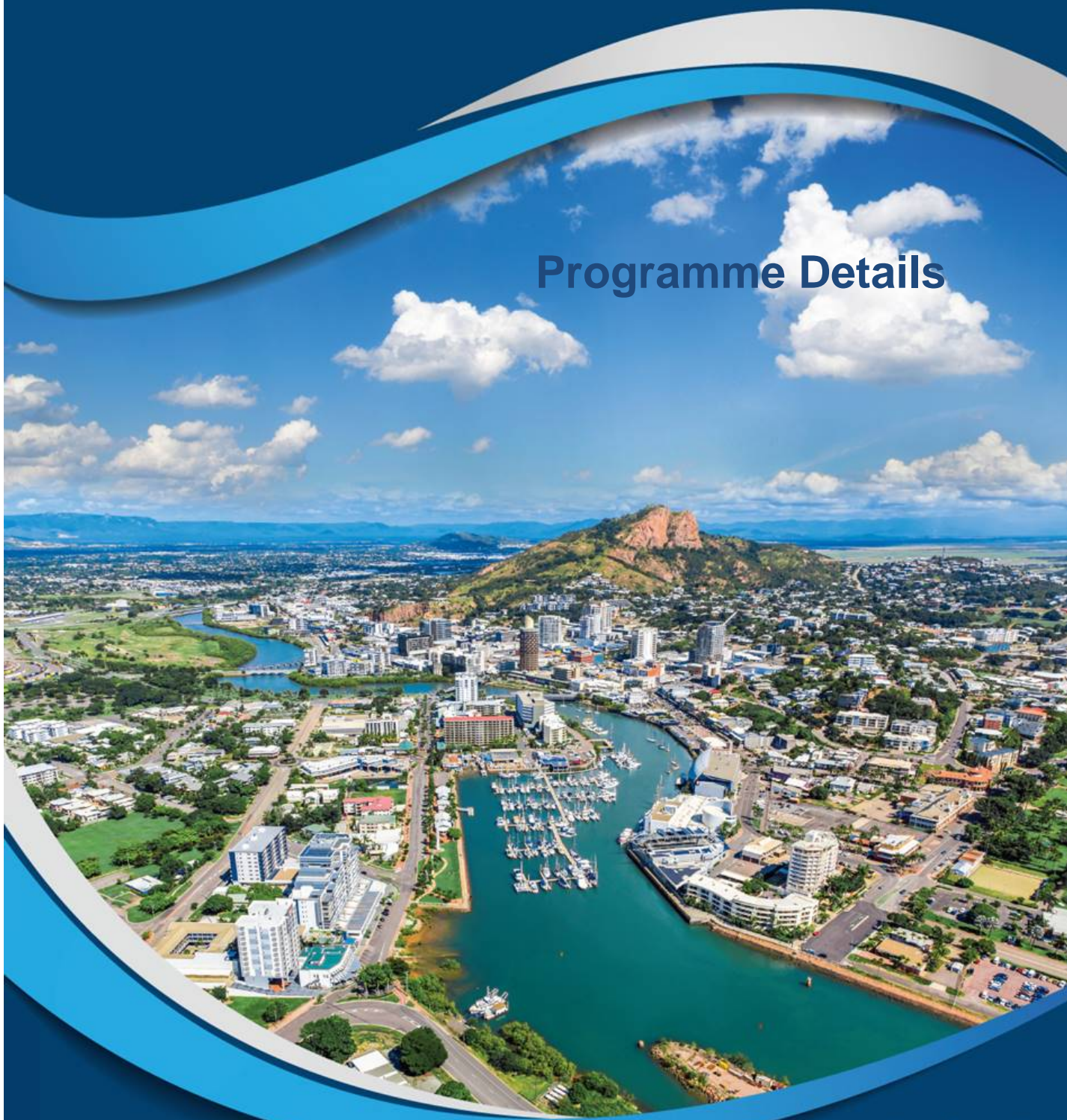
Core Service >> Water Services		
Core Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	102,832	89,385
Operating Expense	90,628	87,227
Capital Revenue	9,354	2,392
Capital Works	39,215	31,733
Contributed Assets	3,149	0

Service >> Water Supply	
Programme	Status YTD Current Period Comment
Water Reticulation	 Some projects have been delayed and will progress in the 2017/18 financial year.
Water Preventative Maintenance	 This programme has no reportable KPIs or Milestones.
TWW – Dams	 Ross Dam Interim Resource Operations Licence achieved 95% compliance due to some water quality sampling that was missed in the field for the Haughton. This has been addressed to avoid future issues.
TWW – Water Treatment	 Douglas and Northern Water Treatment Plants were 100% compliant with our water quality performance standards for the quarter. The Year To Date results are brought down by quality issues in the earlier quarters.
TWW – Water Management & Support	 Some water education activities were put on hold to reallocate resources to level 3 water restrictions and the Water Demand Management Strategy will now be delivered through the commitments of the Smart Cities Deal by the Water Security Taskforce.
CBD Utilities - Water	 CBD Utilities water works are continuing according to budget phasing.
Bulk Water Distribution	 The majority of bulk water projects have stalled as they are reliant on the outcomes of the Water Taskforce's investigations.



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Programme Details



Core Service >> Community and Culture

Service >> Cemeteries

Service Financial Summary >>





	Budget YTD \$000	Actual YTD \$000
Operating Revenue	546	617
Operating Expense	682	821
Capital Revenue	0	0
Capital Works	258	254
Contributed Assets	0	0


Programme >> Cemeteries

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	546	617
Operating Expense	682	821
Capital Revenue	0	0
Capital Works	258	254
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>> The target has been achieved for the year reaching 97%. Breakdown as follows – April 93%, May 96%, June 100%</i>	95%	96%	95%	96.5%	
95% of all interment documentation lodged with Births, Deaths and Marriages within 7 business days of interment date <i>Comment>> The target has been achieved for the year reaching 99%. Breakdown as follows – April 100%, May 100%, June 100%</i>	95%	100%	95%	98.5%	
95% of all monument permits received to be processed within 3 business days <i>Comment>> This was a challenging target was not achieved, contributing factors have included, public holidays and occasions with reduced staff across the year. In addition to this, in Q4 it has been identified that there is a lag in processing permits where paperwork is received by fax due to timescales taken to ECM and assign by task. Breakdown as follows – April 86%, May 73%, June 93%.</i>	95%	84%	95%	85.75%	
Zero defects on internments throughout the year. <i>Comment>> Confirmed that no defects were recorded on internments 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>> Milestone has not progressed, item to be reviewed now that the organisational structure has been finalised.</i>	01/07/16	31/12/16		60%	

Service >> Community & Cultural Services

Service Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	10	100
Operating Expense	746	626
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	10	100
Operating Expense	746	626
Capital 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>> 100% of draft lease documents were developed within 30 days of receiving Council Resolution.</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	51	150
Operating Expense	6,457	5,306
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	1	44
Operating Expense	2,061	1,777
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>> To ensure continued improvement, further operational changes are being implemented to enhance accessibility and make the scheme more user friendly. This includes making registration possible by post, on line and through email. A larger scale review of the scheme was completed and in depth analysis of future recommendations to support accessibility will be progressed through ICAC.</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>> The business process mapping project milestone will be achieved during 2017/18 Financial Year now that the organisational structure has been finalised.</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	2,107	1,724
Capital 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>> KPI has been achieved</i>	.5	0	2	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>> review has now been rescheduled to 2017/18 Financial Year.</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	4
Operating Expense	1,435	1,081
Capital 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>> Quarterly reporting time frames have been met, report being presented to Council in the month proceed ending of quarter due to new pre-agenda process relating to committee meetings</i>	1	3	4	5.5	
5 Community Groups - Built to Last workshops delivered <i>Comment>> 3 workshops delivered</i>	1.25	3	5	8	



This programme has no reportable Milestones.


Programme >> Community Recreation and Sport Programs

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	19
Operating Expense	854	724
Capital 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>> 9 Active & Healthy workshops have been delivered this financial year with 317 rego's</i>	1	3	4	9	
Complete 12 Active Update e-newsletters per year <i>Comment>> Active & Healthy update sent monthly to over 1200 signed-up recipients</i>	3	3	12	12	

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

Service >> Events			
Service Financial Summary >>			
	Budget YTD \$000	Actual YTD \$000	
Operating Revenue	1,468	2,244	
Operating Expense	10,958	10,729	
Capital Revenue	0	0	
Capital Works	0	49	
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	6,814	5,847	
Capital Revenue	0	0	
Capital Works	0	49	
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>> 280 purchase orders raised within period, 215 within target - 77%</i>	100%	77%	100%	83.57%	
Provide post show information to finance within 2 business days of an event <i>Comment>> 15 performances within period - 12 achieved target - 80%</i>	90%	80%	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	117	115	
Capital 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>> 3x Citizenship Ceremonies were conducted this quarter</i>	3	3	12	12	
Deliver 12 civic receptions throughout the year <i>Comment>> 8x Civic Receptions were conducted this quarter</i>	3	8	12	19	



This programme has no reportable Milestones.

Programme >> Performing Arts Hirers

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,007	1,250
Operating Expense	393	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
Hire agreements to be issued within 72 hrs of request 90% of time <i>Comment>> 6 agreements sent all within 48hrs</i>	90%	100%	90%	97.5%	
Provide settlement information to the hirer within 10 business days 90% time <i>Comment>> 16 hirer performances - 14 settled with 10 days,</i>	90%	87%	90%	90.25%	


This programme has no reportable Milestones.


Programme >> Performing Arts Public Programs

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	264	757
Operating Expense	392	502
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0



Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete acquittal reports within 14 days <i>Comment>> 6 Acquittals required during period - 5 achieved within time frame</i>	90%	83.33%	90%	80.83%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct at least 4 Riverway sessions at Riverway Arts Centre	1	1	4	4	
<i>Comment>> 1 Riverway Session conducted on 1 May</i>					

This programme has no reportable Milestones.

Programme >> Special Events		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	196	237
Operating Expense	2,281	2,676
Capital 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	5.25	4	21	19	
<i>Comment>> 2 Major Events were held being Anzac Day and Eco Fiesta</i>					
Plan for the conduct of 6 x T150 event each month for the calendar year of 2016 to celebrate Townsville's 150th anniversary	0	0	6	7	
<i>Comment>> No Update Required - T150 events completed</i>					

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	961	705
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
Maintenance and repair of permanent and temporary infrastructure in place according to pre-race schedule and installation programme.	25/05/16	02/07/16	02/07/16	100%	
<i>Comment>> Completed as per scheduled 02/07/2016</i>					



Service >> Facilities		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	172	242
Operating Expense	2,803	2,811
Capital Revenue	2,650	4,227
Capital Works	2,650	2,326
Contributed Assets	0	0

Programme >> Community Leased Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	128	196
Operating Expense	1,994	2,000
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of external maintenance requests raised by community child care lessees are actioned within one business day and lessees are responded to within two business days <i>Comment>> This target continues to be met as required.</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>> The overall function of leases within Council is being currently reviewed. This milestone will be delivered by Infrastructure Services during 2017/18.</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	185	185
Capital 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>> No meeting arranged with tenant during period</i>	1	0	4	3	
Conduct quarterly safety inspection of the Old Magistrates Court building <i>Comment>> Inspections not conducted due to construction work underway</i>	1	0	4	2	


This programme has no reportable Milestones.

Programme >> Reid Park Pit Complex

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	44	47
Operating Expense	516	518
Capital 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>> 100% of ceremonies were approved and paid within KPI timeframe</i>	90%	100%	90%	99.5%	


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	108	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 quarterly tenancy management meetings with the tenants of the School of Arts <i>Comment>> Building closed due to roof replacement during this period</i>	1	0	4	2	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct quarterly safety inspection of the School of Arts building <i>Comment>> Building closed due to roof replacement during this period</i>	1	0	4	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	4,227			
Capital Works	2,650	2,326			
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>> KPI target current at 95% complete. An opening event is scheduled for July 2017 and the supply of AV equipment is expected to be complete by the end of July 2017. An extension until 31 August 2017 has been proposed.</i>	100%	93.25%	100%	95.81%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Package 6 Plumbing Works by Nov 2016 <i>Comment>> 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>> 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>> 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>> 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>> The final component of AV equipment is expected to be complete end of July 2017.</i>	01/07/16	28/02/17		95%	
Certification by contractor on all Electrical & Fire system works <i>Comment>> 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	271	228
Operating Expense	4,100	3,776
Capital Revenue	0	15
Capital Works	25	29
Contributed Assets	0	0

Programme >> Business Support-Galleries		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	27	28
Operating Expense	2,083	2,003
Capital Revenue	0	0
Capital Works	0	29
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>> 276 Friends of the Galleries members were current at the end of the quarter</i>	700	276	700	378.75	
Maintain an holistic Friends of the Galleries volunteer program with 30 Volunteers <i>Comment>> In the 4th quarter 26 individual volunteers completed rostered sessions</i>	30	26	120	104	

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	141	82
Capital Revenue	0	0
Capital Works	25	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>> Work is currently ongoing</i>	01/07/16	31/12/16		0%	
Development and implementation of a remedial Conservation Management Plan for the galleries art collections <i>Comment>> Work is currently ongoing</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	356	370
Capital Revenue	0	15
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>> 22 Art in a Suitcase programs delivered to 389 primary school students</i>	12.5	22	50	64	
Deliver 50 'Artist-In-Schools' programs to secondary schools in the Townsville region <i>Comment>> 24 Art in a Suitcase programs delivered to 288 high school students</i>	12.5	24	50	45	


This programme has no reportable Milestones.


Programme >> Gallery Creative Communities

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	36	11
Operating Expense	200	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
Develop and deliver 6 evening programs as part of the 'Art After Dark' initiative <i>Comment>> Program is currently under review.</i>	1.5	1	6	2	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop 100 arts and cultural activities with individuals, groups, organisations and sub-cultures <i>Comment>> 62 cultural activities have been delivered to 959 participants</i>	25	62	100	339	


This programme has no reportable Milestones.


Programme >> Gallery Creative Spaces	
Programme Financial Summary >>	
	Budget YTD \$000
Operating Revenue	10
Operating Expense	46
Capital Revenue	0
Capital Works	0
Contributed Assets	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>> 5 art programs delivered for 236 children and families as outreach</i>	1	5	4	24	
Develop and deliver 8 instances of SHIFT: elevator art project <i>Comment>> SHIFT has not met its KPI due to owners of buildings wanting to retain artworks in their elevators for a longer period of time</i>	2	0	8	5	

This programme has no reportable Milestones.



Programme >> Gallery Exhibitions	
Programme Financial Summary >>	
	Budget YTD \$000
Operating Revenue	197
Operating Expense	1,066
Capital Revenue	0
Capital Works	0
Contributed Assets	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>> Pinnacles Gallery was closed for 6 weeks for refurbishment which has impacted on visitor numbers</i>	25,000	11,071	100,000	76,509	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver 6 in-house curated exhibitions in Perc Tucker and Pinnacles galleries during the year <i>Comment>> 1 inhouse curated Exhibition in this quarter, Strata, Barbara Chesshire and Deb Cavanagh</i>	1.5	1	6	16	

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	208	174
Capital 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>> Unplanned public art projects have meant that this project has not been completed in this quarter</i>	25%	0%	100%	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>> Development of this plan is progressing</i>	01/07/16	31/12/16		20%	

Service >> Libraries		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,090	1,103
Operating Expense	12,014	11,433
Capital Revenue	0	0
Capital Works	153	20
Contributed Assets	0	0

Programme >> Corporate Research		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	278	225
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of internal customers are satisfied with Corporate Research services <i>Comment>> In the fourth Quarter of 2016/17 we achieved 100% customer satisfaction, which exceeded our target of 95%</i>	95%	100%	95%	100%	
Increase use of key corporate online information resources by council staff by 10% <i>Comment>> Usage by council staff of our key online information resources was 2,529 (total sessions, searches & downloads), which did not meet our monthly target</i>	4,869	4,186	19,476	17,958	




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>> Milestone has been rescheduled to 2017/18 financial year.</i>	01/07/16	30/06/17		75%	


Programme >> Learning & Information Services

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	229	213
Operating Expense	2,471	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
Provide 1200 hours of Children and Youth Programmes to the community throughout the year <i>Comment>> Target was met in providing 1200 hours of Children and Youth Programmes to the community</i>	300	423.5	1,200	1,238	
500 hours of adult lifelong learning programs delivered throughout the year <i>Comment>> Target was met in providing adult lifelong learning programs to the community</i>	125	145.75	500	588	
4 presentations on family history resources and services presented to Indigenous community organisations <i>Comment>> Target was surpassed for the year in providing 4 presentations on family history resources and services presented to Indigenous community organisations</i>	1	1	4	11	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement annual digitisation plan <i>Comment>> Annual digitisation plan completed and implemented</i>	01/07/16	30/06/17	30/06/17	100%	





Programme >> Library Administration

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	44	44
Operating Expense	9,111	9,700
Capital Revenue	0	0
Capital Works	153	20
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>> Reprioritised to 2017/2018 Operational Plan</i>	01/07/16	30/06/17		0%	
Review and renew the Library Strategic Plan <i>Comment>> Rescheduled to 2017/2018 Strategic Plan</i>	01/07/16	30/06/17		0%	
Deliver a Digital Futures plan for library services <i>Comment>> Successfully delivered Digital Futures plan for library services</i>	01/07/16	30/06/17	30/11/16	100%	
Upgrade of Library Management System <i>Comment>> Successfully implemented major upgrade of our Library Management System</i>	01/07/16	30/06/17	30/11/16	100%	

Programme >> Library Customer Experience

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	817	846
Operating Expense	155	940
Capital 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%	16,645	21,063	66,580	79,162	
<i>Comment>> We exceeded our monthly target with increased the usage of the Library's online collections by 5%. We achieved a monthly total of 21,063</i>					
Customer satisfaction with all library services and programs is 95%	95%	95%	95%	96.93%	
<i>Comment>> We achieved 95% customer satisfaction with all library programs and services which meets our target of 95%</i>					
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Library Membership Strategy	06/02/17	28/04/17	05/04/17	100%	
<i>Comment>> Library membership strategy has been replaced by Library Engagement Strategy in response to evolving whole-of-customer focus for upcoming Strategic Plan.</i>					

Service >> Sport & Recreation

Service Financial Summary >>


	Budget YTD \$000	Actual YTD \$000
Operating Revenue	634	574
Operating Expense	10,883	11,007
Capital Revenue	0	0
Capital Works	45	41
Contributed Assets	0	0

Programme >> Business Support-Sport Facilities

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,418	1,569
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
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.	100%	100%	100%	98.25%	
<i>Comment>> Achieved - Written responses provided</i>					

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	116	132
Capital 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>> Targets met</i>	6,000	6,200	24,000	34,100	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete Facilities Management Agreement (MOU) documentation for the Kalynda Chase Tennis Court <i>Comment>> Hand back of facility to TCC currently in process from Tennis Queensland</i>	01/07/16	31/12/16	29/06/17	100%	

Programme >> Riverway Grounds Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	515	462
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% customer satisfaction with council's management of the Riverway Grounds <i>Comment>> Satisfaction targets are being exceeded</i>	90%	95%	90%	95%	
Host 5 significant events at the Riverway Grounds during the year <i>Comment>> Riverway Markets and Wheel Bix Triathlon</i>	1.25	2	5	10	

This programme has no reportable Milestones.

Programme >> Swimming Pools		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	244	231
Operating Expense	3,996	4,023
Capital Revenue	0	0
Capital Works	45	41
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	100%	100%	100%	100%	
<i>Comment>> KPI met through this period</i>					

This programme has no reportable Milestones.

Programme >> Tony Ireland Stadium Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	220	146
Operating Expense	2,510	2,296
Capital 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	50,000	43,500	200,000	201,909	
<i>Comment>> Attendance Targets Met</i>					
Facilitate the use of the Tony Ireland Stadium for 8 significant events during the year	2	3	8	8	
<i>Comment>> Deadly Day Out, Ride to Riverway, Townsville Cricket Finals</i>					

This programme has no reportable Milestones.

Programme >> Townsville Stadium Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	170	197
Operating Expense	2,327	2,524
Capital 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>> Townsville Fashion Festival, Orchids Society, Magneticon, Police Graduation, Welcoming Babies</i>	5	5	20	27	
150,000 visitors to the Townsville RSL Stadium during the year <i>Comment>> Above target for the quarter</i>	37,500	39,500	150,000	156,744	

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	6,651	6,170
Operating Expense	14,560	15,500
Capital Revenue	0	0
Capital Works	0	23
Contributed Assets	0	0

Programme >> Animal Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,471	2,422
Operating Expense	2,171	2,373
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer requests/complaints relating to Animal Management are responded to within determined timeframes <i>Comment>> KPI met</i>	85%	96.5%	85%	94.88%	
85% of customer requests/complaints relating to Animal Management are resolved within determined timeframes <i>Comment>> Continued prioritisation of high priority workloads</i>	85%	78%	85%	74%	
Average time taken to process enquiries and appeals relating to Animal Management is maintained at less than 21 days <i>Comment>> KPI met</i>	21	14.8	84	45.8	
Average time taken to process permit applications is maintained at less than 28 days <i>Comment>> Continued prioritisation of high priority workloads</i>	28	30	112	80	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver a "Pet Expo" 2017 event <i>Comment>> Has occurred 11/06/2017</i>	01/07/16	30/06/17	11/06/17	100%	
Undertake an unregistered dog survey <i>Comment>> Survey stopped due to high priority workloads and backlog workloads</i>	01/07/16	30/06/17	11/05/17	100%	

Programme >> Business Support-Environmental Health		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	28	32
Operating Expense	5,464	6,147
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>> Annual renewals will be sent on 24 July 2017.</i>	01/03/17	14/06/17		80%	
Annual Environmental Health licences renewals distributed to customers <i>Comment>> Licence Renewal scheduled for week ending 21 June 2017</i>	01/02/17	15/04/17		95%	

Programme >> Counter Disaster Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	42
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	57	34
Operating Expense	499	564
Capital 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>> Response time for the 3 month period has been met.</i>	85%	95%	85%	91.5%	
85% of customer requests/complaints relating to Development Compliance are resolved within determined timeframes <i>Comment>> The resolution time was not met. Work has been priorities across the entire section.</i>	85%	64%	85%	67.25%	
Average time taken to process enquiries and appeals relating to Development Compliance is maintained at less than 28 business days <i>Comment>> Target met</i>	28	28	112	64	

This programme has no reportable Milestones.





Programme >> Disaster Management


Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	35	140
Operating Expense	1,235	1,241
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake exercise to test the Townsville Local Disaster Management Plans <i>Comment>> Exercise Dam You Huey conducted 26/10/16</i>	01/07/16	30/06/17	26/10/16	100%	
Townsville Local Disaster Management Plans reviewed annually to meet external (State Government) audit requirements <i>Comment>> Plans approved at TLDMG Meeting held on 7/12/16</i>	01/07/16	30/11/16	07/12/16	100%	
Undertake exercise to test the Townsville Local Disaster Coordination Centre standard operating procedures <i>Comment>> 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>> 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>> 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	46	43
Operating Expense	454	378
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of complaints relating to overgrown property responded to within target <i>Comment>> KPI met</i>	90%	98%	90%	99.25%	
85% of complaints relating to overgrown property resolved within target <i>Comment>> KPI met</i>	85%	87%	85%	82.25%	
85% of customer enquiries and request relating to Health Compliance are responded to within determined timeframes <i>Comment>> KPI met</i>	85%	95%	85%	93.5%	
Average time taken to process enquiries and appeals relating to Health Compliance is maintained at less than 21 days <i>Comment>> KPI met</i>	21	13.3	84	74.3	
85% of customer enquiries and request relating to Health Compliance are resolved within determined timeframes <i>Comment>> KPI met</i>	85%	84%	85%	78.5%	

This programme has no reportable Milestones.

Programme >> Health Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	563	641
Operating Expense	1,672	1,540
Capital Revenue	0	0
Capital Works	0	23
Contributed Assets	0	0




Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Develop and deliver monthly food safety newsletters <i>Comment>> 3 newsletters produced for April May June</i>	3	3	12	12	
85% of monthly allocated food, public health and environmental inspections completed each month <i>Comment>> 229 inspections due. 57 inspections were not completed.</i>	85%	75.11%	85%	94.48%	
100% of food, public health and environmental business license applications completed within legislative timeframes <i>Comment>> 100% of applications were completed within legislated timeframes (51 applications received, 32 issued, 4 withdrawn and 15 not yet due)</i>	100%	100%	100%	98.75%	
Respond to 85% of customer enquiries regarding food safety, public health and environmental protection within response timeframes <i>Comment>> 92.35% of CRMs were responded to within timeframes for the quarter regarding food safety, public health and environmental protection.</i>	85%	92.35%	85%	84.29%	
Resolve 90% of customer enquiries regarding food safety, public health and environmental protection within resolution timeframes <i>Comment>> 94.82 % of CRMs were responded to within timeframes for the quarter regarding food safety, public health and environmental protection.</i>	90%	94.82%	90%	93.28%	

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

Programme >> Parking Compliance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,437	2,842
Operating Expense	2,107	2,267
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance





KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 5% of parking infringements waived due to incorrect issuing of ticket <i>Comment>> KPI met and exceeded.</i>	5%	1%	5%	1.53%	
Average time taken to resolve parking related enquiries and appeals maintained at less than 10 days <i>Comment>> Correspondence responded to in a timely manner</i>	10	4.5	40	14.5	
90% of abandoned vehicles reported to council are removed from the public place within 14 days <i>Comment>> Staffing shortages have meant other complaints were given higher priorities but service was still effective.</i>	90%	86%	90%	83.38%	

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

Programme >> Vector Control		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	16	16
Operating Expense	958	948
Capital 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>> 605 mosquito site surveys, 131 treatments, and 46 evaluations, with a total treatment area of 503 Hectares. No aerial treatments during this period.</i>	85%	98.31%	85%	97.35%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
3 adult mosquito surveillance trapping activities per month throughout the year <i>Comment>> Only one week missed due to work loads and staff annual leave reduction plans.</i>	9	12	36	43	
Respond to 85% of customer enquiries/complaints regarding vector control within determined timeframes <i>Comment>> Response was down in April due to unseasonal rains which meant more field tasks were required.</i>	85%	93.5%	85%	91.07%	
Resolve 85% of customer enquiries/complaints regarding vector control within determined timeframes <i>Comment>> Resolution achieved. Low CR numbers for the period.</i>	85%	100%	85%	94.64%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual dengue mosquito surveillance program completed <i>Comment>> Program has been redesigned to provide support to Eliminate Dengue across Council and the community.</i>	03/10/16	16/12/16	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	21	580
Operating Expense	3,057	3,153
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	156	164
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>> Implementation of the Annual Bushfire Management Plan for Environmental Services (including control burns and firebreaks). Planning, Preparation, and Conducting control burns at various council lands including Mount Louisa Reserve, Page Road Reserve, Mount Stuart Reserve, and other Council reserves/natural areas.</i>	01/07/16	30/06/17		90%	
Partner with other organisations on bushfire management <i>Comment>> All existing partnerships with other organisations maintained, (Continued partnerships with 9 other organisations on bushfire management - Queensland Fire and Emergency Services, Queensland Rural Fire Services, Department of Defence, Department of Transport and Main Roads, Queensland Parks and Wildlife Services) and additionally a funding partnership was added with Local Government Subsidies and Grants Program application from Environmental Service staff successful in adding extent of Firebreak installations this season with extra \$20,000 from the State</i>	01/07/16	30/06/17	14/12/16	100%	
Bushfire Management Meetings (pre and post season) are reported to Local Disaster Management Group <i>Comment>> Arranging meetings with relevant stakeholders, government agencies and the community with regards to bushfire management on Council lands. Meetings conducted with all Fire Management Groups in Townsville and the Regional Inter-Departmental Committee (RIDC) for Bushfires - Northern Region, to discuss about planned control burns on Council lands and joint control burns with other agencies/departments. Attended 2017 Project Keahi Fire Practice Workshop conducted by Queensland Fire and Emergency Services to network and discuss about bushfire management in Townsville and Queensland</i>	01/07/16	30/06/17		90%	

Programme >> Coastal Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	309	246
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Build and maintain 6 collaborative relationships with relevant external agencies in support of on-ground activities for coastal management <i>Comment>> Successfully continued collaborative relationships with external agencies and community in support of on-ground activities</i>	6	3	6	5.25	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete the annual Rowes Bay sand renourishment program <i>Comment>> Sand has been stockpiled for works to be carried out in July 2017 once approval permit received</i>	07/03/17	30/06/17		75%	
Implement planned annual coastal management on ground works <i>Comment>> Planned works completed for 2016/17</i>	01/07/16	30/06/17	05/07/17	100%	

Programme >> Environmental Education Awareness

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7	7
Operating Expense	231	229
Capital 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>> April - Talk for Bluewater Youth Group, Tangaroa Blue Ross River Clean Up, May - Sustainable House Day, June - Eco Fiesta, Presentation Vincent State School, Training parks trainees palmetum how to conduct natural revegetation, Pet Expo</i>	2.5	8	10	27	
Host 8 community NRM activities throughout the year <i>Comment>> April - Tangaroa Blue Litter Clean Up Aplins Weir, Rex Prior Park Community Planting, June - Rowes Bay Community Tree Planting</i>	8	3	8	14	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Provide Council support for the Townsville National Tree Day <i>Comment>> National Tree Day event held on 31 July</i>	01/07/16	30/06/17	31/07/16	100%	
Provide Council support for Clean Up Australia Day <i>Comment>> Program is tracking well. Program scheduled for 5th March and the site will be Apex Park from 8am to 10am to clean up along Ross River. Council are also providing support to individual community groups who are participating in their own clean up Australia Day.</i>	01/07/16	30/06/17	14/12/16	100%	

Programme >> Environmental Management Operations		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	424	639
Capital 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>> No additional activities done during this period</i>	1	0	4	9	
Coordinate council's Integrated Energy and Carbon Management Leadership Group through monthly meetings <i>Comment>> 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</i>	3	0	12	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>> Planned scheduled works completed for sediment basins</i>	01/07/16	30/06/17	29/06/17	100%	

Programme >> Land Protection		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	56
Operating Expense	408	425
Capital 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>> 48 current Property Pest Management Plans for the period April - June</i>	30	48	120	163	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Participate in four pest management collaborations <i>Comment>> April - Magnetic Island Land Care Educational Event with NQ Dry Tropics, May - Yellow Crazy Ant training collaboration with Biosecurity Queensland and Department Transport and Main Roads, Yellow Crazy Ant Survey at Quarry collaboration local business and pest control company, Yellow Crazy Ant collaboration with Developer Lend lease Elliot Springs education and control, Pig Management Meeting collaboration with dams and catchment and Queensland Parks and Wildlife Services</i>	4	5	16	28	
Conduct 12 inspections and control of Sagittaria in the Ross River <i>Comment>> April to June 12 sagittaria days</i>	3	12	12	30	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Townsville Biosecurity Plan (previously Pest Management Plan) <i>Comment>> 80% completed. Draft plan has been completed, councillor workshop has been completed 14 June and working through the process of going out to public comment.</i>	01/07/16	30/06/17		80%	
Plan and implement council's annual wild dog management program <i>Comment>> Wild dog contractor is in town completing the last round for this financial year.</i>	01/07/16	30/06/17	28/06/17	100%	
Investigate and report on opportunities to improve pest mapping and NRM technology integration <i>Comment>> We now have access to Arc GIS through IT</i>	01/07/16	30/06/17	28/06/17	100%	
Establish a network of landholders and partner agencies to increase awareness and capacity for pest plant and animal management <i>Comment>> On going building of collaborations.</i>	01/07/16	30/06/17	29/06/17	100%	
Complete Thunbergia (pest weed) Program on Magnetic Island <i>Comment>> Project has been completed</i>	01/07/16	30/06/17	29/06/17	100%	

Programme >> Natural Resources Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	503
Operating Expense	1,529	1,448
Capital 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>> April - Rex Prior Park Community Planting 195, Salvation Army 50, Townsville Correction Centre 50, June - Ecofiesta 1,700, Vincent State School 15, Palmetum Parks Trainees 60, Rowes Bay Community Planting 95</i>	250	2,165	1,000	5,098	
Attend 8 weed blitzes per year <i>Comment>> April, May and June</i>	2	3	8	9	
Investigate and respond to 100% of community service requests for on ground Natural Resource Management within designated timeframes <i>Comment>> April - June 62% of crms were met in the allocated time frame</i>	100%	62%	100%	77.5%	
Support two biosecurity operations throughout the year <i>Comment>> April - Yellow Crazy Ant Survey Douglas, June - Siam Weed Helicopter Control</i>	1	2	2	9	
Implement Landcare and community natural resource management initiatives through support and collaboration with community NRM Groups for 12 sites <i>Comment>> April - Probation and Parole Aplins Weir Leuceana Control, May - Skilling Queenslanders for Work Project working with Gtec, June - Wicker Bed Construction St Clairs School Northshore, Palmetum Creek Training Parks Trainees revegetation, Page Road Controlled Burn with Rural Fire Bridgae, Mt Stuart Controlled Burn with Defence Services, Controlled burn at Cungulla with Rural Fire Brigade, Dan Gleeson and Palmetum Assisting management of bat colonies</i>	12	8	12	27	
Conduct 25 Litter Pickups from natural areas throughout the year <i>Comment>> May and June 22 litter collections were conducted in coastal areas, natural areas, and waterways across Townsville</i>	5	22	25	112	
Conduct 2 environmental educational training days with community groups and/or non-government organisations <i>Comment>> June - How to conduct natural revegetation with Maintenance Services Trainees, Probation and Parole site induction, monitoring and assistance leuceana control Aplins Weir</i>	1	2	2	8	
Attend and contribute to 4 council wide promotional activities (e.g. FOGS, Career Expo) <i>Comment>> April Skilling Queenslanders for Work induction talk with potential trainees</i>	1	1	4	4	

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	1,193	1,270
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	957	1,021
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of customer enquiries received by the property and rating system are resolved within their allocated service standard time frame <i>Comment>> Target meet for this period</i>	85%	87%	85%	82%	
Operations and Support to develop 90% of quick add profiles and reference files for record keeping <i>Comment>> All existing quick add profiles up to date</i>	90%	100%	90%	100%	
100% of all ISS portable and attractive items to be reviewed and entered into the CES system <i>Comment>> All items up to date on Portable and attractive items register</i>	100%	100%	100%	100%	
95% of all requisitions are raised before work is undertaken or goods received <i>Comment>> Slight increase on last quarter, process progressing well</i>	95%	86%	95%	82.5%	

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	236	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
Progress Councils Integrated Environmental Management System through quarterly coordination meetings <i>Comment>> The quarterly meeting was held on the 19th of May</i>	1	0	4	5	
Collate quarterly environmental data reporting for the IEMS Coordination Meeting <i>Comment>> The Quarterly Environmental Performance Report for the period January to March 2017 was collated and presented at the coordination meeting</i>	1	0	4	5	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver the Annual Environmental Performance Report for TCC 2016 <i>Comment>> Data collected from the 16/17 Quarterly reports will be utilised to inform the final Annual Environmental Performance Report. The final quarterly report for the year is currently being compiled.</i>	20/04/16	31/03/17		85%	
Complete the Environmental Risk Survey and Gap Analysis Report <i>Comment>> The Environmental Risk Survey was completed in August and will be raised at the next Quarterly coordination meeting in October.</i>	31/03/16	31/07/16	31/08/16	100%	

Service >> Sustainability Services

Service Financial Summary >>







	Budget YTD \$000	Actual YTD \$000
Operating Revenue	19	146
Operating Expense	1,535	1,843
Capital Revenue	0	0
Capital Works	0	51
Contributed Assets	0	0

Programme >> Carbon Cycle

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	37
Operating Expense	815	1,043
Capital Revenue	0	0
Capital Works	0	51
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
<p>Deploy four collaborative internet of things networks for community/industry based capacity building for Smart City integration and involvement as part of TCC Energy and Resource Management Framework (ERMF) and Smart Buildings Trials</p> <p><i>Comment>> Our TORGAS work experience student conducted training, building and installing sensor network at Rowes Bay Sustainability Centre</i></p>	1	0	4	6	
<p>Facilitate ten community / industry capacity building workshops / activities for energy sustainability and resilience and climate change adaptation</p> <p><i>Comment>> 6 x Introductory, and advanced Environmental Communication training was delivered to residents, local businesses, Ergon Energy, community groups and council staff; Enterprise Energy Management Systems (EEMS) Data Integrator Capacity Building Workshop involving key council sections, transformation team and service provider.</i></p>	2.5	7	10	18	
<p>Build and foster four energy related sustainability innovation partnerships.</p> <p><i>Comment>> Townsville IoT user group workshop delivered in partnership with Campbell Scientific; Continuing involvement in Townsville STEM Hub with James Cook University (JCU) and local businesses and community organisations; Participation in Innovation House 2.0 with Finlay Homes, local products and services and JCU; Participated in United Nations International Strategy for Disaster Resilience (UNISDR) Capacity Development for Making Cities Resilient with TCC Emergency Management and regional disaster management groups;</i></p>	1	3	4	10	
<p>Facilitate twenty community / industry energy efficiency education activities.</p> <p><i>Comment>> Tour of Rowes Bay Sensory Network with students and staff from Central Queensland University (CQU); Ecofiesta; Sustainable City walking tour of Townsville CBD with Townsville Edu tourism network;</i></p>	5	2	20	18	
<p>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.</p> <p><i>Comment>> As part of this year's Ecofiesta - a Lora enabled pedestrian counter was installed at Queen's Gardens to count the number of residents attending this year's event.</i></p>	1	1	2	3	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Implement Rowes Bay Sensory Project Year 1.</p> <p><i>Comment>> Milestones achieved for year 1 and reported to sponsor as well as showcased at Ecofiesta in June 2017</i></p>	01/07/16	30/06/17	05/07/17	100%	






Programme >> Catchment Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	19	109
Operating Expense	520	600
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
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>> Routine sampling and reporting continued over this period</i>	10	10	40	40	
Deliver 4 stormwater quality management training packages to industry <i>Comment>> 6-Day Erosion and Sediment Control training, Sediment Basin Design and Maintenance training and Source Catchments Model Training delivered</i>	1	3	4	5	
Maintain the Creek to Coral partnership through attendance at four collaboration workshops and partnerships meetings <i>Comment>> Two Creek to Coral Partnership meetings facilitated and funding secured</i>	1	2	4	8	
Deploy 10 low cost water quality monitoring and visualisation buoys to aid in assessment management of urban water bodies. <i>Comment>> Remaining buoys were completed and are scheduled for install</i>	2.5	5	10	10	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual update for the Reef Guardian Action Plan produced <i>Comment>> Plan has been updated and is ready for sign off by the appropriate authority within Council</i>	01/07/16	31/10/16	28/10/16	100%	
Develop a mobile reporting platform for reducing urban runoff through leak notifications and work flow management <i>Comment>> Gruntify Application was developed and tested during this period. Demonstrations and possible related uses are currently being investigated.</i>	01/07/16	30/06/17	10/01/17	100%	

Programme >> Sustainability Education Awareness			
Programme Financial Summary >>			
	Budget YTD \$000	Actual YTD \$000	
Operating Revenue	0	0	
Operating Expense	199	200	
Capital Revenue	0	0	
Capital Works	0	0	
Contributed Assets	0	0	

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct Rowes Bay sustainability visits for 1,500 students, adults and professionals by 30 June 2017 <i>Comment>> Water Education Officer coordinated a very high number of tours based on high demand during this reporting period. Operational support was provided by other environmental officers to accommodate demand.</i>	375	668	1,500	2,851	
Engage 25 schools and or community groups in environmental sustainability activities by 30 June 2017 <i>Comment>> Water Education Officer coordinated a very high number of tours based on high demand during this reporting period. Operational support was provided by other environmental officers to accommodate demand.</i>	6.25	19	25	47	
Conduct four environmental sustainability key educational activities at the Rowes Bay Sustainability Centre by 30 June 2017 <i>Comment>> Rowes Bay Open House Day - May 21 2017 with focus on Water Conservation</i>	1	1	4	6	
Produce eight thematic communication materials and activities by 30 June 2017 <i>Comment>> James Cook University commercial water conservation collateral, Sustainability Newsletter, Ecofiesta collateral and Composting Signage for the Rowes Bay Sustainability Centre</i>	2	4	8	12	
Support five education activities or events that utilise the Sustainability Learnscape without direct officer involvement (passive education) <i>Comment>> Five Schools were supported in delivering Water Detective Handbook sessions without direct delivery</i>	1.25	5	5	9	

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	1,722	1,635
Operating Expense	2,425	1,472
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	799	799
Operating Expense	839	621
Capital 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>> This project is currently on hold pending the finalisation of the Council restructure.</i>	12.5%	0%	50%	50%	
Implementation and training - 50% of the whole of Council Lifecycle Asset Management Plan (LCCAMP) <i>Comment>> This project is currently on hold pending the finalisation of the Council restructure.</i>	12.5%	0%	50%	43.75%	
Implementation and training - 50% of the Service Strategy Management Plan (SSMP) <i>Comment>> This KPI forms part of the Transformation Improvement Projects and is being completed by the Transformation Team.</i>	12.5%	12.5%	50%	50%	
Prioritise and implement - 25% of the General Portable and Attractive Items (PAI) Strategies <i>Comment>> Prioritised PAI strategies identified have been implemented as planned.</i>	6.25%	6.25%	25%	25%	
Establish 50% of TCC My Predictor Modelling <i>Comment>> Renewal modelling has been setup by Engineering Services and is now in place for 70% of infrastructure assets.</i>	25%	50%	50%	50%	
Plan and Implement - 50% of General Portable and Attractive Items (PAI) Internal Control Assessment <i>Comment>> KPI has been achieved for Portable and Attractive Internal Control Assessment.</i>	25%	0%	50%	50%	






KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Complete 50% - ISO55000 Internal Control Assessment <i>Comment>> Successful completion of 50% of the ISO55000 Internal Control Assessment.</i>	25%	0%	50%	50%	
Establish 25% - General Portable and Attractive Items (PAI) Barcoding Strategy <i>Comment>> The Portable & Attractive Items barcoding strategy is 25% complete. KPI target has been achieved.</i>	12.5%	0%	25%	25%	
Implement 50% - Strategic Asset Management Plan <i>Comment>> The Strategic Asset Management Plan is 50% completed. KPI target has been achieved.</i>	12.5%	0%	50%	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>> Prioritise & 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>> 100% - KPI has been completed on 31 December 2016.</i>	01/07/16	31/12/16	31/12/16	100%	
Review and update Long Term Strategic Asset Management Strategy Plan for council reviewed and approved by EMT <i>Comment>> Completed</i>	01/07/15	30/06/16	30/06/16	100%	
Improve, test and implement IPO Prioritisation and Optimisation System <i>Comment>> 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 LTFP <i>Comment>> This project is currently on hold pending the finalisation of the Council restructure.</i>	01/07/16	30/06/17		20%	
Establish Asset Management System Specification and Capability <i>Comment>> This project is currently on hold pending the finalisation of the Council restructure.</i>	01/07/16	30/06/17		40%	
Deliver Corporate Asset Management Training and Councillors Workshops <i>Comment>> Completed</i>	01/07/16	30/06/17	31/07/16	100%	
Review Asset Management Group terms and reference based on ISO55000 Asset Management System <i>Comment>> This project is currently on hold pending the finalisation of the Council restructure.</i>	01/07/16	30/06/17		50%	

Programme >> TWW Asset Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	923	836
Operating Expense	1,586	851
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>> 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>> 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	26/06/17	100%	
Implement second year of readiness plan for ISO55000 in accordance with Townsville Water and Waste asset management plans. <i>Comment>> 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	30/06/17	100%	
Continue the condition assessment of critical assets and proactively maintain to improve reliability and the remaining lives. <i>Comment>> Asset degradation models are in use. Further, condition assessment of selected critical assets show a clear decline in reactive maintenance expenses for the monitored assets.</i>	01/07/16	30/06/17		85%	
Continue the development of risk scores and criticality ratings of assets to inform the maintenance strategy and critical spares requirements. <i>Comment>> Currently, risk scores and criticality ratings are being assessed. Development of maintenance strategies are progressing well. Risk assessment for pipe assets have been completed.</i>	01/07/16	30/06/17		80%	

Service >> Business Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,044	673
Operating Expense	3,283	3,586
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	1,188	1,791
Capital 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>> 2 High risk issues were noted during the interim audit. These issues have been resolved</i>	0	2	0	4	
85% internal customer satisfaction (Good + Excellent) with Finance <i>Comment>> Customer Satisfaction Survey was not completed this year due to restructure</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	1,044	667
Operating Expense	2,095	1,796
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>> Some projects have been delayed. Reasons include delays in obtaining necessary approvals and design changes. Have completed 54 of 65 milestones required to be completed this year.</i>	01/07/16	30/06/17		83%	
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>> All project briefs required for this year are complete.</i>	01/07/16	30/06/17	28/06/17	100%	
Conduct a safety audit during the year for each Technical and Engineering project in the implementation or construction phase. <i>Comment>> There is 1 safety audit remaining for this year and it has been planned.</i>	01/07/16	30/06/17		90%	
Produce close-out lessons-learned reports for 100% projects in the finalisation stage, within 2 months of practical completion. <i>Comment>> All close out reports required to date are complete. At this stage, it is not expected that any further lessons learned reports will be required for the remainder of the 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	9,276	8,700
Operating Expense	9,874	9,769
Capital Revenue	0	0
Capital Works	0	3
Contributed Assets	0	0




Programme >> Customer Service

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	5,210	5,219
Operating Expense	5,837	6,268
Capital 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>> An exceptional result for the year with a recorded average speed of answer of 21 seconds across 135,473 phone calls.</i></p>	80%	81%	80%	83.92%	
<p>Customer satisfaction with initial contact with council's Customer Service Centre</p> <p><i>Comment>> A strong performance recorded for this KPI for the year including CRM accuracy of 98.54% and receipting accuracy of 99.19%. Benchmarking report received from Benchmarking Australia placed council top 6 out of 33 councils surveyed for service delivery.</i></p>	92%	96.25%	92%	94.03%	
<p>External customer satisfaction with recent service interaction</p> <p><i>Comment>> KPI has been exceed across council for the financial year. SLA's will continue to be a focus under our new operating model.</i></p>	80%	93.75%	80%	84.42%	
<p>Response to e-requests and service request raised, within one business days</p> <p><i>Comment>> A strong outcome recorded across 6,129 customer transactions which remains consistent with last year's result. This KPI will remain a focus with work currently being completed with online forms as part of council's customer facing systems and mobility strategy.</i></p>	80%	93.68%	80%	89.64%	
<p>Outbound calls to customers who have defaulted or broken a rates payment arrangement made within agreed timeframe</p> <p><i>Comment>> This is an excellent result with an increase of 16% on last financial year. As a result of these contacts funds of \$539,648- have been received for outstanding rates owing.</i></p>	90%	99.06%	90%	96.26%	
<p>Customer Requests completed on time</p> <p><i>Comment>> A slight increase of 3% on last year's outcome.</i></p>	80%	75.28%	80%	73.55%	

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>> Parked - discussions being undertaken to move to ININ Cloud which will allow for easier implementation of this technology</i></p>	01/07/14	30/12/16		75%	
<p>Conduct investigation into inclusion of service point in mobile library</p> <p><i>Comment>> Further discussions required as to whether this can be accommodated with required staffing with new service operating model.</i></p>	01/07/16	30/06/17		95%	
<p>Complete a review of the manual receipt book listing</p> <p><i>Comment>> 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	3,465	3,471
Operating Expense	3,479	3,136
Capital Revenue	0	0
Capital Works	0	3
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>> June was a steady month with average visitation to the website</i>	110,000	189,948	1,402,446	1,728,650	
Click to Chat take up increase by 5% across the entire year <i>Comment>> Below target for the month but the yearly goal was well exceeded with a consistent take up of this contact channel</i>	733	661	6,205	7,648	
Achieve total of 110 Facebook interactions each month for Corp & Events <i>Comment>> Quiet month on Facebook</i>	110	87	1,320	2,283	
Achieve and maintain 5% average click through rate on Council EDMs <i>Comment>> just below target for the month but ensures yearly average still met target</i>	5%	4.35%	5%	5.09%	
E-newsletter customer distribution master list growth <i>Comment>> continuous growth of the list despite no targeted campaign to increase membership.</i>	500	322	2,000	24,349	

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>> Continue to deliver based on communication plans, communication activities and budget allocations</i>	01/11/16	01/03/17	11/05/17	100%	
Conduct a review of the marketing communication theme structure and present recommendations to EMT. <i>Comment>> This project will be undertaken in first half of 17/18</i>	01/07/15	31/12/16		55%	

Programme >> Together Townsville		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	600	10
Operating Expense	558	365
Capital 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>> 4 new contracts JCU, Gough Plastics, Super Green Solutions Mercure Townsville</i>	12	4	48	48	
Achieve 90% internal customer satisfaction with the Together Townsville program <i>Comment>> no customer satisfaction survey has been undertaken this year</i>	90%	0%	0%	0%	
Achieve 90% external customer satisfaction with the Together Townsville program <i>Comment>> no customer satisfaction survey has been undertaken this year</i>	90%	0%	0%	0%	
Completion of written agreements for 100% of the incoming Together Townsville sponsorships <i>Comment>> All agreements completed</i>	100%	100%	100%	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Distribute proceeds of the Mayor's Christmas Tree Appeal to recipient charities <i>Comment>> Completed - Gift Giving 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>> On hold- Manual to be reviewed in first half of 17/18</i>	01/07/16	30/09/16		0%	
Develop a Together Townsville Guide to replace the Together Townsville Principles and Procedures document <i>Comment>> On hold- Program and policies to be reviewed following restructure and consolidation of grants and sponsorship</i>	01/10/16	30/06/17		0%	

Service >> Financial Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	186,540	190,478
Operating Expense	25,951	25,908
Capital Revenue	0	0
Capital Works	10	0
Contributed Assets	0	0




Programme >> Accounts Payable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	816	816
Operating Expense	810	773
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance


KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
85% of supplier invoices are paid within payment terms. <i>Comment>> The fourth quarter result of 85% is slightly better than the third quarter, and closer to the longer term trend.</i>	85%	85%	85%	84.63%	
65% success rate in processing a suppliers invoice the 1st time. <i>Comment>> The fourth quarter result of 43% is a slight improvement on the prior quarter. However, the result remains well below the 65% target. Continued work with the business units on timely receipting of purchase orders should result in improvement.</i>	65%	43%	65%	38.75%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Business Case for Scanning Solution <i>Comment>> Scanning solution no longer required (98% of invoices being received via email). However Finance did scope out software from Technology One which would help automate Accounts Payable processes. It was decided not to proceed as improvements may be realised in ci anywhere and no current ci customers are using their AP automation software.</i>	01/06/16	28/02/17		0%	

Programme >> Accounts Receivable		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	346	336
Operating Expense	312	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
90% of invoices paid within 60 days. <i>Comment>> 3,299 invoices issued between February 2017 and April 2017.</i>	90%	93.23%	90%	93.77%	
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>> Business case has been put to ID to assess viability. Still awaiting a response.</i>	01/07/16	30/09/16		10%	
Introduce off-site issue of invoices and statements to commercial customers <i>Comment>> 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	150,609	151,517
Operating Expense	4,868	5,162
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance					
This programme has no reportable KPI's.					
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Issue rates notices for 1st half of 2016/17 <i>Comment>> The rates for half year period ending 31/12/2016 issued on 04/08/2016 with a due date of 05/09/2016. 83,749 rate notices were issued.</i>	01/07/16	05/08/16	23/07/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Issue rates notices for 2nd half of 2016/17 <i>Comment>> 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>> Actively promoting online services through imaging on Rate notice, Wrangle your Rates flyer and TCC website. Meetings held with Forms Express re strategy to increase online registration and electronic delivery of notices once dump vouchers are removed.</i>	01/07/16	30/06/17	30/06/17	100%	
Improve electronic communication methods with customers <i>Comment>> Additional fields created in P & R system to store email addresses/phone numbers. Where possible, communication with customers is conducted via email.</i>	01/07/16	30/06/17	30/06/17	100%	



Programme >> Budgets & Strategic Financial Planning

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	872	872
Operating Expense	888	883
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a sustainable long term financial plan <i>Comment>> The Long Term Financial Plan for the 2017/18 year + 9 outer years was adopted by Council on 27 June 2017.</i>	01/04/17	30/06/17	27/06/17	100%	
Investigate and make recommendations with respect to finance performance reporting <i>Comment>> 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	225	225
Operating Expense	234	183
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of bank deposits reconciled within 30 days <i>Comment>> Bank deposits have been reconciled to the bank account within the required timeframe.</i>	100%	100%	100%	100%	
90% of bank reconciliations completed within 3 days <i>Comment>> Bank reconciliations have been mostly completed as scheduled. The bank reconciliation for the Mayor's Christmas Tree Appeal was completed outside of the 3 days but still within a timely manner.</i>	90%	90%	90%	95%	




This programme has no reportable Milestones.


Programme >> Collections

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,827	2,088
Operating Expense	1,350	1,352
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Reminder notices issued for unpaid rates within 14 business days of due date <i>Comment>> Preparations are in place to ensure the reminder letters are issued within 14 days of the due date of the next half yearly rate notices.</i>	100%	0%	100%	75%	
Pensioner reminder notices to be issued within 21 days of the due date shown on the half yearly rate notice <i>Comment>> Separate pensioner reminder letters are no longer issued.</i>	25%	0%	100%	0%	
Implement "one touch" strategies for management of rates arrears. <i>Comment>> Work processes continue to be reviewed with improvements identified and implemented.</i>	100%	0%	100%	50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Review Debt Recovery Policy and investigate and incorporate strategies to respond to current arrears trends. <i>Comment>> Debt Recovery policy has now been reviewed and updated. An outbound call program to ratepayers with arrears is ongoing.</i>	01/07/16	30/06/17	31/12/16	100%	

Programme >> Financial Reporting		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,193	1,193
Operating Expense	1,205	1,178
Capital 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>> KPI is set for a 6 monthly period and was achieved in Q3.</i>	1	0	4	3	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Certification of audited financial statements <i>Comment>> Certified by CEO and Mayor on 14/10/16 and QAO on 24/10/16.</i>	01/07/16	14/10/16	14/10/16	100%	
Generation of council's financial statements from Word through CES Smart Publisher <i>Comment>> Project put on hold as significant improvements have already been realised in FS word file. Will revisit this option with improvements in CES (CI anywhere)</i>	01/01/17	30/04/17		0%	
Complete end of month soft close for council's financial statements for October <i>Comment>> October soft close completed as planned</i>	01/10/16	30/10/16	31/10/16	100%	
Complete end of month soft close for council's financial statements for February <i>Comment>> 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>> Hard- close completed for May.</i>	01/05/17	31/05/17	29/06/17	100%	
Implement paperless recording of asset change details <i>Comment>> Templates approved by Asset Management Group and ready for ECM</i>	01/07/16	31/12/16	04/10/16	100%	

Programme >> Joint Ventures		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,978	1,774
Capital 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	100%	96%	100%	74%	
<i>Comment>> The Operator is not providing monthly reports for the Townsville Entertainment & Convention Centre on a timely basis. Council is following up the timeliness of the reports. Forecasted results have been taken up and will be adjusted when the actual reports are received.</i>					

This programme has no reportable Milestones.

Programme >> Meter Reading		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	495	394
Operating Expense	496	519
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.	01/07/16	30/09/16		10%	
<i>Comment>> Project has been accepted by IT services in January however awaiting further communication to progress.</i>					

Programme >> Purchasing & Contracts		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	659	659
Operating Expense	738	1,023
Capital 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>> Updated to 30 June 2017</i>	100%	100%	100%	74.75%	
95% of Requisition to purchase orders process completed within 1 working day <i>Comment>> Updated to 30 June 2017</i>	95%	64%	95%	64.75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Business Case for Electronic Tendering <i>Comment>> Options being evaluated by procurement</i>	01/07/16	28/02/17		60%	
Develop Procurement Risk Management Tool <i>Comment>> Placed on hold until new structure in place</i>	01/07/16	28/02/17		0%	
Develop and deliver contextual training for staff around procurement <i>Comment>> Placed on hold until new structure in place</i>	01/07/16	30/11/16		0%	
Credit Card Project <i>Comment>> Ongoing as part of restructure</i>	01/08/16	25/11/16		25%	

Programme >> Revenue Management



Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	180	180
Operating Expense	189	440
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>> Budget and rate modelling scenarios have been completed. Operational plan appendices and Schedule of rates and Charges to be finalised.</i>	01/03/17	30/06/17	30/06/17	100%	
Continue to identify and implement process improvement strategies to reduce processing times whilst maintaining service standards. <i>Comment>> Work processes continue to be reviewed and monitored and improvements identified and implemented.</i>	01/07/16	30/06/17		50%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Facilitate move towards provision of online customer service <i>Comment>> Continued focus on obtaining email addresses from ratepayers. Discussions with online provider continue with the view to increase online options and reduce postage costs.</i>	01/07/16	30/06/17		25%	
Develop strategy for management of community lease parcel rating <i>Comment>> 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	1,025	1,040
Operating Expense	1,162	1,378
Capital Revenue	0	0
Capital Works	10	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% of stock requisitions processed within 1 working day <i>Comment>> Store person reduction</i>	95%	78%	95%	49.75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Identify remote inventory/store locations <i>Comment>> Progressed slowed with restructure and staff leaving</i>	01/07/16	30/06/17		20%	
Identify and put into place alternate supply chain arrangements for those inventory items that lend themselves to being Vendor Managed. <i>Comment>> Procurement are investigating all options</i>	01/07/16	30/06/17		20%	



Programme >> Systems Administration

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	268	268
Operating Expense	278	357
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>> Initiative placed on hold</i>	01/01/16	31/03/17		0%	
Investigate and develop a business case with respect to developing a project ledger. <i>Comment>> 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	84	(20)
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% tax lodgement compliance rate for indirect taxes (e.g. Payroll tax, GST, FBT, fuel tax) <i>Comment>> Tax lodgements during the quarter were 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	26,556	29,493
Operating Expense	8,700	8,034
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Zero breaches of surplus cash investment parameters throughout the year <i>Comment>> There have been no breaches of the Investment Policy during the quarter.</i>	0	0	0	0	




KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
No more than 1 day overnight overdraft funds used within a quarter <i>Comment>> Council's bank accounts have not been overdrawn at the end of any business day this quarter.</i>	1	0	4	0	







This programme has no reportable Milestones.

Programme >> TWW – Business Management & Compliance	
Programme Financial Summary >>	
	Budget YTD \$000
Operating Revenue	1,470
Operating Expense	2,660
Capital Revenue	0
Capital Works	0
Contributed Assets	0
	Actual YTD \$000
Operating Revenue	1,400
Operating Expense	2,545
Capital Revenue	0
Capital Works	0
Contributed Assets	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>> The annual surveillance audit has been moved to August 2017 and will be conducted as a recertification audit. The recertification audit will be reported upon in the 2017/2018 financial year.</i>	100%	0%	100%	0%	
Achieve 90% internal customer satisfaction for Business Management and Compliance services. <i>Comment>> 100% of customers rated the services of Business Management and Compliance as good or excellent during the quarter.</i>	90%	100%	90%	98%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete all scheduled internal audits for the year. <i>Comment>> Some internal audits scheduled at the end of May and in June were not carried out due to restructuring triggering the review of the Audit Program. Changes to the Audit Program will be made in the 2017/2018 financial year.</i>	01/07/16	30/06/17		90%	
Develop Annual Performance Plans for Townsville Water and Townsville Waste Services for 2017/18. <i>Comment>> Annual Performance Plans were prepared and adopted with the 2017/2018 Budget.</i>	01/04/17	30/06/17	27/06/17	100%	
Submission and publication of Townsville Water's annual performance data via the State-wide Information Management (SWIM) System. <i>Comment>> Townsville Water's Water Service Provider Performance Report was published on council's website in June 2017.</i>	01/07/16	31/12/16	15/06/17	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete a base price model for Townsville Water. <i>Comment>> Key building block inputs were not finalised until late in the budget process (i.e. draft operational budget and 10 year capital plan), therefore the 2017/18 pricing model was unable to be finalised. As a result, we have utilised the required revenue from the 2016/17 Pricing Model.</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>> The Long Term Financial Plan for Townsville Water has been updated by Strategic Financial Planning in accordance with the adopted budget, however Divisional Support are still in discussions with Strategic Financial Planning to realign the Long Term Financial Plan with the business.</i>	01/07/16	30/06/17		0%	
Complete a base price model for Townsville Waste. <i>Comment>> Project needs to be rescope due to the restructure of the organisation.</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>> The Long Term Financial Plan for Townsville Waste has been updated by Strategic Financial Planning in accordance with the adopted budget, however Divisional Support are still in discussions with Strategic Financial Planning to realign the Long Term Financial Plan with the business.</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>> The Customer Service Standard Report Cards for Quarter 3 2016/17 were completed and published during the fourth quarter.</i>	01/07/16	30/06/17		75%	
Complete all soft and hard financial close processes as required throughout the financial year. <i>Comment>> The soft and hard close for this financial year were completed.</i>	01/07/16	30/06/17		33%	

Service >> Governance		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,287	1,277
Operating Expense	3,165	11,006
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	14	(2)
Operating Expense	1,928	1,877
Capital 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>> May 2017 - Social Media</i>	1	0	2	1	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual reporting requirements for councillor expenditure and complaints are completed and provided for inclusion in the Annual Report <i>Comment>> Annual Report was adopted and all reporting for Councillor expenditure was listed</i>	01/07/16	31/10/16	31/10/16	100%	
Implement changes to minute manager across the organisation. <i>Comment>> Project being managed by KM Services, no update available since last reporting timeframe.</i>	01/07/16	30/06/17		0%	



Programme >> Governance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	(1)
Operating Expense	(908)	7,093
Capital 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>> All complaints finalised and responded to within 30 business days for internal review</i>	100%	100%	100%	65.67%	
100% of RTI applications are processed within statutory timeframes <i>Comment>> Target was not met this quarter as extensions have been requested from applicants</i>	100%	100%	100%	83.33%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% of staff have completed the Fraud Awareness training by 30 June 2017 <i>Comment>> As at 30/06/17, 92% of staff with computer access had completed their Fraud Awareness online training</i>	80%	92%	80%	92%	
Complete quarterly Fraud Prevention Plan updates for EMT and Audit Committee per annum <i>Comment>> No Audit Committee meeting was held this quarter</i>	2	2	8	4	
Complete quarterly Risk Management Performance reports for EMT and Audit Committee per annum <i>Comment>> No Audit Committee meeting was held this quarter</i>	2	0	8	2	
Council departments to have completed their Business Continuity Plans and have signed off by the EMT <i>Comment>> 8 Business Continuity Plans were completed with 4 under review to align with the new structure</i>	10	8	10	8	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual Report adopted by council 30 November 2016 <i>Comment>> Annual Report was adopted by council within project delivery timeframes</i>	01/07/16	30/11/16	22/11/16	100%	
Quarterly Performance Report for Q1 2016/17 completed <i>Comment>> Q1 was adopted by council 22/11/2016</i>	01/10/16	30/11/16	12/11/16	100%	
Quarterly Performance Report for Q2 2016/17 completed <i>Comment>> Q2 was adopted within timeframes</i>	01/01/17	28/02/17	25/02/17	100%	
Quarterly Performance Report for Q3 2016/17 completed <i>Comment>> Quarter 3 report was adopted within timeframes</i>	01/04/17	31/05/17	15/05/17	100%	
2017/18 Operational Plan developed and adopted by council <i>Comment>> Council adopted its 2017/18 budget and operational plan on 27/06/2017</i>	01/02/17	30/06/17	27/06/17	100%	
Community Report Card published to the community <i>Comment>> Community report card was published by 22/11/2016</i>	01/07/16	30/10/16	22/10/16	100%	
Quarterly Performance Report for Q4 2015/16 completed <i>Comment>> Report completed and adopted by council.</i>	01/07/16	30/08/16	23/08/16	100%	
Complete annual review of Corporate Plan by March 2017. <i>Comment>> 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>> All development work in CPM has been suspended. System will not be used in 2017/18</i>	01/07/16	30/12/16		50%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop a Legislative Compliance Framework <i>Comment>> Milestone has been suspended and to be reviewed in 2017/18</i>	01/07/16	31/12/16		0%	
Review and update TCC Enterprise Wide Risk Management Framework <i>Comment>> Enterprise Wide Risk Management is under review in line with the changes to the risk approach recommended by the NOUS report</i>	01/07/16	30/12/16		65%	
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>> All development work in CPM has been suspended. System will not be used in 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	333	328
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of Councils Annual Internal Audit Plan <i>Comment>> Programme has been impacted by availability of staff.</i>	25%	20%	100%	95%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Present the Internal Audit Plan to Audit Committee Quarter 1 <i>Comment>> Progress against plan reported to Audit Committee 30/8/16</i>	01/07/16	30/09/16	30/09/16	100%	
Present the Internal Audit Plan to Audit Committee Quarter 2 <i>Comment>> Progress against the plan was communicated to Audit Committee 12/12/16</i>	01/10/16	31/12/16	31/12/16	100%	
Present the Internal Audit Plan to Audit Committee Quarter 3 <i>Comment>> 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>> Audit Committee did not meet for this quarter.</i>	01/04/17	30/06/17		0%	

Programme >> Legal		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,269	1,279
Operating Expense	1,397	1,271
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% external customer satisfaction with Legal services <i>Comment>> Customer Satisfaction Survey was not completed this year due to restructure</i>	0%	0%	80%	0%	
85% internal customer satisfaction with Legal Services <i>Comment>> Customer Satisfaction Survey was not completed this year due to restructure</i>	0%	0%	85%	0%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop process maps and fact sheets in relation to the Acquisition of Land Act <i>Comment>> Document has been developed</i>	01/07/16	30/09/16	21/09/16	100%	
Annual review of organisation wide legal requirements <i>Comment>> Completed</i>	01/07/16	31/10/16	07/09/16	100%	
Develop and implement an advice management process, standards and reporting <i>Comment>> Projects under review in line with Nous recommendations.</i>	01/07/16	31/03/17		50%	
Develop a legal service catalogue document <i>Comment>> Projects under review in line with Nous recommendations.</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	416	436
Capital 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	90%	0%	90%	69.05%	
<i>Comment>> All tracking well</i>					

This programme has no reportable Milestones.

Service >> Information Communication Technology

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	23,040	23,042
Operating Expense	23,522	24,573
Capital Revenue	0	(365)
Capital Works	4,986	1,599
Contributed Assets	0	0



Programme >> KM Enterprise Resource Planning

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	1,507
Capital Revenue	0	0
Capital Works	1,993	(224)
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	01/07/16	30/06/17	06/02/17	100%	
<i>Comment>> Successful upgrade of ECM to 4.3</i>					
PRIMA Project Completion	01/07/16	30/12/16	06/07/17	100%	
<i>Comment>> Project has been closed down. Looking for existing solutions in our current software suite.</i>					






Programme >> KM Infrastructure

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1	1
Operating Expense	1	629
Capital Revenue	0	0
Capital Works	2,993	1,823
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>> Annual penetration test has been completed and rectification actions are underway. Significant changes to provision and multi-homing on SCADA networks is required and will require significant rectification work</i>	01/07/16	30/06/17		80%	
Office 365 Organisational Deployment as per the CCloud19 Strategy <i>Comment>> A vast majority of staff have been migrated to Office 365. Remaining staff will be completed by end of July with support and rectification activities to occur until mid-August</i>	01/07/16	30/06/17		90%	
Provision of Cloud Firewall Services implementation as part of Cloud19 Strategy <i>Comment>> Project is progressing and on schedule to transition as planned in early September. However some redesign is required and may delay transition date</i>	01/07/16	30/06/17		75%	
Active Directory remediation phase 2c and 2d implementation <i>Comment>> To be reviewed in line with the organisational restructure and completed automation development works to be implemented</i>	01/07/16	30/06/17		70%	
Smart CCTV Infrastructure Design and Implementation <i>Comment>> Being completed in conjunction with the Managed CCTV EOI market sounding exercise</i>	01/09/16	30/06/17		90%	
Managed Security Service Implementation as part of Cloud19 Strategy <i>Comment>> Project is progressing and on schedule to transition as planned in early September. However some redesign is required and may delay transition date</i>	01/07/16	30/06/17		75%	
Managed Network Management Implementation as part of Cloud19 Strategy <i>Comment>> Project is progressing and on schedule to transition as planned in early September</i>	01/07/16	30/06/17		85%	
Telco Data and mobile exchange over implementation as part of Cloud19 Strategy <i>Comment>> Project is progressing and on schedule to transition as planned in early September</i>	01/07/16	30/06/17		90%	





Programme >> KM Service Operations

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,499	7,422
Operating Expense	7,741	7,078
Capital 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>> Outside of scheduled outages. Continued outages with ECM. Migration to CI Anywhere is underway.</i>	99%	99%	99%	99.25%	
100% of Priority Planning Correspondence turned around within 3 hours <i>Comment>> There was a slight shortage due to staff turnover</i>	100%	99%	100%	99.5%	
95% of Name and Address Register exception report elements processed within 5 business days <i>Comment>> 90% of processing completed within 5 days. The shortfall on the KPI was due to unexpected leave requirements</i>	95%	95%	95%	98.75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
ECM Classification Merge Project <i>Comment>> In response to the Organisational Restructure, a new security framework was implemented and a number of existing classes were cleaned up. The remainder have been mapped, but due to ECM upgrade priorities and CI Anywhere rollout, the merge has not been undertaken yet.</i>	01/02/17	31/05/17		80%	
Mobile Device Management Implementation <i>Comment>> MDM is being rolled out as part of the Optus Transition for phones and this will be leveraged in designing MDM.</i>	01/09/17	30/12/17		70%	
Outsource Outgoing Mail Processing to Australia Post <i>Comment>> Trial run was undertaken with APost in Feb 2017. Progress put on hold pending Org Structure outcomes</i>	01/07/17	30/06/18		30%	
Undertake Annual ICT Asset Stocktake <i>Comment>> Work in progress. Reconciliation with assets in Optus to be undertaken. Laptop rollout has been postponed and additional stocktake will be undertaken when this occurs.</i>	01/09/16	28/04/17		35%	

Programme >> KM Service Strategy and Design

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,214	1,214
Operating Expense	1,275	787
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>> With the movement to the NQRDC, the Strategy needs to be revisited.</i>	01/07/16	30/06/17		50%	
Cloud19 Strategy - Security Incident and Event Management (SIEM) Strategy <i>Comment>> Contract signed with the Service Provider. Moving into operational delivery phase</i>	01/07/16	31/03/17	23/12/16	100%	
Development of Strategic Recordkeeping Implementation Plan 2017-2020 <i>Comment>> Existing SRIP to be reviewed in 2017/18</i>	01/07/16	31/03/17		10%	
Development of CCTV Strategy <i>Comment>> EOI document has been drafted and is awaiting the updates to procurement processes. This is a go to market exercise to evaluate the ability of the market to provide managed CCTV services</i>	01/07/16	30/06/17		90%	
Cloud19 Strategy - Business Case and Design for Data Centre as a Service (DCaaS) <i>Comment>> Moving forward with the NQRDC to facilitate the data centre requirements for Council</i>	01/07/16	30/06/17		50%	
Digital Signatures Solution (SaaS or Cosign Upgrade) <i>Comment>> Recommendation provided and now being reviewed in line with Transformational Projects</i>	01/07/16	30/06/17		75%	
Review of Spatial 3D Modelling and Visualisation Strategy <i>Comment>> Existing Strategy to be reviewed in 2017/18</i>	01/07/16	31/03/17		0%	

Programme >> KM Service Transition




Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,315	6,364
Operating Expense	6,403	6,094
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>> 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>> 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>> 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>> Business requirements, functional specification and high level design completed. Detailed design and implementation planned for 2017/18</i>	18/07/16	31/03/17		40%	





Programme >> Knowledge Management Office

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	8,012	8,042
Operating Expense	8,102	8,478
Capital Revenue	0	(365)
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>> All completed work for 16/17 has been capitalised</i>	95%	95%	95%	96.5%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement Business Process Improvement Framework <i>Comment>> On hold- To be reviewed in 2017/18</i>	01/07/14	30/06/17		70%	
Development of Knowledge Management Governance Framework <i>Comment>> On hold- New governance framework to be developed in 2017/18</i>	01/07/14	30/06/17		70%	
Review and approve a KM renewed AMP for all classes <i>Comment>> AMP has been drafted and is awaiting approval by Corporate Asset Management Team</i>	01/07/16	30/11/17		95%	
Implementation of the approved renewed AMP for all classes <i>Comment>> AMP currently awaiting approval, therefore has not been implemented as yet- on hold.</i>	01/12/15	30/06/17		0%	



Service >> People		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	9,385	9,834
Operating Expense	9,723	8,542
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	2,191	2,606
Operating Expense	2,236	1,689
Capital 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>> KPI on hold due to Nous recommendations. A new leadership program will supersede this one once developed.</i>	20%	0%	80%	40%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of an Achievement Planning Action Plan <i>Comment>> On hold pending Nous Recommendations</i>	01/07/16	30/06/17		20%	
Transfer of learning framework methodologies developed and piloted. <i>Comment>> 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	1,674	1,674
Operating Expense	1,711	1,521
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Conduct 3 Health and Safety Champion Team meetings <i>Comment>> The final Health & Safety Champion meeting scheduled for 8 June 2017 was cancelled due to a number of Health and Safety Representatives absent from work as well as the timing coinciding with the finalisation of the new organisational structure. A full review of the health and safety representatives has commenced following the restructure to ensure adequate coverage across all work areas.</i>	1	0	3	2	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement TCC Safety Risk Management Framework <i>Comment>> Online training finalised and uploaded to learn connect. Assigned to all staff who had not completed face to face training previously.</i>	01/07/16	30/06/17	21/06/17	100%	

Programme >> Culture

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	2	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	91	91
Operating Expense	92	170
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop Gender Equity in Employment Strategy <i>Comment>> Employee consultation phase.</i>	01/07/15	31/12/16		50%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct NAIDOC employee event <i>Comment>> reconciliation Day Event and Awards ceremony conducted at Tony Ireland Stadium.</i>	01/07/16	30/06/17	30/06/17	100%	
Community Engagement - Careers in Council <i>Comment>> 7 Activities Completed</i>	01/07/16	30/06/17		75%	
Develop Diversity in Employment Strategy <i>Comment>> 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	712	745
Operating Expense	690	764
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>> Deferred and will not be completed</i>	01/07/16	30/06/17		10%	
Implement new Employee Assistance Program contract <i>Comment>> Tender Awarded at Full Council 22/11/16 with contract commencement date 01/01/2017</i>	01/07/16	30/06/17	01/01/17	100%	


Programme >> Information Systems

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	244	244
Operating Expense	229	132
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	01/12/16	30/06/17	28/02/17	100%	
<i>Comment>> Completed</i>					




Programme >> People Services

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,094	3,094
Operating Expense	3,402	3,313
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Payroll accuracy maintained at > 99%	99%	100%	99%	99.97%	
<i>Comment>> Error rate 0.0016% for Apr-Jun2017 Quarter. Target Achieved</i>					
90% recruitment campaigns completed within standard	90%	90%	90%	90.5%	
<i>Comment>> Campaigns completed with target</i>					
85% of Position Descriptions evaluated in 27 working days	0%	100%	0%	337%	
<i>Comment>> Target achieved for this quarter</i>					

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual remuneration increment audits conducted	01/07/16	30/06/17	27/06/17	100%	
<i>Comment>> Review complete</i>					
Certify new Enterprise Bargaining Agreement	01/07/16	31/12/17		0%	
<i>Comment>> Discussions have commenced for new Certified Agreements</i>					
Develop Remuneration Strategy	01/07/16	31/12/17		0%	
<i>Comment>> Will be discussed as part of the Certified Agreement negotiations strategy</i>					



Programme >> Recognition & Reward

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	65	65
Operating Expense	64	54
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct Annual Long Service Ceremony to recognise staff contribution <i>Comment>> Long Service Ceremony held 22/11/16</i>	01/07/16	31/12/16	09/01/17	100%	
Review Recognition and Reward program <i>Comment>> 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.</i>	01/07/16	31/12/17		0%	


Programme >> Workers Compensation

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,314	1,314
Operating Expense	1,298	899
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Upgrade Workers' Compensation Claims System <i>Comment>> 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

Programme Performance







This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
<p>Complete Labour Demand Planning for the future workforce (1-3 year)</p> <p><i>Comment>> Workforce planning is being reviewed with the organisational restructure. Talent Management and Succession Planning will be introduced with a performance management system.</i></p>	13/09/16	14/11/16		40%	
<p>Complete Labour Sustainability Planning to address critical changes in the workforce composition (5-10 year)</p> <p><i>Comment>> Workforce Planning to be reviewed following the organisational restructure / redundancies</i></p>	13/09/16	14/11/16		40%	
<p>Complete Labour Supply Planning to identify critical workforce resourcing gaps (1-3 year)</p> <p><i>Comment>> Workforce Planning to be reviewed following the organisational restructure / redundancies.</i></p>	13/09/16	14/11/16		40%	
<p>Approval of Strategic Workforce Plan by EMT</p> <p><i>Comment>> Plan yet to be developed, pending finalisation of structure and the establishment of a talent and succession planning system</i></p>	15/11/16	20/01/17		20%	
<p>Strategic Workforce Planning Modelling</p> <p><i>Comment>> Plan yet to be developed, pending finalisation of structure and the establishment of a talent and succession planning system</i></p>	01/07/16	30/06/17		20%	

Service >> Buildings & Facilities Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	25,171	25,512
Operating Expense	34,426	33,805
Capital Revenue	1,919	(3,977)
Capital Works	18,699	7,643
Contributed Assets	0	0

Programme >> Business Support - Property Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	25,087	25,243
Operating Expense	12,888	14,630
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>> Contract documentation for Audio Visual has been completed and advertised in June 2017. KPI target has been achieved.</i>	25%	25%	100%	100%	
80% of all service level agreements finalised for Property Management owned facilities/buildings <i>Comment>> Further development of the service catalogues will recommence in 2017/18 financial year.</i>	20%	0%	80%	40%	
80% internal customer satisfaction with Property Management services <i>Comment>> 80% customer internal satisfaction has been achieved.</i>	80%	80%	80%	80%	
60% of Facility Work Orders (Priority 1-4) completed within the defined timeframes <i>Comment>> 85.3% of Priority 1-4 Facility Work Orders were completed on time.</i>	60%	83.5%	60%	71.88%	
90% of relevant Property Management owned sites integrated with the BMS System <i>Comment>> All project works complete, including TIS Battery Energy Storage System and Reid Park, Flinders Pavilion.</i>	90%	90%	90%	90%	
80% completion of audit recommendations for security services within approved budget allocations <i>Comment>> 103 & 143 Walker St buildings security has been held over to the 17-18 financial year. Information Technology Services have audited the security access cards on end dates for both staff and contractors.</i>	80%	80%	80%	81.25%	

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>> This project has been replaced by NOUS Project 3.</i>	01/07/16	30/06/17		0%	
Completion of a project brief/plan for development of Advanced Asset Management Plans <i>Comment>> Completed within defined timeframes.</i>	01/07/16	31/12/16	04/10/16	100%	
Completion of four (4) high priority building Advanced Asset Management Plans <i>Comment>> Development of four (4) high priority advanced asset management plans are still ongoing.</i>	01/07/16	30/06/17		25%	
Annual review and update of the whole of Property Risk Assessment <i>Comment>> The Risk Assessment is being restructured to incorporate Planning, Fleet Services and Corporate Asset Management.</i>	01/09/16	30/11/16		90%	
Annual review of Property Management Business Continuity Plan <i>Comment>> Draft Business Continuity Plan is being restructured to incorporate Planning, Fleet Services and Corporate Asset Management.</i>	01/04/17	30/06/17		50%	
Reduction in reactive maintenance through improved maintenance planning <i>Comment>> 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>> The Ex87351 KABA key system has been designed to incorporate whole of council. Following the Council restructure, an Administrative Directive & procedures will be developed.</i>	01/01/17	30/06/17		80%	
Complete and install all approved signage for the Townsville Boating Recreational Precinct <i>Comment>> All approved signage has been installed.</i>	01/07/16	30/12/17	06/01/17	100%	
Conduct a Risk Assessment of 143 Walker Street to determine security building requirements. <i>Comment>> Risk Assessment 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>> These works are currently on hold until the restructure has been finalised.</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	27	32
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	90%	100%	90%	100%	
<i>Comment>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>					

This programme has no reportable Milestones.

Programme >> Emergent Buildings & Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	26
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	1
Operating Expense	3,403	2,724
Capital Revenue	0	(58)
Capital Works	694	533
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Less than 10% variance of revised Civic Theatre Refurbishment budget <i>Comment>> The final revised budget figure for these works awaiting Council approval.</i>	0%	0%	0%	0%	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of Civic Theatre Upgrade tender documentation by October 2016 <i>Comment>> Tender documentation for these works has been completed.</i>	01/07/16	30/11/16	21/09/16	100%	
Contract Award to successful tenderer for Civic Theatre Upgrade by March 2017 <i>Comment>> The Design works have been awarded and work is currently underway.</i>	01/11/16	30/03/17	06/01/17	100%	


Programme >> Graffiti Management

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	149	92
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% removal of Priority 1 - 4 graffiti within the defined timeframe. <i>Comment>> All priority 1 graffiti was completed within the prescribed time frame. Priority 2-5 graffiti has not been completed on time due to end of financial year commitment.</i>	90%	25%	90%	70.88%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Develop and implement record keeping processes and procedures for the accurate collection of reportable data. <i>Comment>> Procedures have been implemented and Milestone achieved.</i>	01/07/16	31/01/17	10/01/17	100%	

Programme >> Hire-General Community		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	964	848
Capital Revenue	0	0
Capital Works	114	40
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>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	


This programme has no reportable Milestones.

Programme >> Precincts & Areas		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,994	2,131
Capital Revenue	0	(509)
Capital Works	20	15
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>> Implementation of agreed recommendations from the Realist Evaluation Program are ongoing.</i>	17.5%	17.5%	70%	70%	

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>> The training package is complete however it has not been delivered as yet due to a) relocation of the CCTV room and b) currently awaiting confirmation of availability of a Queensland Police Officer.</i>	01/03/17	31/03/17		50%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of automated alarm triggering technology for Northern Beaches Leisure Centre <i>Comment>> These works are currently delayed due to the requirement to have a CCTV camera installed. Information Technology Services are currently prioritising camera installations and it is expected that a camera will be installed during the 17/18 financial year.</i>	01/04/17	31/05/17		20%	


Programme >> Property & Facility Emergency

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

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% attendance of Annual Property Management Emergency Response Training <i>Comment>> 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>> 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	1,338	1,059
Capital Revenue	0	(281)
Capital Works	380	507
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>> KPI target to ensure all public amenities are audited to ensure 'fit for purpose' has been achieved.</i>	85%	100%	85%	92.5%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of public amenities are cleaned to council standards throughout the year <i>Comment>> Target has been achieved by contractor. This KPI is measured through inspections and reporting.</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>> 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>> Upgrade works of the sewer drainage for Alma Bay Toilet Block has been completed.</i>	01/01/17	30/04/17	30/04/17	100%	
Renewal of Castle Hill Public Amenities sewerage system <i>Comment>> The renewal of the Castle Hill public amenities facilities has been completed on schedule.</i>	01/01/17	30/04/17	06/01/17	100%	


Programme >> Residency-Operational Buildings & Depots






Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	167
Operating Expense	6,455	6,285
Capital Revenue	1,919	(3,151)
Capital Works	7,633	3,206
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>> There has been no realised risks identified in accordance with the project risk register.</i>	10%	0%	10%	0%	
100% completion of HVAC upgrade at 143 Walker Street within defined timeframe <i>Comment>> The HVAC upgrade is on schedule for completion by 30 June 2017.</i>	100%	100%	100%	87.5%	
85% internal customer satisfaction with all refurbishments and upgrades <i>Comment>> Customer satisfaction surveys for completion of maintenance works have demonstrated an 85% satisfaction rating.</i>	85%	85%	85%	85%	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% Completion of Design for the Local Disaster Coordination Centre <i>Comment>> Designs for the LDCC have been completed.</i>	100%	100%	100%	88.75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of a new Chiller system for 143 Walker Street <i>Comment>> KPI met with installation of the chiller scheduled to be completed by 30 June 2017.</i>	01/07/16	30/06/17	30/06/17	100%	
Completion and certification of all Fire System upgrades for 143 Walker Street <i>Comment>> 100% Fire system upgrades project will achieve completion by end of financial year.</i>	01/07/16	30/06/17	30/06/17	100%	
Purchase, installation and operational testing on a new generator for 143 Walker Street <i>Comment>> No update required. These works were cancelled in the 16/17 financial year.</i>	01/07/16	30/06/17		0%	
Completion of tender documents and appointment of contractor by November 2016 <i>Comment>> 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>> A report to engage a Contractor for the construction of the Local Disaster Coordination Centre will be going to the July 2017 council meeting and works are expected to commence on site, August 2017.</i>	01/12/16	30/06/17		30%	

Programme >> Restoration Buildings & Facilities

Programme Financial Summary >>

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


Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> SES Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	146	91
Capital Revenue	0	0
Capital Works	23	27
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>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	








This programme has no reportable Milestones.

Programme >> Sport & Recreational Facilities		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	84	81
Operating Expense	4,841	4,369
Capital Revenue	0	1,040
Capital Works	856	823
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>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Installation of support brackets for Tobruk Pool Filtration pipework <i>Comment>> Completed within budget and timeframe.</i>	01/07/16	30/11/16	03/10/16	100%	
Installation of Liquid Chlorine Dosing Pump for three (3) community pools <i>Comment>> Works have been completed within timeframes.</i>	01/09/16	30/03/17	24/03/17	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Upgrade of four (4) sight screens for Tony Ireland Stadium grounds <i>Comment>> These works have been completed.</i>	01/07/16	31/12/16	22/12/16	100%	
Complete RFQ and appoint contractor for installation of a Bird Prevention program for Tony Ireland Stadium grandstand <i>Comment>> The Bird Prevention Program for Tony Ireland Stadium has been implemented. Works 100% complete.</i>	01/07/16	30/11/16	29/11/16	100%	
Install additional lighting on Tony Ireland Stadium grandstand looking out to grounds <i>Comment>> The installation of additional lighting at Riverway Stadium (formerly TIS) did not proceed however will be reviewed at a later date.</i>	01/09/16	28/02/17		0%	
Renew heat pumps at Long Tan Pool <i>Comment>> The renewal of the heat pumps at Long Tan Pool are to be completed by 30 June 2017.</i>	01/07/16	28/02/17	30/06/17	100%	
Undertake chemical sealing of Riverway lagoons main balance tank <i>Comment>> Project has been completed within defined timeframe.</i>	01/07/16	30/09/16	30/09/16	100%	
Replacement of Riverway deck on upper lagoon near parkland <i>Comment>> Project has been completed before defined timeframe.</i>	01/01/17	30/06/17	20/12/16	100%	
Complete new deck and shade structure to former water cascade area <i>Comment>> KPI has been achieved with works completed for a new deck at the water cascade area.</i>	01/03/17	30/06/17	30/04/17	100%	


Programme >> Tenancy-Childcare Services

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	458	390
Capital Revenue	0	(20)
Capital Works	92	111
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>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	



Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Completion of external repaint of Galbiri Childcare Centre <i>Comment>> The external repaint of Galbiri Childcare Centre has been completed.</i>	01/01/17	31/03/17	31/03/17	100%	



Programme >> Tenancy-Commercial Enterprises

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	18
Operating Expense	687	584
Capital Revenue	0	(468)
Capital Works	467	649
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>> Works completed and KPI was achieved.</i>	90	0	90	0	
90% Completion of Fire safety certificates and annual declarations <i>Comment>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rehabilitation of Longboard's deck and substructure <i>Comment>> 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>> 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	904	327
Capital Revenue	0	(305)
Capital Works	822	1,719
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>> 100% fire safety certificates and annual declarations have been provided by the contractor, signed by council and issued to QFES per legislation.</i>	90%	100%	90%	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Development and approval of heritage application for School of Arts upgrades <i>Comment>> 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>> The roof upgrade including compliance for School of Arts has been completed. KPI target has been achieved.</i>	01/01/17	30/06/17	30/06/17	100%	
Installation of upgraded/new HVAC system for School of Arts offices and function rooms <i>Comment>> Installation of an upgraded HVAC system has been completed.</i>	01/01/17	30/06/17	30/06/17	100%	

Programme >> Vacant Land & Miscellaneous

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	172	207
Capital Revenue	0	(226)
Capital Works	7,574	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.


Service >> Fleet Management

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	20,647	19,648
Operating Expense	19,581	20,034
Capital Revenue	0	154
Capital Works	6,365	4,953
Contributed Assets	0	0

Programme >> Dry Plant Management Account		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	793	696
Operating Expense	823	959
Capital 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>> Recovery for dry plant is \$97K under as a result of a reduction in the short term hire vehicles as recommended in the Nous Report.</i>	\$50,000	\$0	\$50,000	\$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	4,084	4,518
Capital Revenue	0	0
Capital Works	0	89
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>> Greater resale values than residual values were achieved</i>	0	0	0	0	
100% fleet planned projects completed within agreed timelines each quarter. <i>Comment>> 88% of the capital budget was completed due to a delay in the capital renewal program along with the decision not to renew managers cars as per the Nous Report</i>	25%	25%	100%	71%	
90% internal customer satisfaction with Fleet Services. <i>Comment>> Internal customer satisfaction for Quarter 4 was 87.5%. Improvements have been discussed in toolbox meetings and action plans developed.</i>	90%	87.5%	90%	91.13%	




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>> 100% of asset renewal memos were sent to end-user departments by 31st December 2016</i>	01/07/16	31/12/16	11/07/17	100%	

Programme >> Heavy Fleet

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	9,050	9,160
Operating Expense	6,879	6,953
Capital Revenue	0	130
Capital Works	3,622	3,161
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>> All breakdowns for Heavy Fleet were responded to within 4 hours for Quarter 4.</i>	100%	100%	100%	99%	
Less than 5% of heavy plant jobs performed through the Fleet Workshop to be reworked <i>Comment>> There were no jobs for Heavy Fleet reworked for Quarter 4.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for heavy fleet assets completed within one month of falling due. <i>Comment>> Of the 214 preventative services due, 14 services were unable to be completed within one (1) month of falling due</i>	100%	94%	100%	95.75%	




This programme has no reportable Milestones.

Programme >> Light Fleet

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,182	6,112
Operating Expense	3,722	3,639
Capital Revenue	0	25
Capital Works	2,462	1,351
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>> There was no light plant jobs that required rework in Quarter 4.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for light fleet assets completed within one month of falling due. <i>Comment>> 98% of services for light fleet were completed within one (1) month of falling due.</i>	100%	98%	100%	95.5%	
Fleet Workshops to respond to 100% of all breakdowns of Light Fleet within four business hours <i>Comment>> 100% of all breakdowns were responded to within 4 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	1,066	1,045
Operating Expense	695	567
Capital Revenue	0	(1)
Capital Works	280	352
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>> There was no minor plant jobs that required rework in Quarter 4.</i>	5%	0%	5%	0%	
100% of preventative scheduled services for minor fleet assets completed within one month of falling due <i>Comment>> 75% of Minor Fleet services were completed within one month of falling due</i>	100%	75%	100%	82.5%	


This programme has no reportable Milestones.

Programme >> Wet Plant Management Account

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,546	2,634
Operating Expense	3,379	3,398
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>> Recovery for wet plant is \$912K resulting from lower than anticipated demand for long and short term plant hire across Council.</i>	\$200,000	\$0	\$200,000	\$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	1,350	1,125
Capital Revenue	0	0
Capital Works	5,081	5,619
Contributed Assets	0	0


Programme >> Coastal Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	6
Operating Expense	1,350	1,109
Capital Revenue	0	0
Capital Works	78	128
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% compliance with Boat Ramp Inspection Schedule each quarter <i>Comment>> 100% of Boat Ramp inspections completed for this quarter</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>> 80% Compliance with beach raking schedule on the Strand, Pallarenda and Rowes Bay</i>	75%	80%	75%	82.5%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Annual provision of Stinger Nets for swimming enclosures <i>Comment>> Stinger nets were removed in May 2016 and will be reinstalled as per annual program in early November</i>	01/11/16	15/05/17	07/10/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Tide Gate Inspection Program Completed	01/11/16	01/02/17	03/01/17	100%	
<i>Comment>> 100% of tide gate inspections were complete last quarter</i>					

Programme >> Emergent Coastal Facilities

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	2
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	5,003	5,492
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>> Minor landscaping required to finalise construction.</i>	01/07/16	30/06/17		95%	



Service >> Drain & Stormwater Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	112
Operating Expense	12,172	11,366
Capital Revenue	4,026	7,555
Capital Works	5,482	4,292
Contributed Assets	4,026	0

Programme >> Asset Planning - Stormwater Drainage		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	84
Operating Expense	962	700
Capital 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>> Strategic Planning for Kelso area is put on hold for Dalrymple Road upgrade study.</i>	12.5%	0%	50%	15.6%	
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>> Waiting for the report on frameworks of undertaking catchment simulation.</i>	2.5%	0%	10%	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>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Revise the Stormwater 10 year renewal program budgets <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Stormwater Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies have been implemented with the remaining works required to the Asset Management Plan to be completed in the first half of the 2017/18 financial year.</i>	01/07/16	30/06/17		40%	
Regional Stormwater Treatment Strategy - Progress implementation to update the development manual and create a monitoring program. <i>Comment>> External stakeholder workshops held. Currently drafting changes to development manual, designing process workflow, designing offsets calculator.</i>	01/07/16	30/06/17		60%	
Complete scheduled underground network condition assessments <i>Comment>> Ongoing inspections tracking as required.</i>	01/07/16	30/06/17	30/06/17	100%	

Programme >> Emergent Drains

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	21
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.


This programme has no reportable Milestones.


Programme >> Investigations-Drains & Stormwater

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	447	404
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% of all Drains and Stormwater investigation tasks received completed within allocated timeframes <i>Comment>> 94% of Drains and Stormwater investigation tasks received were actioned within required timeframes.</i>	90%	94%	90%	95.29%	

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>> 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	10,711	10,146
Capital Revenue	0	2,289
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>> 100% capture of asset onto a CRM or work order with CES</i>	80%	100%	80%	85%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Flood pump inspection program completed <i>Comment>> Completed August 2016</i>	01/11/16	01/02/17	07/10/16	100%	
Commence the development of metrics for stormwater drainage operations <i>Comment>> 60% achieved to date</i>	01/11/16	01/02/17		60%	






Programme >> Stormwater Drainage-Capital

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	53	94
Capital Revenue	4,026	5,266
Capital Works	5,482	4,292
Contributed Assets	4,026	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>> The 16/17 Stormwater capital program has been completed.</i>	01/07/16	30/06/17	10/07/17	100%	
80% of the 2016/17 Stormwater Drainage capital works program designs completed. <i>Comment>> One project remains outstanding and will be completed prior to project commencement. The delay in designs has not adversely affected the delivery of the 16/17 programme.</i>	01/07/16	30/09/16	31/12/16	100%	
90% of the 17/18 Stormwater Drainage capital program scopes documented and approved <i>Comment>> Project briefs have been completed on three of the four projects listed for 17/18 prior to target. Final project is waiting on scope changes to complete brief.</i>	01/07/16	27/01/17	31/12/16	100%	
10 year Stormwater Drainage Capital Plan updated <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
75% of the 2017/18 Stormwater Drainage capital program designs complete <i>Comment>> 80 % of the 17/18 stormwater drainage capital program has been completed.</i>	01/07/16	30/06/17	31/12/16	100%	

Service >> Open Space Management




Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	75	1,160
Operating Expense	40,038	37,324
Capital Revenue	5,650	14,184
Capital Works	12,922	10,004
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	645	305
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update the Open Space capital renewal program with identified projects for the upcoming three years <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Revise Open Space 10 year renewal program budgets <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Open Space Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies have been implemented with the remaining works required to the Asset Management Plan to be completed in the first half of the 2017/18 financial year.</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	29
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	606	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
90% of all Open Space investigation tasks received completed within allocated timeframes. <i>Comment>> 94% of all Open Space investigation tasks received were completed within identified timeframes.</i>	90%	94%	90%	96.04%	




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>> 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	75	322
Operating Expense	38,738	36,163
Capital Revenue	0	2,346
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
95% compliance on water quality testing at the Strand Water Park <i>Comment>> 100% compliance with water testing at The Strand during this quarter</i>	95%	100%	95%	98.75%	
60% implementation of new scheduled works management system within open space <i>Comment>> 100% of POSM schedules mapped and implemented</i>	60%	100%	60%	83.75%	
Develop 60% of catalogue of plant species at council's Botanical Gardens <i>Comment>> 40% to date for this quarter</i>	15%	40%	60%	70%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct coconut tree denutting on the Strand three times throughout the year <i>Comment>> Coconut denutting completed for this year 16/17</i>	01/07/15	30/06/17	14/07/17	100%	
Commence the development metrics for open space operations <i>Comment>> Mapping and implementation of schedules for POSM completed</i>	01/07/16	31/12/16	14/07/17	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Playground inspection programme completed <i>Comment>> 90% of playground inspections completed to date</i>	01/11/16	01/02/17		90%	
Develop new contract for open space and handover to replace existing <i>Comment>> Contract has been developed and tendered - on hold waiting Council approval</i>	01/07/16	30/06/17	14/07/17	100%	






Programme >> Open Space Management - Capital

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	838
Operating Expense	49	221
Capital Revenue	4,012	5,280
Capital Works	9,646	8,318
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>> 90% of the 2016/17 Open Space capital program has been completed.</i>	01/07/16	30/06/17	30/05/17	100%	
80% of the 2016/17 Open Space capital works program designs completed. <i>Comment>> Designs have been produced to meet construction program.</i>	01/07/16	30/09/16	28/02/17	100%	
Update the 10 year Open Space Capital Plan <i>Comment>> Open Space 10 Year Capital Plan has been updated and submitted.</i>	01/07/16	31/12/16	11/01/17	100%	
90% of the 17/18 Open Space capital program scopes documented and approved <i>Comment>> Delays in asset data has contributed to delays in scoping for the 17/18 program. This will not adversely affect the delivery program for the 2017/18 financial year.</i>	01/07/16	27/01/17		81%	
75% of the 2017/18 Open space capital program designs complete <i>Comment>> 73% of the 17/18 Open Space Capital Program designed.</i>	01/07/16	30/06/17	04/07/17	100%	

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

Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.

Programme >> Waterfront Promenade Stage 1A		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	0	8
Capital Revenue	1,638	0
Capital Works	3,276	845
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.	01/07/16	31/12/16		65%	
<i>Comment>> Project is on hold waiting outcome of Pure Projects review.</i>					

Service >> Public Infrastructure Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,815	7,406
Operating Expense	24,956	25,814
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme >> Engineering Services Operational Support		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,578	1,488
Operating Expense	8,365	10,178
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance


This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implementation of Project Management improvement strategies identified by the Project Management Steering Group. <i>Comment>> Project Management improvement strategies will be reviewed and re-established in 2017/18 financial year.</i>	01/07/16	30/06/17		15%	

Programme >> Maintenance Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	6,238	5,918
Operating Expense	16,591	15,636
Capital 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>> 87% compliance achieved on the Customer Satisfaction survey in May 2017</i>	85%	87%	85%	85.5%	


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>> Schedules and process mapping completed for RMPC, Tree management and Rural Roads</i>	01/07/15	30/06/17	14/07/17	100%	

Service >> Roads & Transport Management		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	7,212	9,584
Operating Expense	61,121	61,473
Capital Revenue	22,918	22,865
Capital Works	52,348	40,863
Contributed Assets	8,067	0

Programme >> Amenity Maintenance		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	18
Operating Expense	7,057	7,991
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0


Programme Performance








KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Deliver 75% of amenity maintenance within defined service target timeframes and schedules <i>Comment>> 80% Compliance 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>> Bus Shelter program completed</i>	01/07/15	30/06/17	14/07/17	100%	

Programme >> Asset Planning - Roads & Transport		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	238	185
Operating Expense	784	983
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Strategic Traffic Model - Develop micro-simulation traffic models across Townsville to determine efficiencies in strategic road planning. <i>Comment>> Progressing as planned. 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%	0%	50%	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>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
National Super Tuesday Bike Count - Participation in count to assist with demand analysis and planning of bike networks. <i>Comment>> Complete</i>	01/07/16	31/12/16	30/11/16	100%	
Transport Asset Management Plan updated and improvement strategies implemented. <i>Comment>> Improvement strategies have been implemented with the remaining works required to the Asset Management Plan to be completed in the first half of the 2017/18 financial year.</i>	01/07/16	30/06/17		47%	
Revise Transport 10 year renewal program budgets. <i>Comment>> Complete</i>	01/07/16	31/12/16	31/12/16	100%	
Complete Pathway full network condition assessment. <i>Comment>> Condition Assessment completed.</i>	01/01/17	30/06/17	27/06/17	100%	
Complete off street carpark network condition assessment. <i>Comment>> Condition Assessment completed. Delays with the completion of this activity were due to the creation of the inspection form in the mobility device used for assessment.</i>	01/07/16	31/12/16	30/06/17	100%	
Traffic Generation - Undertake intersection counts to align with census data and assist in traffic model calibration. <i>Comment>> Complete</i>	01/07/16	31/03/17	30/06/17	100%	

Programme >> CBD Utilities - Roads

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	20
Operating Expense	0	0
Capital Revenue	0	832
Capital Works	2,450	2,189
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>> Monthly community updates issued.</i>	1.5	1.5	6	9	
Zero environmental incidents at the CBD Utilities Upgrade Project construction sites. <i>Comment>> Zero environmental incidents</i>	0	0	0	0	
Zero Lost Time Injuries at the CBD Utilities Upgrade Project construction sites. <i>Comment>> 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

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	200	8
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>> 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	2,025	1,551
Operating Expense	1,841	2,119
Capital 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>> 84.3% achieved on the RMPC Audit conducted in March 2017</i>	80%	84.3%	80%	62.05%	

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	40
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	1,539	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
90% of all Roads and Transport investigation tasks received completed within allocated timeframes <i>Comment>> 94% of all Roads and Transport investigation tasks were actioned within identified timeframes.</i>	90%	94%	90%	95.29%	
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>> Roads and Transport projects for financial years 18/19, 19/20, 20/21, 21/22 were identified.</i>	01/07/16	30/06/17	13/07/17	100%	

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	149
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor traffic volumes / counts at least once per year on North Shore Boulevard. <i>Comment>> Traffic volumes have been checked recently. The count shows that the duplication upgrade trigger has not yet been reached. Count will be checked again next year.</i>	01/07/16	30/06/17	10/10/16	100%	
Detailed design for the duplication of North Shore Boulevard completed by the 30 September 2016. <i>Comment>> North Shore Boulevard Duplication detailed design is 95% complete.</i>	01/07/16	30/09/16		95%	

Programme >> Off Street Parking

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	236	245
Operating Expense	276	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
Parking meter downtime for off street parking less than 10%	10%	.07%	10%	.08%	
<i>Comment>> Parking meter downtime complaint with 0.073%, giving uptime of 99.927%</i>					


This programme has no reportable Milestones.

Programme >> On Street Parking

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	1,759	1,807
Operating Expense	355	396
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Parking meter downtime for on street parking less than 10%	10%	.07%	10%	.05%	
<i>Comment>> Parking meters complaint with 0.073% downtime, giving uptime of 99.927%</i>					

This programme has no reportable Milestones.

Programme >> Restoration Roads

Programme Financial Summary >>

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

Programme Performance

This programme has no reportable KPI's.

This programme has no reportable Milestones.







Programme >> Roads - Capital

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	4	1,152
Operating Expense	356	2,906
Capital Revenue	22,737	29,254
Capital Works	49,698	38,516
Contributed Assets	8,067	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>> 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>> 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>> The 2016/17 roads capital program has been impacted by the deferral of major roads projects by the TMR.</i>	01/07/16	30/06/17		77%	
75% of the 2017/18 Roads capital program designs complete <i>Comment>> Although target was not reached new processes have been implemented to achieve required outcome.</i>	01/07/16	30/06/17		85%	
90% of the 17/18 Roads capital program scopes documented and approved <i>Comment>> No comment provided for this Milestone.</i>	01/07/16	27/01/17		95%	
10 year Roads and Transport Capital Plan updated <i>Comment>> No comment provided for this Milestone.</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	2,949	4,605
Operating Expense	47,474	44,168
Capital Revenue	0	(7,376)
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>> 60% compliance with pothole maintenance during this quarter - DeltaS is being utilised</i>	80%	60%	80%	50.75%	
Less than 2% total downtime for council controlled traffic signals <i>Comment>> 0.02% downtime, giving uptime of 99.98%</i>	2%	.02%	8%	.08%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Rural Road Grading Completed Schedule 1 <i>Comment>> Rural Road Grading cycle completed</i>	01/07/15	30/11/16	03/10/16	100%	
Rural Road Grading Completed Schedule 2 <i>Comment>> Grading schedule 2 has been completed - rotating schedule</i>	01/07/15	30/06/17	14/07/17	100%	
QR Crossing Inspections Completed in accordance with the planned schedule (Signals & Linemarking) <i>Comment>> QR inspections completed for 16/17</i>	01/07/15	30/06/17	14/07/17	100%	

Programme >> Street Sweeping

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	1,439	1,413
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% of street sweeping schedule undertaken throughout the year (defined areas swept three times throughout the year) <i>Comment>> Street sweeping programme was on track for Quarter 4.</i>	25%	25%	100%	96.5%	

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	9,566	7,633
Operating Expense	20,484	21,172
Capital Revenue	0	0
Capital Works	0	242
Contributed Assets	0	0



Programme >> Business Support-Urban Planning/Built Environment


Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	321	249
Operating Expense	2,286	2,070
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
90% compliance with 2 business day distribution time for planning applications to internal stakeholders <i>Comment>> KPI met for the quarter and end of year results.</i>	90%	100%	90%	99.75%	
100% of the privately certified building approvals lodged are processed and available in business systems within 3 business days of lodgement with council <i>Comment>> Minor shortfall in the KPI target, however results are sound for the quarter and end of year.</i>	100%	98.7%	100%	98.62%	
95% of decision notices for Development Approvals made available on council's website within 5 business days of approval <i>Comment>> KPI met for the quarter and end of year results.</i>	95%	95.3%	95%	96.91%	
90% of publicly available planning and building documents are available for viewing within 5 business days of request <i>Comment>> KPI met for the quarter and end of year results.</i>	90%	96.6%	90%	92.88%	
90% of publicly available planning and building documents are available for purchase within 10 business days of request <i>Comment>> KPI continues to be met. End of year results shows a sound result.</i>	90%	100%	90%	99.15%	
100% of Right to Information requests referred to Planning & Development Division will be actioned within agreed timeframes <i>Comment>> KPI met for the current quarter. Whilst some KPI shortfalls for the end of year results, overall results are improving.</i>	100%	100%	100%	83.25%	

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>> 20 Released in the quarter to June, of these 12 were released within timeframes (of these they averaged 5.5 days to process). 8 were over timeframe due to complexities associated with their release.</i>	90%	60%	90%	85.21%	
95% of valid refund requests process within 2 working days through Business and Finance <i>Comment>> 38 Refunds processed through business and finance in the quarter to June, 34 of these were processed on the same day with only 4 taking an additional 1 day to process well within timeframe.</i>	95%	100%	95%	96%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Successful release of a customer engagement framework. <i>Comment>> Customer Engagement Framework now undertaken at a Corporate level. No further action being taken on this project at a Programme level.</i>	09/03/16	09/03/17		50%	



Programme >> Development Assessment

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,719	2,322
Operating Expense	7,748	7,320
Capital Revenue	0	0
Capital Works	0	26
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>> 22 of 24 Survey Plans (92%) were issued within KPI timeframe. The average assessment timeframe of all Plan of Surveys was 5 days.</i>	10	5	10	5.65	
Code Assessable Applications are Approved / Processed within 40 business days <i>Comment>> 23 of 32 Code Assessable applications (72%) were assessed with KPI timeframe, The average assessment of all Code applications is 44 days; 4 days over the 40 business day KPI.</i>	40	44	40	33.5	
Operational Works Processed within 30 business days <i>Comment>> 19 of 22 Operational Works applications (86%) were assessed within KPI timeframe. The average assessment timeframe of all OPW applications was 27 days; 3 days under the 30 business day KPI.</i>	30	27	30	33.25	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
80% Customer Satisfaction Rating with Development Assessment achieved throughout the year <i>Comment>> Awaiting new survey to update Customer Satisfaction Rating results.</i>	90%	0%	90%	31.5%	
Bank Guarantees Released to Applicant within 10 Business Days of request to release <i>Comment>> 16 of 19 Bank Guarantees (84%) were released within KPI timeframe. The average release timeframe of all Bank Guarantees was 10 days; meeting the 10 business day KPI. 9 of the 19 Bank Guarantees were released in under half of the KPI timeframe.</i>	10	10	40	27	

This programme has no reportable Milestones.

Programme >> Economic Development		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,297	3,177
Operating Expense	3,792	4,160
Capital 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>> Invest Townsville program discontinued</i>	100%	50%	100%	50%	
100% of submissions for grant and election funding developed within State and Federal Timeframes each quarter <i>Comment>> Compliant</i>	100%	100%	100%	100%	
100% compliance with council's commercial premises lease agreements <i>Comment>> Compliant</i>	100%	100%	100%	100%	
Develop and submit 100% of agreed State and Federal strategic policy submissions <i>Comment>> Compliant</i>	100%	100%	100%	100%	
Deliver 90% agreed Sister City Economic Development outcomes during the year <i>Comment>> Compliant</i>	90%	100%	90%	100%	
100% compliance with Council's Outdoor Dining Policy <i>Comment>> Compliant</i>	100%	100%	100%	100%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Attract 6 new major sporting events to Townsville <i>Comment>> England V Australia cricket and Rugby League World Cup</i>	3	2	6	11	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Monitor & review Townsville Enterprise Limited's performance quarterly against agreed service levels <i>Comment>> Chief Executive Officer is negotiating Service Level Agreement.</i>	01/07/16	30/06/17		0%	
Development of a digital platform and design work for expanding Visitor Information services. <i>Comment>> Project terminated</i>	01/07/16	30/06/17		0%	
Complete a review of the Townsville City Council Economic Development Plan. <i>Comment>> 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>> 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>> 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>> 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>> Project on hold</i>	01/07/16	30/06/17		0%	


Programme >> Hydraulics & Building Certification

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	2,190	1,756
Operating Expense	2,861	2,937
Capital 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>> Exceeding the expectations of this KPI</i>	90%	100%	90%	96.15%	
90% of commercial plumbing and draining applications are processed within 15 business days <i>Comment>> Exceeding the expectations of this KPI</i>	90%	100%	90%	97.5%	
90% of customers report a satisfaction rating of good or excellent with plumbing and drainage compliance assessment services <i>Comment>> Survey to be finalised in 2017/18 financial year</i>	90%	90%	90%	43.5%	



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

Programme >> Strategic Land Management - Acquisition and Disposal

Programme Financial Summary >>

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

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% compliance with the Strategic Land Management Framework functions when disposing of council land <i>Comment>> Council met its KPI requirements and is on track.</i>	100%	100%	100%	100%	
Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Undertake a review of council's land holdings and make recommendations on opportunities to rationalise through acquisitions and/or sales. <i>Comment>> On hold due to staff resourcing.</i>	01/07/16	31/03/17		50%	

Programme >> Strategic Planning		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	39	128
Operating Expense	3,798	4,686
Capital Revenue	0	0
Capital Works	0	216
Contributed Assets	0	0

Programme Performance



KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Respond to 90% of proposed changes to relevant state and regional policies by due dates <i>Comment>> Advice provided within agreed timeframes</i>	90%	100%	90%	95%	
Provide advice for development applications within agreed assessment timeframes <i>Comment>> Advice provided within agreed timeframes</i>	100%	100%	100%	100%	
Provide architectural advice to heritage listed owners within 15 business days <i>Comment>> Advice provided within agreed timeframes</i>	100%	100%	100%	100%	
Developer contribution calculators are maintained and modified quarterly to reflect infrastructure charging policy and reforms <i>Comment>> Updates provided, and new calculator prepared for 2017/18</i>	100%	100%	100%	100%	
90% Customer satisfaction rating good or excellent. <i>Comment>> Future customer surveys to be carried out under new structure</i>	90%	90%	90%	80%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete an annual review of the Development Manual Planning Scheme Policy and Townsville City Plan to facilitate appropriate development outcomes. <i>Comment>> Annual review has been completed</i>	01/07/16	30/06/17	28/06/17	100%	
Complete 2 additional street art murals to continue to improve the amenity and vibrancy of Ogden Street <i>Comment>> Two street art murals completed in Ogden Street in May and June.</i>	01/07/15	30/06/17	26/06/17	100%	
Complete an urban design guideline to provide guidance for developers within the Waterfront PDA to help achieve a world class destination. <i>Comment>> Draft PDA Design Guidelines are completed. Re-evaluation against the Townsville Master plan Strategic Report is required. The target is to get approval to do community consultation following a council resolution in August.</i>	31/12/15	30/06/17		90%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Submit the Local Government Infrastructure Plan (LGIP) to the State Government for the final state interest check. <i>Comment>> All state government approvals received</i>	01/07/16	30/06/17	29/06/17	100%	
Complete a public art strategy for consideration as a planning scheme policy. <i>Comment>> Project is being reviewed</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>> 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>> 'Stroll along the Strand' completed. Launch is to be held on 13th of July.</i>	30/06/16	30/03/17	30/06/17	100%	
Develop an implementation strategy to increase the amount of trees within the CBD. <i>Comment>> Complete. Next phase is proceeding with in the Works for Queensland funding project.</i>	30/06/16	30/06/17	30/06/17	100%	
Identify and report to council on opportunities for commercial uses within public spaces to enhance lifestyle, business development and tourism. <i>Comment>> Project on hold pending implementation of Townsville Strategic Master plan by Pure Projects.</i>	30/06/16	30/06/17		25%	
In partnership with Knowledge Management develop a Townsville Growth Model within corporate systems to complement the new Australian Statistical Geography Standard boundaries. <i>Comment>> Project brief being developed</i>	01/07/16	30/06/17		20%	
Develop an activation strategy for the Waterfront which may include temporary uses of underutilised spaces and low cost capital investment. <i>Comment>> Milestone on hold and resources reallocated to Pure Projects.</i>	01/07/16	30/06/17		10%	

Service >> Laboratory Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,366	3,612
Operating Expense	2,151	2,122
Capital Revenue	0	0
Capital Works	227	229
Contributed Assets	0	0

Programme >> TWW Laboratory Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,366	3,612
Operating Expense	2,151	2,122
Capital Revenue	0	0
Capital Works	227	229
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>> 79.8% of analysis reports were delivered with the defined time frames. This quarter was lower due to staff absences.</i>	95%	79.8%	95%	89.98%	
Achieve budgeted annual operating revenue, within a 5% variance. <i>Comment>> Financial results cannot be provided for the fourth quarter of the period until the end of July.</i>	100%	0%	100%	0%	

This programme has no reportable Milestones


Service >> Trade Services		
Service Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,579	3,411
Operating Expense	5,508	5,706
Capital Revenue	0	1
Capital Works	0	0
Contributed Assets	0	0

Programme >> TW – Trade Services		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,579	3,411
Operating Expense	5,508	5,706
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
Complete 90% of instrument preventative maintenance on time per quarter. <i>Comment>> The result for the fourth quarter is 2% under target, but this has improved dramatically over the last 2 quarters as a result of additional resources being devoted to this activity.</i>	90%	88%	90%	81.92%	
Complete 90% of electrical preventative maintenance on time per quarter. <i>Comment>> Electrical preventative maintenance is on target for the period.</i>	90%	97%	90%	95.83%	
Complete 90% of fitters preventative maintenance on time per quarter. <i>Comment>> Fitters preventative maintenance is on target for the period.</i>	90%	92%	90%	86.42%	
90% satisfaction rating in two monthly customer survey for work quality. <i>Comment>> Trades Services have maintained a 100% customer satisfaction rate for the last 3 quarters. The Year To Date average is brought down as a result of surveys not being undertaken in the first quarter.</i>	90%	100%	90%	75%	
Maintain 100% SCADA uptime. <i>Comment>> SCADA was available 100% during the period. Single serve failures/maintenance occurred in the period but the service remained operational.</i>	100%	100%	100%	100%	
Maintain telemetry with uptime of 95% availability, averaged across all sites. <i>Comment>> Only a few intermittent outages occurred during the period.</i>	95%	99.96%	95%	99.63%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver 100% of electrical and mechanical sewage treatment plant renewals in accordance with the approved program. <i>Comment>> A small number of activities were not completed in the period.</i>	01/07/16	30/06/17		95%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Deliver 100% of electrical and mechanical pump station renewals in accordance with the approved program. <i>Comment>> All budgeted and programmed work was completed during the financial year.</i>	01/07/16	30/06/17	30/06/17	100%	

Core Service >> Solid Waste Management

Service >> Solid Waste Business Management and Strategy

Service Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	30	126
Operating Expense	3,512	3,675
Capital Revenue	0	0
Capital Works	170	139
Contributed Assets	0	0




Programme >> TWW Waste Management & Support



Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	30	126
Operating Expense	3,512	3,675
Capital Revenue	0	0
Capital Works	170	139
Contributed Assets	0	0

Programme Performance




This programme has no reportable KPI's.


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Measure and monitor performance against the North Queensland Regional Waste Reduction and Recycling Plan's objectives and targets. <i>Comment>> A scorecard has been developed and data updated by council. To complete the tool, data from other member councils is required.</i>	01/07/16	30/06/17		75%	
Develop greater choice of wheelie bin options for residential properties and make recommendations to council, by the end of the financial year. <i>Comment>> Council introduced a 140 litre waste bin at the start of the financial year which allows residents to select from a wider range of bin combination choices.</i>	01/07/16	30/06/17	30/09/16	100%	
Investigate additional opportunities for regional contracts for waste processing or recycling. <i>Comment>> Townsville City Council has contributed to regional contract development for tyre processing and metal recovery; however completion relies upon other member councils.</i>	01/07/16	30/06/17		75%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate opportunities for the greater diversion of organic waste from the Magnetic Island waste stream. <i>Comment>> Implementation of this project has been delayed to the 2017/18 financial year to align with funding opportunities.</i>	01/07/16	30/06/17		15%	
Establish salvage and resale operations at the Magnetic Island Waste Facility through a suitably qualified contractor. <i>Comment>> A contract for salvage operations was advertised, however no responses were recieved. As such, alternative diversions methods are being investigated.</i>	01/07/16	30/06/17	28/04/17	100%	

Service >> Solid Waste Collection and Recycling			
Service Financial Summary >>			
	Budget YTD \$000	Actual YTD \$000	
Operating Revenue	21,005	21,300	
Operating Expense	14,666	14,536	
Capital Revenue	0	(24)	
Capital Works	158	167	
Contributed Assets	0	0	

Programme >> TWW – Waste & Recycling Collection			
Programme Financial Summary >>			
	Budget YTD \$000	Actual YTD \$000	
Operating Revenue	21,005	21,300	
Operating Expense	14,666	14,536	
Capital Revenue	0	(24)	
Capital Works	158	167	
Contributed Assets	0	0	

Programme Performance					
KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 90% customer satisfaction with kerbside waste and recycling collection. <i>Comment>> 96.67% of customers rated kerbside waste and recycling collection as "good" or "excellent".</i>	90%	96.67%	90%	93.75%	
Less than 1 per 1000 missed kerbside waste and recycling services. <i>Comment>> The result for the fourth quarter was on target with 0.61 missed bins per 1000 bins for the fourth quarter. The Year to Date result is brought down by the high number of bins that were missed in quarter 3 as a result of cyclone Debbie.</i>	1	.61	1	4.24	
Increase total tonnes of recyclables sent to Materials Recovery Facility by 0.67% <i>Comment>> The total amount of material sent for recycling processing increased by 0.67% on the previous year.</i>	0.67%	0.67%	0.67%	0.67%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement approved changes to day of collection for kerbside bins. <i>Comment>> The project has been delayed until the planning stage has been completed which now aligns with changes to landfill operations.</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	12,425	13,567
Operating Expense	11,832	9,731
Capital Revenue	1,500	0
Capital Works	4,865	3,226
Contributed Assets	0	0



Programme >> TWW – Resource Recovery & Waste Disposal

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	12,425	13,567
Operating Expense	11,832	9,731
Capital Revenue	1,500	0
Capital Works	4,865	3,226
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>> 97% of customers rated disposal facilities as "good" or "excellent".</i>	90%	90%	90%	81.58%	
Divert 40% of waste from landfills for recycling or beneficial reuse on site. <i>Comment>> 52.47% of waste from landfills was diverted for recycling or beneficial reuse on site.</i>	40%	52.47%	40%	51.13%	

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>> Scheduled works for the first year will not reach 100% complete due to the late award of tender.</i>	01/07/16	30/06/17		70%	
Deliver interim capping and rehabilitation activities for Magnetic Island Landfill in accordance with closure plan. <i>Comment>> Interim capping has been completed and synthetic erosion control matting has been installed at the site. Detailed designs for rehabilitation works have been received and reviewed, and construction is expected to commence in the 2017/18 financial year.</i>	01/07/16	30/06/17	31/12/16	100%	

Core Service >> Wastewater Services

Service >> Wastewater Supply

Service Financial Summary >>



	Budget YTD \$000	Actual YTD \$000
Operating Revenue	87,465	86,354
Operating Expense	61,773	60,892
Capital Revenue	12,808	15,017
Capital Works	29,018	19,484
Contributed Assets	7,287	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	4,155	6,614
Contributed Assets	0	0

Programme Performance

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


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works. <i>Comment>> CBD Utilities wastewater works are continuing according to budget phasing.</i>	01/07/16	30/06/17	30/06/17	100%	
Proactive and regular communication with stakeholders. <i>Comment>> 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	30/06/17	100%	







Programme >> TWW – Wastewater Collection

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	79,104	79,940
Operating Expense	7,913	7,822
Capital Revenue	4,166	201
Capital Works	15,398	7,704
Contributed Assets	4,112	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>> Zero Penalty Infringements were issued for this reporting period. An incident that occurred at a Pressure Main in Bohle is still under investigation.</i>	0	0	0	0	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Conduct pump station renewals in line with the approved capital program. <i>Comment>> Pump Station Renewals were fully completed on budget and in line with the capital approved program.</i>	01/07/16	30/06/17	06/07/17	100%	
Deliver sewerage infrastructure renewals in line with the approved capital program. <i>Comment>> Manhole relining work has been completed. Sewer relining works were completed with the exception of some junctions' seals which are expected to be installed by the end of July 2017. Special Works have been completed. Distribution & Reticulation works were completed.</i>	01/07/16	30/06/17		95%	
Conduct smoke testing in line with the approved program throughout the year. <i>Comment>> The second smoke testing program for the financial year was completed in line with the approved program in June 2017.</i>	01/07/16	30/06/17	06/07/17	100%	
Complete construction of 9P pump station and pressure main. <i>Comment>> 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>> Budget was reallocated from 7A to 7B rising main. The construction works of PS 7A to PS 7B rising main is well underway. Some delays were experienced due to unexpected ground conditions. Completion is expected by mid September 2017.</i>	01/07/16	30/06/17		80%	
Complete 25% construction of the Southern Suburbs rising main to Cleveland Bay Purification Plant. <i>Comment>> 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	4,292	3,914
Operating Expense	38,008	37,894
Capital Revenue	5,642	12,316
Capital Works	0	(189)
Contributed Assets	3,175	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>> 87.77% of customers rated wastewater services as "good" and "excellent" for the quarter, with 100% satisfaction achieved in May.</i>	90%	87.77%	90%	87.36%	


Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate and develop report on interconnectivity opportunities for sewer catchments to assist with wet weather flows. <i>Comment>> Project will carry over to the 2017/18 financial year as a result of competing priorities.</i>	01/07/16	30/06/17		25%	
Sewer Strategy catchment areas prepared for new census data. <i>Comment>> Sewer network models are continuing to be audited but auditing will carry over into the 2017/18 financial year.</i>	01/07/16	30/06/17		50%	

Programme >> TWW – Wastewater Source Management		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,993	2,427
Operating Expense	755	825
Capital Revenue	0	0
Capital Works	0	0
Contributed Assets	0	0

Programme Performance

This programme has no reportable KPI's.

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete review of the commercial wastewater pricing strategy. <i>Comment>> A draft is currently being reviewed</i>	01/07/16	30/09/16		75%	




Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Implement the wastewater education program for residential customers. <i>Comment>> The marketing and communication strategy has been approved.</i>	01/07/16	30/06/17		51%	



Programme >> TWW – Wastewater Treatment





Programme Financial Summary >>





	Budget YTD \$000	Actual YTD \$000
Operating Revenue	76	73
Operating Expense	14,716	14,328
Capital Revenue	3,000	2,500
Capital Works	9,465	5,354
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>> Zero penalty infringement notices were issued during the fourth quarter.</i>	0	0	0	0	
Progress the Cleveland Bay Purification Plant Capacity Upgrade Project with zero safety incidents. <i>Comment>> 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>> 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>> The Department of Science, Information Technology and Innovation have been engaged to undertake MEDLI modelling for MIWR. Once completed, the licence amendment will be changed to reflect effluent irrigation rather than a megacell.</i>	01/07/16	30/06/17		25%	
Deliver 100% of sewage treatment plant renewals in accordance with the approved program. <i>Comment>> There have been delays in awarding membranes supply contract, and the Cleveland Bay digester refurbishment has been deferred due to major plant upgrade.</i>	01/07/16	30/06/17		76%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Investigate potential markets and deliver a strategy for effluent reuse. <i>Comment>> The Effluent Re-use Strategy has been developed in consultation with stakeholders. Market Analysis has been finalised, and the Planning Report has been delivered.</i>	01/07/16	30/06/17	30/06/17	100%	
Complete detailed design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> 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%	
Award construction contract for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> The construction contract was awarded in June 2017.</i>	01/08/16	29/04/17	06/06/17	100%	
Award supply contract for membrane system for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Negotiations and sign off caused a delay to the engagement of the membrane supplier. Analysis of this technical procurement was detailed and time consuming and was concluded approximately 5 weeks after the planned time for award. The delay in procurement has impacted detailed design milestones but it is not expected to impact on the construction contract tender period.</i>	01/07/16	31/07/16	05/09/16	100%	
Award early tender involvement agreements for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Shortlisted participants were approved at council's full meeting in June and agreements were issued to EarlyTenderer Involvement (ETI) participants for execution in July.</i>	01/07/16	31/07/16	06/07/16	100%	
Develop (80%) of design documents for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Development of 80% design documentation was delayed by procurement of membrane supply causing approximately 5 weeks delay.</i>	01/07/16	31/10/16	02/12/16	100%	
Commence construction work for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Construction will commence in July 2017. Due to problems procuring the membrane, the project was delayed by a month.</i>	30/04/17	01/06/17		75%	
Complete regulatory progress reporting in compliance with the Transitional Environmental Programme for the Cleveland Bay Purification Plant Capacity Upgrade. <i>Comment>> Currently, 6 monthly reports have been completed and submitted to the Department of Environment and Heritage Protection as required.</i>	01/07/16	30/06/17	30/06/17	100%	
Complete progress reporting in compliance with the State Government Funding Agreement for the Cleveland Bay Purification Plant Capacity Upgrade Project. <i>Comment>> Progress reporting is continuing as per the agreed funding arrangements.</i>	01/07/16	30/06/17	28/02/17	100%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Complete the environmental assessment of groundwater contamination for Mt St John Wastewater Treatment Plant. <i>Comment>> This is in the final stages of drafting.</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>> The final report has been received.</i>	01/07/16	31/12/16	06/07/17	100%	
Complete Stage 2, clearing of outfall channel at Mt St John Wastewater Treatment Plant. <i>Comment>> Tenders have been received and are under evaluation.</i>	01/07/16	30/06/17		5%	
Complete annual returns report for Cleveland Bay Purification Plant and Mt St John Wastewater Treatment Plant by 30 October 2016. <i>Comment>> Both the Cleveland Bay Purification Plant and Mt St John Treatment Plant Annual Returns were submitted to the Regulator by the due date.</i>	01/07/16	30/10/16	30/10/16	100%	

Programme >> Wastewater Preventative Maintenance

Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	0	0
Operating Expense	379	21
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	102,832	89,385
Operating Expense	90,628	87,227
Capital Revenue	9,354	2,392
Capital Works	39,215	31,733
Contributed Assets	3,149	0

Programme >> Bulk Water Distribution		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	108	217
Operating Expense	6,878	6,616
Capital Revenue	0	0
Capital Works	3,005	(1,468)
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>> Quarter 4 results will be unavailable until year end processes are complete.</i>	01/07/16	30/06/17		80%	
Determine the location and functionality of a new water treatment plant for the city. <i>Comment>> Results of draft review have been passed onto officers of the Water Security Taskforce 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>> Amendment is dependant on the outcomes of Water Security Taskforce report outcomes.</i>	01/07/16	31/03/17		20%	
Determine the cost estimate of a new water treatment plant for the city. <i>Comment>> The cost estimate of a new water treatment plant for the city has now been delivered.</i>	01/07/16	31/12/16	31/12/16	100%	
Complete pump station and power supply land acquisitions for the Haughton Pipeline Duplication Project. <i>Comment>> Land acquisitions have not progressed pending further input from the Water Taskforce's investigations.</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>> Ergon Energy have not yet been engaged to complete designs as the design may change depending on the outcomes of the Water Taskforce's investigations.</i>	01/07/16	31/07/16		60%	
Complete cultural heritage and native title investigations for the Haughton Pipeline Duplication Project. <i>Comment>> Cultural Heritage and Native Title activities have not progressed pending the outcomes of the Water Taskforce's investigations.</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	14	13
Capital Revenue	0	0
Capital Works	15,174	14,486
Contributed Assets	0	0



Programme Performance

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

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Delivery of works packages in accordance with the program of works. <i>Comment>> CBD Utilities water works are continuing according to budget phasing.</i>	01/07/16	30/06/17	30/06/17	100%	
Proactive and regular communication with stakeholders. <i>Comment>> 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	30/06/17	100%	

Programme >> TWW – Dams		
Programme Financial Summary >>		
	Budget YTD \$000	Actual YTD \$000
Operating Revenue	80	68
Operating Expense	1,962	4,515
Capital Revenue	0	0
Capital Works	0	35
Contributed Assets	0	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
100% conformance with Dam Safety Conditions Schedules for Ross and Paluma dams. <i>Comment>> Townsville Water achieved 100% compliance with Dam Safety Condition Schedules for Ross and Paluma Dams.</i>	100%	100%	100%	100%	
100% compliance with Interim Resource Operations Licences for taking water from Paluma-Crystal Water Supply Scheme and Ross River Water Supply Scheme. <i>Comment>> Ross Dam Interim Resource Operations Licence achieved 95% compliance due to some water quality sampling that was missed in the field for the Haughton. This has been addressed to avoid future issues. 100% compliance was achieved for the Paluma Dam / Crystal Creek Interim Resource Operations Licence.</i>	100%	97.5%	100%	99.38%	




This programme has no reportable Milestones.



Programme >> TWW – Water Management & Support


Programme Financial Summary >>

	Budget YTD \$000	Actual YTD \$000
Operating Revenue	3,805	4,253
Operating Expense	51,251	53,546
Capital Revenue	5,758	1,249
Capital Works	0	17
Contributed Assets	1,726	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve 100% compliance with routine, incident and management reporting requirements regarding water quality, throughout the year. <i>Comment>> All reporting requirements for drinking water quality have been met for the quarter.</i>	100%	100%	100%	100%	
Achieve 90% customer satisfaction for water services fault management. <i>Comment>> 96% of customers rated water services fault management as "good" or "excellent".</i>	90%	96%	90%	91.78%	
Achieve 1000 views for each Lawn Tamer episode launched on the Townsville City Council website, when averaged across all episodes. <i>Comment>> Lawn Tamer Resources have been directed to develop level 3 water restrictions specific support including – irrigation optimisations, water budgeting for open space areas, urban food and lawn reduction campaigns, commercial water conservation pilots, leak detection initiatives and irrigation standards development.</i>	1,000	0	1,000	0	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Swap or sell a total of 2000 Lawn Tamer items through project partner champions by the end of the financial year. <i>Comment>> Lawn Tamer Resources have been directed to develop level 3 water restrictions specific support including – irrigation optimisations, water budgeting for open space areas, urban food and lawn reduction campaigns, commercial water conservation pilots, leak detection initiatives and irrigation standards development.</i>	2,000	0	2,000	0	
Deliver a total of 10 in-store or face to face Lawn Tamer training sessions by the end of the financial year. <i>Comment>> Lawn Tamer Resources have been directed to develop level 3 water restrictions specific support including – irrigation optimisations, water budgeting for open space areas, urban food and lawn reduction campaigns, commercial water conservation pilots, leak detection initiatives and irrigation standards development.</i>	10	0	10	0	



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>> This project will now be delivered through the commitments of the Smart Cities Deal by the Water Security Taskforce.</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	18,467	10,335
Capital Revenue	0	0
Capital Works	931	3,963
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>> Douglas Water Treatment Plant was 100% compliant with our water quality performance standards for the quarter. The Year To Date result is brought down by quality issues in the earlier quarters.</i>	1	1	1	.99	
100% compliance with drinking water quality requirements in accordance with Townsville Water's Drinking Water Quality Management Plan. <i>Comment>> Paluma remains on a boil water alert due to the detection of cryptosporidium in the raw water supply. The tender for a treatment plant has gone out to the successful Expression Of Interest applicants. There have been ongoing detections of disinfection by products in the treated water in Townsville due to water restrictions and the hotter weather. These have reduced over the past two months.</i>	100%	76%	100%	83.08%	

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Achieve a water quality index of 1 for Trility operations of the Northern Water Treatment Plant. <i>Comment>> Northern Water Treatment Plant was 100% compliant with our water quality performance standards for the quarter. The Year To Date result is brought down by quality issues in the earlier quarters.</i>	1	1	1	1	

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	300	3
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	98,838	84,848
Operating Expense	11,756	12,198
Capital Revenue	3,595	1,143
Capital Works	20,105	14,701
Contributed Assets	1,422	0

Programme Performance

KPI	PTD Target	PTD Actual	YTD Target	YTD Actual	Status YTD
Install 100% of new water meters within 4 weeks of a compliant water meter application being received by Water Operations department. <i>Comment>> In the fourth quarter, Townsville Water installed 115 meters. 15 water meters were not installed within the 4 week period. In 7 of these 15 cases, the delay in installation was a result of the applicant not supplying the necessary information or making the site available as required.</i>	100%	87%	100%	96.25%	

Milestone	Start Date	Target Date	Date Complete	% Complete	Status YTD
Update WaterGems network model to align with growth model zones for automation where possible. <i>Comment>> Population demands updated to reflect latest growth model data. Network planning works to cater for the new demand model are continuing.</i>	01/07/16	30/09/16	30/06/17	100%	
Completion of all water service renewals in allocated budget. <i>Comment>> Service Replacement for 2016/17 is complete.</i>	01/07/16	30/06/17	30/06/17	100%	
Complete construction of the Morey St water main replacement. <i>Comment>> The construction of the Morey Street water main replacement was completed in April.</i>	01/07/16	30/06/17	13/04/17	100%	
Completion of all small diameter mains water service renewals in allocated budget. <i>Comment>> Quarter 4 results will be unavailable until year end processes are complete</i>	01/07/16	30/06/17		80%	
Complete construction of the water main extension for the Jensen development, by the end of the financial year. <i>Comment>> Due to a change in design requiring alternative materials to be supplied a small part of this project will continue in to July.</i>	01/07/16	30/06/17		85%	
Complete construction of the Armstrong St and Queens Rd, Hermit Park water main replacement. <i>Comment>> This project did not proceed due to tenders being received over budget.</i>	01/07/16	30/06/17		0%	



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