



BUILDING *a better* FUTURE



2016 - 2017 3rd Quarter Operational Report

Operations and Performance Measures

The following symbols indicate the progress of operations and projects.

Indicator	Status	Indicator meaning
✓	On track	Initiative is proceeding to plan with no indication of future impediments.
★	Completed	Initiative has been completed.
○	Monitor	Progress is not as expected but action is being/has been taken and is expected to be back on track within the next quarter or financial year.
↗	Trend	This data is being collected for observation and analysis.
✗	Action required	Progress is significantly behind schedule or is rated 'closely monitor'. Decisive action is required to get back on track.

Notes: Unless otherwise stated Targets are quarterly. Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The *Works for Queensland* State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

Organisational Structure



Operation Type - Development	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas:	2.1.4, 2.3.1	BP-IP: 6-9	Operational Revenue	\$ 1,930,000	\$ 1,221,654
Community & Internal Customer Service	4.4.1, 4.6.2		Operational Expenditure	\$ 4,454,937	\$ 3,236,182
Development Assessment			Capital Revenue	\$ 2,998,200	\$ 2,698,482
Development Compliance			Capital Expenditure	\$ 0	\$ 0
Strategic Planning – Policy Development and Implementation					

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Community & Internal Customer Services - Planning Searches	Percentage planning searches are issued within statutory and corporate time frames. <i>Notes: Number of searches is also recorded.</i>	90%		100%	✓	248 Building Compliance Searches; 7 Limited Planning Certificates; 7 Standard Planning Certificates and 4 Full Planning Certificates were issued for the quarter.
Development Assessment 10 days or less	Percentage of total Development applications issued with a decision within 10 days. <i>Notes: Number of applications is also recorded.</i>	30%		34%	✓	24 applications out of a total of 70 were decided within 10 days or less.
Development Assessment 40 days or less	Percentage of total Development applications issued with a decision within 40 days. <i>Notes: Number of applications is also recorded.</i>	85%		85%	✓	60 applications out of a total of 70 were decided within 40 days or less.
Development Assessment Negotiated Requests	Percentage of Development approvals that have a negotiated request. <i>Notes: Number of requests is also recorded.</i>	< 10%		8.5%	✓	6 requests for negotiated decision were decided in the quarter.
Development Compliance Enforcement Actions	Percentage of enforcement actions taken within statutory timeframes (includes actions against breaches and unlawful use of land, defective or illegal building works) <i>Notes: Number of actions is also recorded.</i>	95%		100%	✓	122 complaints were received for the quarter, with 85 compliance letters; 17 Show Cause Notices; 21 Enforcements Notices; and 3 Penalty Infringement Notices issued for the same period.
Policy Development & Implementation	CBD Master Plan finalised and adopted for the Bundaberg region		30 June 2017	92.5%	✓	Report was reviewed and updated with recent Council decisions. An Executive Summary has been substantially drafted, input provided to CBD infrastructure projects including main street revitalisation.
Policy Development & Implementation	Local Government Infrastructure Plan finalised and adopted for the Bundaberg region.		30 June 2017	75%	✓	Consultants completed the Schedule of Works model; financial analysis is nearly complete; and drafting of the scheme amendment has commenced.

Operation Type – Major Projects	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Strategic Project Planning	2.3.1	BP-IP-2:9-11	Operational Revenue	\$ 70,000	\$ 70,957
Project Governance			Operational Expenditure	\$ 2,890,216	\$ 1,648,539
Project Delivery			Internal Recoveries	\$ 1,523,341	\$ 928,642
			Capital Revenue	\$ 6,972,181	\$ 1,199,497
			Capital Expenditure	\$ 17,650,000	\$ 11,444,450

Key Performance Indicator

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Recoveries Work hour recovery from Capital Works	Percentage of recoveries as a proportion of operational work hours.	75%		82.3%	✓	Major Projects are exceeding the Recoveries target.

Project Management	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Multiplex (Stage1)	\$ 11,700,000	\$ 10,934,449	★	Practical completion has been achieved – currently in defect period.
Multiplex (Stage 2) with \$7.5M 2017/18 to complete the \$32M project	\$ 5,000,000	\$ 390,141	○	Construction underway.
Bundaberg Recreational Precinct – Water and Grey Water upgrades	\$ 150,000	\$ 84,016	○	Construction underway.
Bundaberg City Riverside Masterplan	\$ 150,000	\$ 0	○	Currently in development phase.
Bundaberg CBD Parklets	\$ 150,000	\$ 2,500	○	Project has been suspended indefinitely.
Development of Future Strategic Projects - investigation, Planning & Design	\$ 100,000	\$ 0	○	Currently in development phase.
Purchase of Queensland Rail, 25 A Quay Street – Investment Property	\$ 400,000	\$ 0	○	Economic Development finalising purchase.
Burnett Heads CBD Revitalisation	\$ 0	\$ 36,046	○	Public Consultation underway to finalise local plan – closing 28 April. Detailed Design awarded to GHD.

Roads & Drainage

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Projects & Programs- Footpaths & Network Pathways	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 1,361,921	\$ 929,560
			Capital Revenue	\$ 121,707	\$ 1,347,983
			Capital Expenditure	\$ 1,812,891	\$ 883,197

Projects - Footpaths & Network Pathways	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Esplanade, Bargara – Solar Pathway Lighting	\$ 60,000	\$ 0	○	Not yet commenced. Project programmed for construction in June 2017.
Causeway Drive, Bargara – Hughes Road to Woongarra Scenic Drive	\$ 154,000	\$ 141,129	★	Project is complete. Revised Budget Request submitted to reduce budget to \$141,129.

Projects - Footpaths & Network Pathways	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Avoca Street, Bundaberg – O’Connell St to existing path	\$ 329,416	\$ 42,287	○	Project currently being constructed. Revised Budget Request submitted to reduce budget to \$270,000.
Hughes Road, Bargara – Causeway Drive to Childcare Centre	\$ 88,000	\$ 84,180	★	Project is complete.
FE Walker Street, Bundaberg	\$ 446,000	\$ 19,143	○	Not yet commenced. Separate pathway contract projects to commence April 2017.
Moore Park Road, Moore Park Beach – Murdochs Road	\$ 105,000	\$ 78,983	★	Project is complete. Part of contract awarded to Christensen Industries.
Baldwin Swamp – Princess Street to Que Hee Street	\$ 275,000	\$ 268,444	★	Project is complete. Revised Budget Request submitted to reduce budget to \$268,443.
Eastgate Street / Scotland Street	\$ 42,000	\$ 1,890	○	Not yet commenced.
Bolewski Street, Avoca – Takalvan Street to Johnston Street	\$ 60,000	\$ 67,107	★	Project is complete. Revised Budget Request submitted to increase budget to \$67,107.
Crescent Street, Childers	\$ 20,000	\$ 17,909	★	Project is complete. Revised Budget Request submitted to decrease budget to \$17,909.
Avoca Street, Millbank – White Street to Payne Street	\$ 3,584	\$ 3,584	★	Project completed.
Baldwin Swamp - Que Hee Street to Bundaberg Ring Road	\$ 16,500	\$ 8,250	○	Preconstruction. Project programmed for construction 2017/18. Revised Budget Request submitted to increase budget to \$55,000.
Baldwin Swamp – Footbridge	\$ 77,000	\$ 80,908	★	Project completed. These works were funded by the Baldwin Swamp project listed above. Revised Budget Request submitted to increase budget to \$82,000
Burnett Heads State School	\$ 24,000	\$ 25,330	★	Project complete. Revised Budget Request submitted to increase budget to \$25,329.
Norville State School	\$ 35,000	\$ 300	○	Not yet commenced –in school holidays.
Thabeban State School	\$ 20,000	\$ 19,444	★	Project complete. Revised Budget Request submitted to decrease budget to \$19,444.
Booyal State School	\$ 8,315	\$ 8,315	★	Project complete.
Preconstruction Planning - Pathways	\$ 50,000	\$ -54	○	This is a program budget. Revised Budget Request submitted to decrease budget to \$10,000 and allocate budget to approved projects.
Works for QLD – Sylvan Drive, Moore Park	\$ 0	\$ 414	○	Programmed for construction 2017/18.
Works for QLD – Whalley Street, Bargara	\$ 0	\$ 52	○	Programmed for construction 2017/18.
Works for QLD – Tanner Street, Bargara	\$ 0	\$ 52	○	Programmed for construction 2017/18.
Works for QLD – Croft Street, Bargara	\$ 0	\$ 291	○	Programmed for construction 2017/18.
Works for QLD – See Street, Bargara	\$ 0	\$ 52	○	Programmed for construction 2017/18.
Works for QLD – Clark Street, Bargara	\$ 0	\$ 293	○	Programmed for construction 2017/18.
Works for QLD – Dear Street, Gin Gin	\$ 0	\$ 32,067	★	Project complete.
Works for QLD – Burnett Street, Bundaberg South	\$ 0	\$ 568	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$20,000.
Works for QLD – Adams Street, Bundaberg West	\$ 0	\$ 2,116	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$80,000.

Projects - Footpaths & Network Pathways	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Works for QLD – Crofton Street, Bundaberg West	\$ 0	\$ 1,291	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$35,000.
Works for QLD – Bingera Street, Bundaberg West	\$ 0	\$ 17,864	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$15,000.
Works for QLD – Johnston Street, Millbank	\$ 0	\$ 2,214	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$120,000.
Works for QLD – Duffy Street, Millbank	\$ 0	\$ 3,629	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$70,000.
Works for QLD – Avenell St/Dunn Street, Avenell Heights	\$ 0	\$ 1,827	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$120,000.
Works for QLD – Watsons Road, Bargara	\$ 0	\$ 1,301	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$85,000.
Works for QLD – Innes Park Road, Innes Park	\$ 0	\$ 685	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$180,000.
Works for QLD – Queen Street, Bundaberg North	\$ 0	\$ 567	○	Programmed for construction April-June 2017. Revised Budget Request submitted to increase budget to \$115,000.
Works for QLD – Sylvan Drive, Moore Park	\$ 0	\$ 491	○	Programmed for construction 2017/18.
Works for QLD – Barolin Esplanade, Coral Cove	\$ 0	\$ 973	○	Programmed for construction 2017/18.

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Operation Type – Roads & Drainage	Strategic Links	Risk Id.	2 nd Quarter Budget	3 rd Quarter Actuals
Projects & Programs - Roads	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 2,719,750
			Operational Expenditure	\$ 34,479,207
			Capital Revenue	\$ 8,808,664
			Capital Expenditure	\$ 24,775,128

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Kay McDuff Drive – extension	\$ 2,200,000	\$ 363,709	○	Project currently being constructed. Revised Budget Request submitted to reduce current budget to \$1,000,000. Budget to be moved to fund costs associated with Bundaberg Ring Road intersection.
Winfield Road, Winfield – widening	\$ 1,150,000	\$ 128,970	○	Project current being constructed.
New Monduran Bridge	\$ 2,570,000	\$ 1,772,228	✓	Project current being constructed, project savings achieved. Revised Budget Request submitted to reduce current budget to 2,200,000.
Eggmolesse Street - upgrade	\$ 2,900,000	\$ 654,662	○	Project current being constructed, project savings achieved. Revised Budget Request submitted to reduce current budget to 2,200,000. \$700,000 transferred into next year.
Walla Street Bridge – Saltwater Creek bridge rehabilitation	\$ 50,000	\$ 49,978	★	Project is complete. Revised Budget Request submitted to reduce current budget to \$49,978.
Wawoon Road, Woongarra – realignment – Wallace Road end	\$ 75,801	\$ 75,801	★	Project is complete. Additional works undertaken (roads sealing).

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Presslers Road, Rubyanna – shoulder sealing – Bargara Road to 2 lane section	\$ 283,950	\$ 283,950	★	Project is complete.
44 Martins Road, Gooburrum - increase culvert size	\$ 54,306	\$ 54,306	★	Project is complete
Church Street, Horton – extension of gravel road	\$ 20,244	\$ 20,245	★	Project is complete.
Carnarvon Court, Branyan – construct cul-de-sac	\$ 31,088	\$ 31,088	★	Project is complete.
Moore Street, Elliott Heads –upgrade and widen sealed section between Welch Street and Esplanade	\$ 122,597	\$ 122,597	★	Project is complete.
Wonbah Road, Gaeta – seal steep grade sections	\$ 75,000	\$ 497	○	Not yet commenced. Project programmed for construction April-June 2017.
Verge sealing Program: Que Hee, Normanby Square, De Gunst Moncrieff, Targo and Bates Streets seal verges	\$ 60,000	\$ -703	○	This is a program budget work order. Revised Budget Request submitted to reduce current budget to \$0.00 and reprovision budget to approved project work orders.
Ann Street, East Bundaberg – verge sealing	\$ 42,552	\$ 42,553	★	Project is complete.
Voss Road, Elliott – seal unsealed section between Isis Hwy and previous road upgrade	\$ 195,773	\$ 195,773	★	Project is complete – significant savings achieved.
Zielke Avenue, Kalkie - upgrade cross drainage	\$ 60,000	\$ 61,499	★	Project is complete. Revised Budget Request submitted to increase current budget to \$63,000.
Various Stop/Give Way Intersection Safety Improvements	\$ 15,000	\$ 812	○	Not yet commenced. Project is programmed for construction April – June 2017.
Soblusky Street, Avenell Heights – verge sealing – Dunn Road to Avenell Street	\$ 44,271	\$ 44,272	★	Project is complete.
Bauer Street, Bargara - shared zone – See St to Esplanade	\$ 35,000	\$ 0	○	Not yet commenced. Project is prograded for construction April – June 2017.
Winfield Road, Winfield – sealing - Rocky Point Road turnoff to Winfield Boat Ramp	\$ 739,000	\$ 688,852	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$701,000.
Street Light Installation	\$ 50,000	\$ 0	○	Not yet commenced. Project programmed for construction May 2017.
Road Rehabilitation	\$ 4,655,000	\$ 0	○	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$1,000,000 and reprovision to approved project work orders.
Road Resurfacing	\$ 795,066	\$ 0	○	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$295,066 and reprovision to approved project work orders.
Sprayed Bitumen Resurfacing Program	\$ 1,600,000	\$ 1,044,821	○	Project is complete. Revised Budget Request submitted to decrease current budget to \$1,411,000.
Asphalt Rejuvenation Program	\$ 0	\$ 1,356	○	Project is programmed for construction April – June 2017. Revised Budget Request submitted to increase current budget to \$450,000.
QS5 Bituminous Micro-surfacing Program	\$ 650,000	\$ 585	○	Project is programmed for construction April – June 2017. Revised Budget Request submitted to decrease current budget to \$600,000.
Asphalt Resurfacing Program	\$ 1,000,000	\$ 18,937	○	Project is programmed for construction April – June 2017. Revised Budget Request submitted to decrease current budget to \$750,000.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Preconstruction Planning - Roads	\$ 825,628	\$ 0	○	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$200,000 and reversion to approved project work orders.
BLACKSPOT - 2016/2017 Commercial Street/Production Street/Brickworks Circuit - Intersection Safety Improvements	\$ 90,000	\$ 57,829	○	Project is currently being delivered. Revised Budget Request submitted to decrease current budget to \$80,000.
BLACKSPOT - 2016/2017 Scotland Street/Eastgate Street - Intersection Safety Improvements	\$ 410,000	\$ 38,624	○	Not yet commenced. Project is being redesigned to accommodate B doubles. Construction in 2017/18.
BLACKSPOT - 2016/2017 Walla Street and George Street - Intersection Safety Improvements	\$ 390,000	\$ 15,929	○	Not yet commenced. Project is programmed for construction April - June 2017.
Avoca Street & Branyan Drive - On-Road Cycle Lanes - feasibility investigations	\$ 42,269	\$ 42,269	★	Project is complete.
Avoca Street & Branyan Drive - On-Road Cycle Lane improvements - various between Takalvan Street & Dittmann Road	\$ 444,375	\$ 16,043	○	Not yet commenced. Project is programmed for construction April - June 2017. Revised Budget Request submitted to increase current budget to \$550,000.
Creek Crossing Upgrades - Various	\$ 53,553	\$ 0	○	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$0.00 and reversion to approved project work orders.
Bus Stop and Shelter Upgrades	\$ 15,000	\$ 0	○	This is a program budget work order. Revised Budget Request submitted to decrease current budget to \$0.00 and reversion to approved project work orders.
McLean Street, Bundaberg - Long distance coach stop	\$ 35,000	\$ 41,539	★	Project is complete. Revised Budget Request submitted to increase current budget to \$41,539.
Crescent Street, Childers - Long distance coach stop	\$ 35,000	\$ 5,356	○	Not yet commenced. Project is programmed for construction April - June. Revised Budget Request submitted to decrease current budget to \$30,000.
Hughes Road extension	\$ 3,523	\$ 3,523	★	Complete. Carry over project from last financial year. Invoices received late and tidy-up finalisation of various 2015 -2016 projects.
River Road, Bungadoo	\$ 22,016	\$ 22,016	★	Project is complete.
Tramway Road, Farnsfield - sealing	\$ 52,905	\$ 52,905	★	Project is complete.
Clayton Road, Alloway - re-grade table drain	\$ 15,660	\$ 15,660	★	Project is complete.
Hodges Road, Isis Central - sealing	\$ 20,575	\$ 20,575	★	Project is complete.
Hermans Gully bridge, Bucca Road - refurbishment	\$ 20,000	\$ 18,307	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$18,307.
Milden Street, Gin Gin - construct Children's Crossing	\$ 38,225	\$ 38,225	★	Project is complete.
Dawson Street, Bundaberg East - kerb and channel	\$ 96,500	\$ 96,894	★	Project is complete.
Settlement Road bridge - rehabilitation	\$ 157,000	\$ 99,365	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$99,365.
Jealous Road - B-Double parking handstand	\$ 55,000	\$ 48,290	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$48,290.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Thygesen Street Neighbourhood – kerb and channel	\$ 150,000	\$ 139,596	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$139,596.
Goodnight Road – timber culvert replacement	\$ 47,144	\$ 58,016	★	Project is complete. Revised Budget Request submitted to increase current budget to \$58,016.
Gravel Resheeting – Guppys Road, Eureka	\$ 0	\$ 2,411	★	Project is complete. Revised Budget Request submitted to increase current budget to \$2,411.
Gravel Resheeting – Luckes Road, Bucca	\$ -5,594	\$ -5,595	★	Project is complete.
Gravel Resheeting – Adies Road, Bucca	\$ -3,985	\$ -3,985	★	Project is complete.
Gravel Resheeting – Monduran Road, Waterloo	\$ 13,453	\$ 13,453	★	Project is complete.
Gravel Resheeting – Albany Street, Tirroan	\$ 1,059	\$ 1,059	★	Project is complete.
Gravel Resheeting – Manning Street, Gin Gin	\$ 7,473	\$ 7,473	★	Project is complete.
Gravel Resheeting – Wonbah Road (W17683)	\$ 90,000	\$ 1,097	○	Project is programmed for construction April-June 2017.
Gravel Resheeting – Wonbah Road (W17684)	\$ 90,000	\$ 8,409	○	Project is programmed for construction April-June 2017.
Gravel Resheeting – Wonbah Avenue	\$ 40,500	\$ 0	○	Project is programmed for construction April-June 2017.
Gravel Resheeting – Chavasse Drive	\$ 60,750	\$ 0	○	Project is programmed for construction April-June 2017.
Gravel Resheeting – Duckpond Road	\$ 40,500	\$ 25,796	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$25,796.
Gravel Resheeting – Moolboolaman Road	\$ 60,750	\$ 40,468	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$40,467.
Gravel Resheeting – Heidkes Road	\$ 81,000	\$ 89,994	★	Project is complete. Revised Budget Request submitted to increase current budget to \$89,994.
Gravel Resheeting – Settlement Road	\$ 40,500	\$ 38,205	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$38,205.
Gravel Resheeting – Knudsens Road	\$ 40,500	\$ 35,096	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$35,096.
Gravel Resheeting – Creeveys Road	\$ 27,000	\$ 29,172	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$29,172
Gravel Resheeting – Abington Road	\$ 42,525	\$ 31,851	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$31,851
Gravel Resheeting – LaRocco’s Road	\$ 36,450	\$ 34,254	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$34,255.
Gravel Resheeting – Gillens Creek Road (W17696)	\$ 18,225	\$ 18,756	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$18,757
Gravel Resheeting – Gillens Creek Road (W17697)	\$ 22,275	\$ 17,059	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$17,060
Gravel Resheeting – Gillens Creek Road (W17698)	\$ 50,817	\$ 52,303	★	Project is complete. Revised Budget Request submitted to increase current budget to \$52,303.
Gravel Resheeting – Phillips Road	\$ 42,333	\$ 42,333	★	Project is complete.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Gravel Resheeting – Jones Road	\$ 40,500	\$ 38,683	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$38,684.
Gravel Resheeting – Adies Road	\$ 40,500	\$ 42,247	★	Project is complete. Revised Budget Request submitted to increase current budget to \$42,248
Gravel Resheeting – Monduran Road	\$ 81,000	\$ 85,710	★	Project is complete. Revised Budget Request submitted to increase current budget to \$85,710
Avenell Street, Avenell Heights – road rehabilitation	\$ 0	\$ 49,743	★	Project is complete. Revised Budget Request submitted to increase current budget to \$49,743
Weschels Road, South Isis – shoulder rehabilitation	\$ -3,597	\$ -3,597	★	Project is complete
Patersons Road, Bundaberg North – construction of gravel pavement	\$ 0	\$ 2,250	★	Project is complete. Revised Budget Request submitted to increase current budget to \$35,000
Targo Street, Bundaberg – seal road verges	\$ 0	\$ 77,847	★	Project is complete. Revised Budget Request submitted to increase current budget to \$78,000
Flagstone Road, Avondale – creek crossing upgrade	\$ 0	\$ 18,553	★	Project is complete. Revised Budget Request submitted to increase current budget to \$18,553
Creek Crossing Upgrades Wonbah Road Floodway	\$ 0	\$ 3,083	🟡	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$35,000.
Fairydale Bridge, Welcome Creek – bridge refurbishment	\$ 160,000	\$ 71,289	🟡	Project is being delivered. Materials have been sourced. Work to commence April 2017.
Foster Drive, Bundaberg North – rehabilitation works	\$ 0	\$ 49,212	★	Project is complete. Revised Budget Request submitted to increase budget to \$49,212.
Priebe Street, Kalkie – rehabilitation works	\$ 0	\$ 59,366	★	Project is complete. Revised Budget Request submitted to increase budget to \$59,366.
Cunnington Street, Bundaberg East – rehabilitation works	\$ 0	\$ 136,782	★	Project is complete. Revised Budget Request submitted to increase budget to \$136,782.
Leivesley Street, Bundaberg East – rehabilitation works	\$ 0	\$ 121,706	★	Project is complete. Revised Budget Request submitted to increase budget to \$121,706.
Gooburrum Road Welcome Creek CH7300 to Ch 10,000	\$ 0	\$ 3,401	🟡	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$520,000.
Windermere Road – culvert upgrade	\$ 200,000	\$ 10,971	🟡	Project is being designed. To commence in June.
Branyan Road – cross drainage upgrade	\$ 302,600	\$ 9,726	🟡	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$500,000.
Sunset Avenue, Woodgate – rehabilitation works	\$ 0	\$ 26,442	★	Project is complete. Revised Budget Request submitted to increase budget to \$26,442.
Barazzas and New Farm Road – cross road box culvert	\$ 30,000	\$ 18,666	★	Project is complete. Revised Budget Request submitted to decrease budget to \$18,665.
Mulgrave Street, Gin Gin – footpath rehabilitation – Dear Street to Mildren Street	\$ 0	\$ 78,193	★	Costs to be moved to correct work order in April 2017.
Monduran Road, Monduran – upgrade to approach road	\$ 550,000	\$ 23,429	🟡	Project is being delivered.
Purchase of safety equipment – Trimble Tablet with radio and SCS900 SW	\$ 13,625	\$ 13,625	★	Project is complete.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Dahls Road, Woongarra – bitumen reseal	\$ 15,110	\$ 15,111	★	Project is complete.
Turtle Trail pedestrian bridge No 4 - refurbishment	\$ 47	\$ 160	★	Project is complete. Revised Budget Request submitted to increase budget to \$160.
Smiths Creek Bridge, Bucca Road - refurbishment	\$ 13,000	\$ 6,702	★	Project is complete. Revised Budget Request submitted to decrease budget to \$6,702.
St Patricks Catholic School – improve crossing	\$ 18,537	\$ 18,538	★	Project is complete.
Bundaberg Central State School – construct Children’s Crossing	\$ 35,000	\$ 0	○	Project is programmed for construction April-June 2017.
Morgan/Broadhurst Streets, Childers – intersection improvements	\$ -12,361	\$ -12,362	★	Project is complete.
BLACKSPOT – Woondooma St/Tantitha Street – intersection safety improvements	\$ 0	\$ 1,390	○	Preconstruction costs. Revised Budget Request submitted to increase budget to \$1,390.
BLACKSPOT – Woondooma Street/Targo Street – intersection safety improvements	\$ 0	\$ 990	○	Preconstruction costs. Revised Budget Request submitted to increase budget to \$990.
BLACKSPOT – Hummock Road/Windermere Road – intersection safety improvements	\$ 615	\$ 614	★	Project is complete.
Works for QLD – Mullers Road, Avondale – bitumen seal	\$ 0	\$ 45,475	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$118,000.
Works for QLD – Sharon Boat Ramp Road and access, Sharon – reseal and rehabilitate	\$ 0	\$ 320	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$37,000.
Works for QLD – Stocks Road, Apple Tree Creek – bus route upgrade to bitumen seal 950m missing link	\$ 0	\$ 2,234	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$65,000.
Works for QLD – Bingera/Woondooma intersection, Bundaberg West – verge sealing	\$ 0	\$ 450	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$120,000.
Works for QLD – McDonalds Road – North Isis – sealing	\$ 0	\$ 1,414	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$90,000.
Works for QLD – Cran Lane, Childers – seal road 190m	\$ 0	\$ 1,249	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$37,000.
Works for QLD – Stockyard Road, North Isis - widening	\$ 0	\$ 113	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$45,000.
Works for QLD – Webbs Road, Redridge - sealing	\$ 0	\$ 1,572	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$110,000.
Works for QLD – Bootharh Road, Horton – upgrade intersection to bitumen seal	\$ 0	\$ 1,343	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$45,000.
Works for QLD – Woodgate Esplanade, Woodgate – seal car park area – kerb and channel	\$ 0	\$ 1,062	○	Project is programmed for construction in 2017/18.
Works for QLD – Starkey and Lund Streets, Invicta - sealing	\$ 0	\$ 934	○	Project is programmed for construction in 2017/18.
Works for QLD – Mills Street, Invicta – seal road	\$ 0	\$ 626	○	Project is programmed for construction in 2017/18.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The Works for Queensland State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Works for QLD – Bungadoo Road, Bungadoo - sealing	\$ 0	\$ 1,321	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$67,000.
Works for QLD – Christensens Road, Booyal – GATT seal	\$ 0	\$ 853	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$48,000.
Works for QLD – Bingera Street/Crofton Street – verge sealing	\$ 0	\$ 338	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$130,000.
Works for QLD – Gahans Road, Kalkie – upgrade	\$ 0	\$ 18,072	○	Preconstruction costs. Project is programmed for construction in 2017/18.
Works for Qld – Nelson Street Norville	\$ 0	\$ 133	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$27,000.
Works for QLD – Avenell Street, Avenell Heights – verge sealing – Barolin Street to Hort Street	\$ 0	\$ 2,185	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$40,000.
Works for Qld – Jacobsen Street Norville	\$ 0	\$ 113	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$54,000.
Works for Qld – Garland Street Norville	\$ 0	\$ 113	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$110,000.
Works for Qld – Stedman Street Norville	\$ 0	\$ 300	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$165,000.
Works for Qld – Ritchie Street Norville	\$ 0	\$ 113	○	Project is programmed for construction in 2017/18.
Works for Qld – Lester Street Norville	\$ 0	\$ 113	○	Project is programmed for construction in 2017/18.
Works for QLD – Avenell Street, Avenell Heights – verge sealing	\$ 0	\$ 823	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$78,000.
Works for QLD – Water Street, Walkervale – verge sealing – McCracken Street towards Alice Street	\$ 0	\$ 150	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$20,000.
Works for QLD – Targo Street, Walkervale – verge sealing – Hurst Street to corner	\$ 0	\$ 150	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$55,000.
Works for QLD – Dunn Street, Avenell Heights – verge sealing – Gibson Street to 82 Dunn Street	\$ 0	\$ 272	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$88,000.
Works for QLD – Cullen Street, Walkervale – verge sealing – Hurst St to McCracken Street	\$ 0	\$ 150	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$22,000.
Works for QLD – McCracken Street, Walkervale – verge sealing – Cullen Street to 40 McCracken Street (southern side)	\$ 0	\$ 150	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$35,000.
Works for QLD – McCracken Street, Walkervale – verge sealing – Cullen Street to 33 McCracken Street (northern side)	\$ 0	\$ 150	○	Project is programmed for construction. Revised Budget Request submitted to increase current budget to \$35,000.
Works for QLD – Fitzgerald Street/Eggmolesse Street – construct roundabout	\$ 0	\$ 5,500	○	Project is programmed to commence construction in June. Revised Budget Request submitted to increase current budget to \$300,000.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The Works for Queensland State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Projects & Programs - Stormwater Drainage	2.3.1	BP-IP-3:7-8	Operational Revenue	\$ 0	\$ 0
			Operational Expenditure	\$ 5,935,128	\$ 4,543,168
			Capital Revenue	\$ 0	\$ 120,000
			Capital Expenditure	\$ 3,719,316	\$ 1,865,462

Projects – Stormwater Drainage	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Thabeban Drainage – Stage 1B	\$ 436,414	\$ 436,643	★	Project is complete.
Thabeban Drainage – Stage 2	\$ 932,585	\$ 446,697	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$446,697.
Sharon Drainage	\$ 0	\$ 0	○	Project has been reprogrammed into subsequent financial year. Department Transport & Main Roads approvals and easement acquisitions.
Kepnock Drainage – upgrade – realign existing culverts	\$ 120,000	\$ 12,316	○	Project is programmed for construction April-June 2017 2017.
Clayton Road Drainage improvements	\$ 250,000	\$ 25,715	○	Project is programmed for construction April-June 2017. Revised Budget Request Submitted to decrease current budget to \$200,000
Bundaberg Port Drainage Scheme – Stage 8	\$ 190,000	\$ 185,810	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$185,810.
One Mile Road, Bundaberg North – drainage improvements	\$ 55,000	\$ 56,142	★	Project is complete. Revised Budget Request submitted to increase current budget to \$56,142
Langbeckers Road, Thabeban – drainage protection works	\$ 100,000	\$ 4,934	○	Project has been reprogrammed into subsequent financial year. Easement acquisitions. Revised Budget Request submitted for \$5,000
Chards Road, Avenell Heights – drain stabilisation	\$ 116,564	\$ 116,564	★	Project is complete.
Thornhill Street, Bundaberg North – construct concrete invert and mower crossings along drain	\$ 95,689	\$ 95,689	★	Project is complete.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Clayton Road – drainage diversion under cane rail crossing	\$ 50,000	\$ 65,271	★	Project is complete. Revised Budget Request submitted to increase current budget to \$68,037.
Innes Park drainage improvement scheme – Tara St and Reid Crescent	\$ 250,000	\$ 44,338	○	Project commenced finish April-June 2017.
Esplanade - See Street, Bargara – mid block drainage extension – associated with development at 24 See St	\$ 40,000	\$ 61,296	★	Project is complete. Revised Budget Request submitted to increase current budget to \$64,000.
Aquarius Drive, Bargara – drainage improvements	\$ 97,000	\$ 100,194	★	Project is complete. Revised Budget Request submitted to increase current budget to \$100,194.00.
Hampson Development, Woodgate – development contribution	\$ 57,294	\$ 57,295	★	Project is complete. Revised Budget Request submitted to decrease current budget to \$0.00 and move costs to non-capital.
Campbell Street, Gin Gin – drainage upgrade	\$ 255,000	\$ 34,235	○	Preconstruction only Revised Budget Request submitted to decrease current budget to \$150,000
Heathwood Cresnet, Qunaba – drainage – preliminary planning	\$ 30,000	\$ 6,365	○	Preconstruction costs. Project is programed for construction in 2018/19. Revised Budget Request submitted to decrease current budget to \$6,365.
McCoys Creek Scour Protection	\$ 23,902	\$ 23,902	★	Project is complete.

Projects - Roads	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Thabeban Drainage – Stage 3	\$ 50,000	\$ 4,899	○	Alternative programmed for construction April-June 2017. Revised Budget Request submitted to increase current budget to \$700,000.
Fairydale, Moore Park – tide gate drain	\$ 30,000	\$ 0	○	This is a duplicate work order. Revised Budget Request submitted to decrease current budget to \$0.
Peggs Road, Oakwood – drainage improvements	\$ 150,000	\$ 5,135	○	Preconstruction only April-June 2017. Revised Budget Request submitted to decrease current budget to \$50,000.
14 Harbour Esplanade, Burnett Heads – drainage improvements	\$ -132	\$ -132	★	Project is complete.
Adam Street, Burnett Heads – scour protection	\$ 30,000	\$ 1,446	○	Project is programmed for construction April-June 2017. Revised Budget Request submitted to increase current budget to \$35,000.
West Bundaberg Drainage Upgrade	\$ 50,000	\$ 0	○	Project has been deferred to 2017/18. Revised Budget Request submitted to decrease current budget to \$0.
Kentucky Bluegrass Estate – installation of crossroad drainage culverts	\$ 0	\$ 40,008	○	Project is being delivered. Revised Budget Request submitted to increase current budget to \$54,000.
37 Hanbury Street, Bundaberg North – open drain remove rail formation	\$ 0	\$ 979	○	Project is programmed for construction April-June 2017. Revised Budget Request submitted to increase current budget to \$15,000.
Zielke Avenue, Kalkie – underground drainage	\$ 0	\$ 3,421	○	Preconstruction costs. Revised Budget Request submitted to increase current budget to \$10,000.
Preconstruction Planning – Stormwater Drainage	\$ 50,000	\$ 0	○	This is a program budget. Revised Budget Request submitted to decrease current budget to \$45,000 and reallocate to approve project work orders.
Cross and Gillen Street – drainage work culvert	\$ 0	\$ 32,405	★	Project is complete. Revised Budget Request submitted to increase current budget to \$35,000.
Fairydale Road Moore Park beach – Tidal Gate	\$ 0	\$ 794	○	Project has not commenced. Duplicate work order. Revised Budget Request submitted to increase current budget to \$40,000.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.	2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9		
Operations Management			Operational Revenue \$ 0	\$ 0
			Operational Expenditure \$ 2,805,909	\$ 2,065,138
			Capital Revenue \$ 0	\$ 0
			Capital Expenditure \$ 0	\$ 0

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Outstanding Defects	Percentage increase or decrease of outstanding defects over a lagging 12 month period (i.e. maintenance work to be completed).	0%		23%	✗	Outstanding defects total 12,713. Although trending higher over the 12 month period, the defects outstanding in the last quarter increased by 150, which is an increase of only 1%.	
Response to complaints and community requests for works and advice	Percentage of CRMs completed within allocated time periods.	80%		75%	✓	The number of CRM tasks closed in the last quarter totaled 2,312, an increase of 20% over the previous quarter.	

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,500	\$ 5,369
Planning & Group Management			Operational Expenditure	\$ 2,513,454	\$ 1,625,544
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Planning - 3 Year Capex Program	Adoption of our rolling 3 Year Capex Program. Program to be provided to Council by February for rolling 3 years.		February 2017	100%	✓	The 3 Year Capex was discussed with Council on 13 March 2017, and although not formally adopted, it has been accepted, and we are progressing delivery, in particular, projects included in the 2017/18 budget.

Operation Type – Roads & Drainage	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP-1:6-9	Operational Revenue	\$ 3,450,000	\$ 2,057,326
Main Roads & Recoverable Works			Operational Expenditure	\$ 3,254,194	\$ 2,089,861
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Road Maintenance Performance Contract (RMPC) Claims	RMPC Claims are within target expenditure provided for programmed expenditure, as provided by Department of Transport & Main Roads for: - Schedule 1 (Bruce Highway)	80%		104%	✓	Target expenditure on Schedule 1 is slightly overdue, due to additional pavement failure works required post wet weather.
	- Schedule 2 (State Controlled Roads)	80%		82%	✓	Target expenditure on Schedule 1 is slightly down, but additional works ordered next quarter will bring expenditure back on target.

Operation Type – Asset Maintenance	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.4.1, 2.3.1	BP-IP- 4:17-19	Operational Revenue	\$ 0	\$ 0
Maintenance Advice, Planning & Design			Operational Expenditure	\$ 4,156,395	\$ 2,635,743
Maintenance Delivery			Internal Recoveries	\$ 3,200,000	\$ 1,861,635
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 50,000	\$ 3,831

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Advice, Planning and Design	Percentage of internal client survey results satisfactory or above.	75%		90%	✓	Overall 90% of customer satisfaction received from 60% of surveys sent. This average is consistent with 2 nd Quarter of result 89%. 7 surveys returned resulting 59% very good; 30% good; 11% average; and 0% poor. This shows an improved performance from 2 nd quarter of: 34%; 53%; 11.5%; and 1.5% respectively.
Maintenance Delivery- Planned Maintenance	Percentage of Priority 1 & 2 work tickets raised against the total number tickets. <i>Notes:</i> Priority 1 & 2 work is primarily reactive maintenance. A high level will indicate a high focus on reactive rather than preventative maintenance. Asset Maintenance’s long-term objective is to increase planned and preventative maintenance.	Trend		45.9%	↗	Total scheduled tasks were 1786 with 820 (45.9%) work tickets being Priority 1 & 2. Upward trend from 43.9% during the previous quarter; attributed to increase in reactive tasks.
Maintenance Delivery - Requested Maintenance	Percentage of Priority 1 & 2 work tickets raised against the number of works completed.	95%		84%	✗	Total of 820 Priority 1 & 2 scheduled work tickets, with 686 (84%) completed, which is below previous quarter of 89%. An unusual high number [over 40] of Priority 1&2 requests were raised during the last few days of the quarter due to the weather event Tropical Cyclone Debbie. These requests remain open.

Projects- Support Services	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Causeway, Bargara –Pedestrian Handrail	\$ 50,000	\$ 3,831	○	Part 1 – Upstream grate completed Quarter 3 (\$15,000 approximately). Part 2 – Safety assessment and Hand Rail investigation to be transferred to Roads and Drainage for completion in the 4 th quarter.

Operation Type – Group Management	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1, 4.5.2	BP-IP- 4:14-27	Operational Revenue	\$ 0	\$ 0
Administration & Management Support Services			Operational Expenditure	\$ 694,778	\$ 434,251

Operation Type – Asset Management	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.4, 4.5.2	BP-IP- 4:14-16	Operational Revenue	\$ 0	\$ 0
Asset Management - Strategy & Support			Operational Expenditure	\$ 588,101	\$ 369,108
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Asset Valuation & Revaluation	Percentage revaluation has been completed. <i>Notes:</i> Transport, Stormwater and Water & wastewater (Active) Infrastructure classes are being undertaken in the 2016 -2017 financial year.	100% 4 th quarter	June 2017	75%		Valuer for Water and Wastewater (Active) is completing draft report, expected end of April 2017. Valuer for Transport and Stormwater Categories) is completing draft report, expected end of April 2017.
Strategic Implementation - Review Corporate Asset Management Framework	Percentage the review of Asset Management documents has been completed. <i>Notes:</i> Documents include Council's <i>Asset Management Policy</i> and <i>Asset Management Strategy</i> , as well as Council's multiple Asset Management Plans.	100% 4 th quarter	June 2017	100%		Long-term Asset Management Plan 2017 – 2026 was formally adopted by Council via Resolution 1916 on 14 March 2017.
Asset Management - Sustainable Management	Reconciliation of assets and infrastructure against long-term sustainability: End of financial year reconciliation process completed.	100% 4 th quarter	June 2017	75%		Internal capital expenditure and all donated assets in June 2016, the period to the end of October, and the period to the end of February have been processed. Remaining processing periods are end of April and end of May 2017.

Operation Type – Design Services	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	4.5.2, 2.3.1	BP-IP- 4:20-24	Operational Revenue	\$ 0	\$ 250
Design Services			Operational Expenditure	\$ 1,825,189	\$ 1,072,224
			Internal Recoveries	\$ 921,788	\$ 666,905
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Delivery of Civil Design Program	Percentage of Design Projects delivered against the revised capital budget. Notes: Goal is to increase the timely implementation Civil Design Programs across Council and Department utilization of Design support at key points in Capital Works projects.	100% Bi-annually		79%		All projects are on track for completion. <ul style="list-style-type: none"> 1 project involves easement acquisition negotiations has failed and direction has been requested from Council. 1 project is in concept stage and direction has been requested from Council. 2 roundabout projects are being redesigned to allow B double movement. An additional 14 projects were received during 2nd quarter, of which 4 are completed. Additional projects received in the 2 nd quarter are on track for completion. W4Q projects received in January (3 rd quarter) are on track with 50% completed and the remaining projects well advanced.
Technical Advice - Provision of quality technical advice across Council	Percentage of internal client survey results satisfactory or above.	75%		Nil.		No feedback was received in the 3 rd quarter

Operation Type – Depot Operations	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 4:14-27	Operational Revenue	\$ 8,268	\$ 19,299
Projects – Depot Buildings, Roads, Footpaths & Bridges Infrastructure			Operational Expenditure	\$ 1,174,235	\$ 763,765
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 228,416	\$ 150,606

Projects - Depots	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Childers Depot – pave, seal and construct retaining wall	\$ 60,000	\$ 44,818		Main Project completed 3 rd quarter. Pavement and sealing to be done in vicinity of retaining wall early 4 th quarter.
Heales Road Depot – new rolling gate	\$ 45,000	\$ 34,080		Work has commenced 3 rd quarter with completion planned during April 2017.
Gin Gin Depot – new rolling gate	\$ 40,000	\$ 36,020		Completed and operational 3 rd quarter.
Kalkie Depot – repair failed pavement and seal	\$ 21,000	\$ 0		Commenced 3 rd quarter. Planned completion May 2017
Kalkie depot – design and construct remodel	\$ 50,000	\$ 24,862		Carry-over 2015-2016 (budget being transferred from Roads & Drainage recurrent). Planned completion April 2017.
Childers Depot – pave, seal and construct retaining wall	\$ 60,000	\$ 44,818		Main Project completed 3 rd quarter. Pavement and sealing to be done in vicinity of retaining wall early 4 th quarter.
Heales Road Depot – new rolling gate	\$ 45,000	\$ 34,080		Work has commenced 3 rd quarter with completion planned during April 2017.

Projects - Depots	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Gin Gin Depot – new rolling gate	\$ 40,000	\$ 36,020	★	Completed and operational 3 rd quarter.
Kalkie Depot – repair failed pavement and seal	\$ 21,000	\$ 0	○	Commenced 3 rd quarter. Planned completion May 2017.
Kalkie depot – design and construct remodel	\$ 50,000	\$ 24,862	○	Carry-over 2015-2016 (budget being transferred from Roads & Drainage recurrent). Planned completion April 2017.
Kalkie Depot – installation of solar panels	\$ 12,416	\$ 10,826	★	Work completed. Carry over from 2015-2016.

Operation Type – Fleet Management	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.4, 4.5.2	BP-IP- 4:25-27	Operational Revenue	\$ 358,859	\$ 358,033
Fleet Management	4.4.1		Operational Expenditure	\$ 13,885,258	\$ 9,282,029
			Internal Recoveries	\$ 15,000,000	\$ 10,941,205
			Capital Revenue	\$ 841,000	\$ 377,127
			Capital Expenditure	\$ 4,682,983	\$ 2,742,050

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Maintenance - Availability of plant, vehicle and equipment	Percentage of overall plant, vehicle and equipment availability. Notes: Figure is calculated against working hours and availability of overall fleet (not individual equipment).	95%		97 %	✓	Overall major plant availability of 97.13% as per MyData. Availability is measured during working hours Monday – Friday / 7am – 4pm, and refers to the percentage of Council’s plant, vehicle and equipment fleet that is available for use by Council’s operational crews during normal working hours.
Utilization of plant, vehicle and equipment	Percentage user departments have met minimum utilization target.	90%		84.5%	✓	User group utilisation in the 3 rd quarter was 84.57% of the quarterly utilisation target. Utilisation is made up of Heavy Vehicles and Yellow Plant. (Yellow Plant: 74.36%, Heavy Vehicle: 91.32%. Average: 84.57%)
Acquisition & Disposal	Percentage the annual plant replacement program has been committed by the end of the 3 rd quarter.	95% Annual		96.8%	✓	96.88% of the 2016/2017 annual plant replacement program has been delivered and committed at 3 rd quarter’s end.
Internal client satisfaction	Percentage of internal client survey results satisfactory or above.	75%		100%	✓	100% of client surveys returned results of satisfactory or above during the 3 rd quarter. Customer Satisfaction Surveys are issued at the completion of preventative maintenance services. 59 surveys were sent out in the 3 rd quarter with 23 being returned. - 43.5% satisfied - 56.5% very satisfied

Operation Type - Water	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 612,000	\$ 377,886
Water - Support Services			Operational Expenditure	\$ 342,000	\$ 225,718

Operation Type - Water	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
Water - Group Management			Operational Expenditure	\$ 1,177,393	\$ 840,123

Operation Type - Water	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 767,300	\$ 518,887
Water - Recoverable Works			Operational Expenditure	\$ 449,300	\$ 332,531




Operation Type - Water	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 384,000	\$ 320,900
Laboratory Services			Operational Expenditure	\$ 385,000	\$ 295,492










Operation Type - Water	Strategic Links	Risk Id.	Budget	2 nd Quarter	
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 27,807,356	\$ 28,343,538
Water Services - Water treatment & delivery systems			Operational Expenditure	\$ 15,012,734	\$ 11,189,219
			Dividend & tax to General	\$ 9,184,691	\$ 6,888,518
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 3,867,245	\$ 2,112,388
			Loan Redemption	\$ 278,000	\$ 199,958

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Drinking water microbiological compliance	Percentage drinking water is compliant. Notes: 98% is the minimum percentage required to be compliant with Qld. Government Standards.	98%		100%	✓	Nil exceedances for the quarter.
Reportable incidences	Number of reportable incidents.	< 3		0	✓	No new incidents this quarter. Three incidents are ongoing from previous quarters: <ul style="list-style-type: none"> • Gregory River WSA - Total Trihalomethanes (TTHM). • Lake Monduran WSA - Total Trihalomethanes (TTHM). • Gooburrum WSA - Nitrate (remains under a watching brief with the regulator).

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Water usage	Water usage per population for Bundaberg Region. <i>Notes: Total water usage for bore and surface water divided by population divided by number of days in a month. Levels above 350L suggests indiscriminate usage.</i>	Trend		401 litres per day /L/P/D		Previous quarter's average water usage was 377 L/P/D. This quarter has trended upwards. This reflects an increase due to the dry warmer summer weather experienced.
Water usage vs. allocation	Water usage as a percentage of allocation for Bundaberg Region.	< 95%		67.9%		Water usage is 67.9% of available allocation for this quarter.
Water Supply Systems	Water main leaks: Number of water main leaks per 100km (indicative of infrastructure).	<20		1.8		17 water main leaks/ breaks occurred across the region during the quarter. The total length of water main is 910km. This equates to 1.8 leaks/ breaks per 100km, which falls within the quarterly target.

Projects –Water Infrastructure & Plant and Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Water - Capital Plant & Equipment - Region Wide	\$ 58,400	\$ 0		This is only a Budget only and as replacement works are required this will be transferred to those works.
Gregory River Water Treatment Plant – upgrade	\$ 100,000	\$ 5,824		Currently out to Tender for design consultant with some carry over into next year.
Gin Gin Water Treatment Plant – upgrade	\$ 369,000	\$ 224,799		Project is progressing well and is within budget. Anticipated completion June 2017.
Port Bundaberg – trunk water infrastructure	\$ 500,000	\$ 361,301		Project is progressing well and is within budget. Anticipated completion June 2017 with some costs carried over into next year.
Mellifont Street Water Pump Station –to Kalkie WTP	\$ 529,000	\$ 151,970		Project is progressing well and is within budget. Anticipated completion May 2017.
Branyan WTP – Automation Stage 2	\$ 58,945	\$ 42,793		Project is progressing well and is within budget. Anticipated completion May 2017.
Kalkie Water Treatment Plant – water quality upgrade	\$ 100,000	\$ 5,941		Currently out to Tender for design consultant with some carry over into next year.
SCADA Regional Telemetry Renewal – Budget WO	\$ 0	\$ 3,262		This is only a 'Budget only' work order and will be journalled to the correct work order.
SCADA Regional Telemetry Renewal – Bundaberg	\$ 30,000	\$ 38,663		Project completed coming over budget by \$8,663.

Projects –Water Infrastructure & Plant and Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
SCADA Regional Telemetry Renewal – Childers	\$ 350,000	\$ 273,091	✓	Project is progressing well and is within budget. Anticipated completion in June.
SCADA Regional Telemetry Renewal – Gin Gin	\$ 250,000	\$ 161,615	✓	Project is progressing well and is within budget. Anticipated completion in June.
Eggmolesse Street – trunk water main	\$ 200,000	\$ 133,653	○	Project is progressing well and is within budget. Anticipated completion in June.
Water Reticulation Renewal – Thabeban Street, Bundaberg – water main replacement	\$ 0	\$ 29,694	★	Project completed last financial year. Costs were incurred from the 2016/17 Budget. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
Water Reticulation Renewal – water service restoration – Bundaberg (hydrant renewals, valve replacement & main fitting replacement)	\$ 515,000	\$ 384,443	○	Project is progressing well. Renewal program is scheduled over the budget year and is within budget. Anticipated to be completion in June.
Water Reticulation Renewal – water service restoration – Kalkie (hydrant renewals, valve replacement & main fitting replacement)	\$ 110,000	\$ 107,833	○	Project is progressing well. Renewal program is a scheduled program throughout the year and is on budget. Work is near completion.
Water Reticulation Renewal – replace pipe service from corner Goodwood and Langbeckers Road	\$ 25,000	\$ 18,947	○	Project has been deferred due to insufficient budget and is scheduled to be undertaken in the next financial year. Design for this renewal is currently at 95% and is anticipated to be completed by May. Majority of materials have been procured for the project. Construction to be carried over to next financial year.
Water Reticulation Renewal – new PRV to Burnett Heads	\$ 25,000	\$ 0	○	Dependent on network investigations of the Kalkie - Pressure Reducing Valve - (PRV) review. Project to be carried over to next financial year.
Water Reticulation Renewal – install scour point in existing main at Schleger Street	\$ 7,000	\$ 0	○	Dependent on network investigations of the Kalkie - Pressure Reducing Valve - (PRV) review. Project to be carried over to next financial year.
Water Reticulation Renewal – install scour point in existing main at Burnett Heads Roads	\$ 7,000	\$ 0	○	Dependent on network investigations of the Kalkie - Pressure Reducing Valve - (PRV) review. Project to be carried over to next financial year.
Water Reticulation Renewal – water service restoration – Childers (hydrant renewals, valve replacement & main fitting replacement)	\$ 15,000	\$ 0	○	Works to be scheduled this quarter with completion by June 2017.
Water Treatment and Storage Renewals – Budget WO	\$ 21,500	\$ 0	○	This is only a Budget WO only and as replacement works are required this will be transferred to those works.
Gregory River WTP – replace six original air valves	\$ 25,000	\$ 17,758	○	Project is progressing well and is within budget. Anticipated completion in April.
Gregory River WTP – replace sluice valves	\$ 30,000	\$ 26,572	○	Project is progressing well and is within budget. Anticipated completion in April.
Takalvan Street water control valve station – relocate station and pipework from road reserve	\$ 0	\$ 3,689	★	Project completed last financial year. Costs were incurred from the 2016/17 Budget. A revised budget has been requested for inclusion in the 3 rd Quarter Review.

Projects – Water Infrastructure & Plant and Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Wallaville WTP – replace water tower pipework	\$ 29,800	\$ 8,400		Project is progressing well and is within budget. Anticipated completion in May.
Williams Street Reservoir – replace external ladder and cage and upgrade internal ladder to stainless steel	\$ 15,000	\$ 10,445		Project complete and within budget.
Wallaville WTP – purchase of new blue eye chlorine analyser	\$ 6,500	\$ 6,422		Project complete and within budget.
Williams Street Reservoir – enhance integrity of central support column to make it safe	\$ 34,500	\$ 34,162		Project complete and within budget.
Bourbong Street Water Tower – installation of red solar powered warning lights to assist Helicopters landing at the Base Hospital	\$ 5,500	\$ 5,253		Project complete and within budget.
Manning Street Tower – treat rust & corrosion on the tower	\$ 10,000	\$ 9,929		Project complete and within budget.
Murdochs Road WTP – replace Clearwater sump pumps	\$ 11,000	\$ 11,659		Project complete - over budget by \$659.
Burnett Downs WTP – replace inlet that was destroyed in flood	\$ 30,000	\$ 0		Work is scheduled for this quarter and anticipated to be within budget. Completion expected in June, or some carry over into next year.
Kalkie WTP – design & install valves in lagoon drains to stop leaks	\$ 5,000	\$ 0		Work scheduled for this quarter and anticipated to be within budget. Expected completion in June.
Branyan WTP – renewal of discharge valves for No 1 & 2 pumps	\$ 20,000	\$ 0		Not commenced. Project on-hold pending investigations. Anticipate preliminary works to be completed this financial year, with some carry over into next year.
Innes Park rechlorination flow meters	\$ 18,000	\$ 16,472		Progressing well and within budget. Anticipated completion in May.
Port Road rechlorination station flow meters	\$ 17,000	\$ 10,247		Progressing well and within budget. Anticipated completion in May.
Water - Smart Water Trial	\$ 300,000	\$ 0		Preliminary planning has commenced with funding to be carried over into the next financial year as part of a twelve month Smart Water Meter Pilot.
Water Capital P&E – purchase new pressure logging equipment	\$ 6,500	\$ 6,380		Project completed and within budget.
Water Capital P&E - purchase ultrasonic overhead power line measurement device	\$ 6,000	\$ 0		Project scheduled for this quarter and anticipated to be within budget. Expected completion in June.
Water Capital P&E – purchase IC CO2 suppressor for central laboratory	\$ 11,000	\$ 8,544		Project completed and within budget.
Water Capital P&E – purchase recycled pallet racking system	\$ 15,600	\$ 13,825		Project completed and within budget.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The Works for Queensland State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.



Operation Type - Wastewater	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 0	\$ 0
Wastewater - Group Management			Operational Expenditure	\$ 1,232,893	\$ 860,776

Operation Type - Wastewater	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 266,500	\$ 213,499
Wastewater - Recoverable Works			Operational Expenditure	\$ 111,750	\$ 57,204

Operation Type - Wastewater	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5: 17-18	Operational Revenue	\$ 320,000	\$ 150,763
Laboratory Services			Operational Expenditure	\$ 324,000	\$ 211,761

Operation Type - Wastewater	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 27,580,180	\$ 27,395,234
Wastewater Services - Wastewater Schemes collection treatment and disposal systems			Operational Expenditure	\$ 15,496,989	\$ 11,081,998
			Dividend & tax to General	\$ 7,829,831	\$ 5,872,374
			Capital Revenue	\$ 2,015,498	\$ 1,810,096
			Capital Expenditure	\$ 39,777,270	\$ 17,411,953
			Loan Redemption	\$ 1,200,000	\$ 858,886

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Reportable incidences	Number of reportable incidents.	< 3		11		11 breaches of Environmental Authority (EA) Conditions occurred this quarter. These breaches were at Woodgate, Coral Cove, East, Gin Gin, Bargara and Childers WWTP's. The Wastewater Group is working on solutions with DEHP that has resulted in amendments to EA conditions. Next quarter an anticipated reduction of reportable incidents in-line with < 3 target is expected.
Sewer main blockages	Number of sewer main blockages per 100km.	< 30		7		7 Sewer main blockages occurred across the region during this period. The total length of sewerage main is 680km. This equates to 1.02 blockages per 100km, which falls within the quarterly target.

Projects - Sewage Infrastructure	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Wastewater - Capital Plant & Equipment – Budget WO	\$ 37,347	\$ 0	○	This is a Budget WO only and as replacement works are required this will be transferred to those works.
Wastewater Capital P&E – purchase new Ion Chromatography system – central laboratory	\$ 46,000	\$ 45,885	★	Project completed coming within budget.
Wastewater Capital P&E – purchase new core bore machine	\$ 6,900	\$ 6,890	★	Project completed and within budget.
Wastewater Capital P&E – sewer camera – RIGID SeeSnake CS6 Max 45148 & SeeSnake rM200 42353 series unit	\$ 9,753	\$ 9,753	★	Project completed and within budget.
Rubyanna Wastewater Treatment Plant – Design & Construct - Total project estimated cost \$71M	\$ 26,851,000	\$ 11,031,312	○	Project is in progress and is behind schedule by 3 months with a revised budget of \$ 21,700 requested for inclusion in the 3 rd Quarter Review - \$5,151,000 as carry over into next financial year. Cashflows will be monitored closely to ensure expenditure is in line with budget. Project is now anticipated to be completed in March/April 2018.
Rubyanna Wastewater Treatment Plant – Project Administration	\$ 200,000	\$ 99,214	○	Project is progressing well and is within budget. Project is now anticipated to be completed in March/April 2018.
Rubyanna Wastewater Treatment Plant - River Outfall	\$ 5,205,000	\$ 3,983,876	○	Project is progressing well and is within budget. Anticipated completion in May 2017. Cashflows will be monitored closely to ensure expenditure is in line with budget.
Deering Place, Innes Park New Pump station Part of the Coral Cove to Bargara Sewer \$3.3M Project	\$ 440,000	\$ 446,387	★	Project completed - over budget by \$6,387. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
Hughes Road/Blain Street, Bargara Mains upgrade	\$ 600,000	\$ 375,166	○	Progressing well and within budget. Anticipated completion in June 2017.
Bundaberg Airport – Pump Station	\$ 400,000	\$ 0	○	Not commenced. Project is on hold and is subject to development/building activity increasing in the Bundaberg Aviation Precinct.
Hartnell Street - Sewerage Pump Station Replace 2 Submersible pumps	\$ 130,000	\$ 95,848	○	Progressing well and within budget. Anticipated completion in April 2017.
Woodgate Vacuum Sewer Extension	\$ 1,300,000	\$ 30,789	○	A revised budget of \$280,000 requested for inclusion in the 3 rd Quarter Review, with \$1,020,000 as carry over into next financial year. Tender closed 30 March 2017 (design only). Construction to commence next financial year.
Belle Eden Gravity Main Construction	\$ 1,000,000	\$ 0	○	Not commenced. Project is on-hold, pending development of the site and subject to finalising the sewerage infrastructure solution with the developer.
Burnett River Traffic Bridge Replace rising main on bridge	\$ 180,000	\$ 183,240	★	Project - over budget by \$3,240.
SPS Renewals – Budget Work Order	\$ 78,000	\$ 0	○	This is a Budget WO only and will be journalled to the correct work order. SPS renewals are scheduled for this quarter and are anticipated to be within budget. Expected completion in June.
SPS Renewals –Various locations – wooden door replacement with aluminium doors	\$ 52,000	\$ 16,156	○	Project progressing well and anticipated to be within budget. Expected completion in June 2017.

Projects - Sewage Infrastructure	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
SPS Renewals – Avoca Street / Scott Street	\$ 20,000	\$ 0	○	Project scheduled for this quarter and anticipated to be within budget. Expected completion in June.
SPS Renewals – Moodies Road	\$ 150,000	\$ 11,771	○	Progressing well and within budget. Anticipated completion in June 2017. Budget adjustment of \$65,000 has been requested for inclusion in the 3 rd Quarter Review.
SPS Renewals – Thompson Road	\$ 50,000	\$ 14,571	○	Progressing well and within budget. Anticipated completion in June 2017.
SPS Renewals – Causeway Drive	\$ 0	\$ 2,195	★	Project complete with a budget adjustment of \$2,195. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
SPS Renewals – Barolin Esplanade A	\$ 2,500	\$ 6,184	★	Project complete with a budget adjustment of \$3,684. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
SPS Renewals – McLucas Street No. 1	\$ 0	\$ 3,406	★	Project complete with a budget adjustment of \$3,406. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
SPS Renewals – Miller Street, Bargara A	\$ 0	\$ 3,070	★	Project complete with a budget adjustment of \$3,070. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
SPS Renewals – Miller Street, Bargara B No. 1	\$ 0	\$ 35	○	This is a Budget WO only and will be journalled to the correct work order. A revised budget has been requested for inclusion in the 3 rd Quarter Review.
SCADA Upgrades – Childers SPS	\$ 250,000	\$ 90,095	○	Progressing well and within budget. Anticipated completion in May 2017. Budget adjustment of \$180,000 has been requested for inclusion in the 3 rd Quarter Review.
SCADA Upgrades – Gin Gin SPS	\$ 80,000	\$ 27,688	○	Progressing well and within budget. Anticipated completion in May 2017.
SCADA Upgrades – Bargara/Coral Cove SPS	\$ 0	\$ 7,624	○	This is a Budget WO only and will be journalled to the correct work order. A revised budget has been requested for inclusion in the 3 rd Quarter Review
SCADA Upgrades – Aquarius Drive SPS	\$ 40,000	\$ 34,842	○	Progressing well and within budget. Anticipated completion in May 2017.
SCADA Upgrades – Woongarra Scenic Drive C – SPS	\$ 10,000	\$ 3,344	○	Progressing well and within budget. Anticipated completion in May 2017.
SCADA Upgrades – Watsons Road A – SPS	\$ 50,000	\$ 47,564	○	Progressing well and within budget. Anticipated completion in May 2017.
SCADA Upgrades – Fairway Drive SPS	\$ 88,000	\$ 81,009	★	Project completed and within budget.
SCADA Upgrades – Emerson Court SPS	\$ 45,000	\$ 38,539	★	Project completed and within budget.
SCADA Upgrades – Bisdee Street SPS	\$ 35,000	\$ 37,628	★	Project completed - over budget by \$2,628. Revised budget has been requested for inclusion in the 3 rd Quarter Review.
SCADA Upgrades – Blain Street SPS	\$ 36,000	\$ 53,323	★	Project completed - over budget by \$18,323. Revised budget has been requested for inclusion in the 3 rd Quarter Review.
SCADA Upgrades – Baker Finch Drive SPS	\$ 36,000	\$ 36,378	★	Project completed - over budget by \$378. Revised budget has been requested for inclusion in the 3 rd Quarter Review.

Projects - Sewage Infrastructure	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
WW Reticulation Renewals – Budget WO	\$ 1,000	\$ 0	○	This is a Budget WO only and will be journalled to the correct work order.
WW Reticulation Renewals – Childers – raise 6 buried manholes from 150mm to 600mm	\$ 16,000	\$ 7,917	○	Progressing well and within budget. Anticipated completion in June 2017.
WW Reticulation Renewals – Woodgate – replace existing vacuum valves with flovac valves	\$ 15,000	\$ 13,765	○	Progressing well and within budget. Anticipated completion in May 2017.
WW Reticulation Renewals – Bargara – rising main replacement	\$ 40,700	\$ 42,490	★	Project completed - over budget by \$1,790. Revised budget has been requested for inclusion in the 3 rd Quarter Review.
WW Reticulation Renewals – Millbank – rising main replacement	\$ 30,270	\$ -17,930	○	Project deferred. McLucas rising main part replacement on-hold pending development of new SPS and rising main. Revised budget has been requested for inclusion in the 3 rd Quarter Review.
WW Reticulation Renewals – Bargara – QWRAP sewer relining	\$ 80,000	\$ 392	○	Project scheduled for this quarter and anticipated to be within budget. Expected completion in June 2017 or some carryover into the next financial year.
WW Reticulation Renewals – Bundaberg – QWRAP sewer relining	\$ 220,000	\$ 11,583	○	Project scheduled for this quarter and anticipated to be within budget. Expected completion in June 2017 or some carryover into the next financial year.
WWTP Renewals (Coastal & Hinterland) – Budget WO	\$ 36,300	\$ 0	○	This is a Budget WO only and will be journalled to the correct work order. WWTP renewals are scheduled for this quarter and anticipated to be within budget. Expected completion in June.
WWTP Renewals – Childers WWTP – effluent flow meter	\$ 15,000	\$ 1,115	○	Project not required as the existing flow-meter has been modified to achieve acceptable performance, thereby reducing costs of the project. Costs shall be expensed to operations.
WWTP Renewals – Bargara WWTP – replace no. 2 bio-reactor mixer	\$ 10,000	\$ 0	○	Project in-progress. Mixer ordered awaiting delivery and anticipate to be within budget. Expected completion in May.
WWTP Renewals – Bargara WWTP – replace poly dosing facility & HMI	\$ 30,000	\$ 0	○	Project works scheduled for this quarter and anticipated to be within budget. Expected completion in June.
WWTP Renewals – Woodgate WWTP – extension of existing irrigation sprinklers	\$ 50,000	\$ 44,451	○	Project progressing well and anticipated to be within budget. Expected completion in April 2017.
WWTP Renewals – Millbank WWTP – construct and install aluminium dosing facility	\$ 35,800	\$ 8,520	○	Project has been deferred and is scheduled to be undertaken in the next financial year. Design for this project has been completed with equipment procurement to commence in April. Construction and commissioning to be undertaken in the next financial year.
WWTP Renewals – Bargara WWTP – purchase and install flowmeter for recirculation pumps	\$ 25,000	\$ 5,614	○	Project progressing well and anticipated to be within budget. Expected completion in June 2017.
Woongarra Scenic Drive Sewerage Pump Station - Odour reduction	\$ 75,000	\$ 278	○	Design completed with construction to commence in May 2017. Project is anticipated to be within Budget and to be completed in the next financial year. Balance of costs to be carried over to the next financial year.
Port Sewage Infrastructure – gravity reticulation system	\$ 700,000	\$ 53,624	○	In progress. Budget reduced due to a change in technical solution. Revised reduced budget of \$ 280,000 has been requested for inclusion in the 3 rd Quarter Review to complete the reticulation. Project is anticipated to be completed in the next financial year.

Projects - Sewage Infrastructure	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Port Sewerage Infrastructure – Rowlands Road SPS – electrical (switchboard)	\$ 80,000	\$ 33,241		Project is progressing well and a revised budget of \$ 100,000 has been requested for inclusion in the 3 rd Quarter Review. Project is anticipated to be completed in May 2017.
Coral Cove Pebble Beach Drive – new pump station, rising main and gravity main	\$ 880,000	\$ 436,990		Project is progressing well and a revised budget of \$ 910,000 has been requested for inclusion in the 3 rd Quarter Review. Project is anticipated to be completed in June 2017 with some carry over into next year.
Coral Cove WWTP – replacement of aeration tank	\$ 8,700	\$ 8,631		Project completed and within budget.

Operation Type – Wastewater Support Services	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.1	BP-IP- 5:17-18	Operational Revenue	\$ 936,000	\$ 736,329
Plumbing Services			Operational Expenditure	\$ 505,000	\$ 349,771
Trade Waste			Capital Revenue	\$ 0	
Strategic Planning			Capital Expenditure	\$ 0	

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Plumbing Services - Approvals	Percentage of approvals decided within 10 days. Notes: The actual number of approvals will be included in the Comments. This data will allow comparison between general inquiries and approvals.	95%		97%		133 applications out of a total of 139 were assessed within the 10 day period, maintaining last quarter's excellent result.
Plumbing Services - Inquiries	Number of inquiries (including trade waste and backflow prevention).	Trend		1983		The number of inquiries has remained steady over the quarter.
Plumbing Services - Inspections	Number of inspections (i.e. ensuring compliance with building codes, trade waste and backflow prevention)	Trend		659		The number of inspections is reducing slowly, reflecting current market conditions.
Trade Waste	Trade Waste Register: Number of trade waste generators added to Council's Register).	Trend		34		Trade Waste generators are coming close to full registry as can be noted by the plateauing number of new 'discovered' installations.
Backflow Prevention	Back-flow Prevention: Number of back-flow prevention devices added to council's Backflow Register.	Trend		11		The stabilising number of backflow prevention devices reflects a maturing market.
Onsite Sewer	On-site Sewer Installations: Number of complaints associated with on-site installations.	Trend		33		An increase in onsite sewer complaints may be the result of rains raising the water table.

Operation Type - Airport				2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 5,500,948	\$ 4,228,421
Airport Services			Operational Expenditure	\$ 5,201,194	\$ 3,841,601
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 136,210	\$ 116,261
			Loan Redemption	\$ 1,333,000	\$ 960,256

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Airport Services	Number of passengers processed through Bundaberg Regional Airport terminal.	30,000		40,736	✓	Passenger numbers were down some 5,000 pax on the previous quarter but very much in line with the same period in 2016. This follows the normal trend of lower number in the January-March quarter due to short months and less business travel over the holiday period.	
Airport Services	Number of services delivered.	380		469	✓	The number of RPT services has increased in recent years and this actual for the March 2017 quarter is in line with previous quarters.	

Projects- Airport	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Airport Solar Project	\$ 94,210	\$ 74,261	○	The solar panels have been installed however, there are still some connectivity issues to be resolved for the public education display to work properly. We hope to have these minor issues resolved by the end of April and the final contract payment made.
Airport Passenger Screening Machine	\$ 42,000	\$ 42,000	★	Project is now complete.

Operation Type - Tourism				2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	3.1.2	BP-CE-1:9-10	Operational Revenue	\$ 242,500	\$ 178,164
Tourism Development & Services			Operational Expenditure	\$ 2,106,098	\$ 1,620,305
			Capital Revenue	\$ 0	\$ 33,000
			Capital Expenditure	\$ 90,000	\$ 60,483
			Loan Redemption	\$ 124,000	\$ 88,316

Key Performance Indicators							
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
Bundaberg North Burnett Tourism Partnership Agreement	Percentage progress reports by Bundaberg North Burnett Tourism (BNBT) have been satisfactory completed.		Bi-annually	50%	✓	BNBT delivered their 6 monthly Progress Report to Council in March 2017 as per the Partnership Agreement. Council have determined the progress against their deliverables is satisfactory	

Projects- Hall of Aviation	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Refit to accommodate Bert Hinkler's car	\$ 40,000	\$ 0		Given pending challenges inherent in moving the car in and out of the hall as proposed, this project will be deferred to 2017/18 to allow further investigations and consultation to be carried out.
Hinkler House roof replacement	\$ 50,000	\$ 60,169		Project completed.
Works 4 Queensland –Café 1928 Botanic Gardens Pathways	\$ 0	\$ 315		Project to be completed in May/June 2017.

Operation Type – Commercial Business & Economic Development	Strategic Links	Risk Id.	2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	3.1.1, 3.2.2	BP-CE-1:9-10	Operational Revenue	\$ 82,500
Business Networks & Partnerships	3.3.1, 3.3.2		Operational Expenditure	\$ 1,950,188
Economic Development Strategy	3.4.2, 4.3.2		Capital Revenue	\$ 0
Clean Energy Strategy			Capital Expenditure	\$ 0

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Economic Development Strategy (EDS)	Percentage EDS priorities have been implemented. Notes: EDS is a 10 year blueprint for sustainable economic growth	100%		75%		The Economic Development Strategy underpins the work of Council's EDU and collaborative partners. 5 year targets are set down and are reported to the community each year at the Bundy 4 Breakfast economic development forum.
Economic Growth	Gross Regional Product: Percentage growth in our region's Gross Regional Product.	2%		2.1%		Gross Regional Product is calculated each financial year. 2.1% growth was achieved for the 2015/16 years which is comparable with the state regional product achieved by Queensland at 2%.
Investment in business attraction	Number of meetings held with key regional development agencies.	5		9		A high level of activity with our regional development partners including grant funding opportunities for strategic projects.
Support to existing business	Number of direct contacts with existing businesses, providing information and referrals.	30		35		Council has a role in assisting individual business where required. Through our media channels we also provide important business information to many thousands more.
Clean Energy Strategy (CES)	Percentage CES Phase 1 Outcomes have been implemented.	75%	By end of FY	75%		To be reported 4 th quarter.

Projects- Com. Business & Ec. Development	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Land purchase- River front master plan facilitation	\$ 0	\$ 0		This project is currently on hold pending future discussions with the Queensland Government as part of the Advancing our Cities & Regions strategy.

Operation Type – Community Care	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.5, 1.2.1	BP-CE-2:7	Operational Revenue	\$ 2,745,282	\$ 2,155,219
Home Support & Community Care Services	1.3.1, 1.3.2		Operational Expenditure	\$ 3,407,976	\$ 2,378,106
Children & Family Support Programs			Capital Revenue	\$ 0	\$ 0
Senior's Housing			Capital Expenditure	\$ 30,000	\$ 25,208
			Loan Redemption	\$ 32,000	\$ 23,116

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Home Support & Community Care Services	Percentage services are demonstrating compliance with standards and meeting funding targets.	98% Annually		70%	✓	All obligation are being met under each of the funding areas in regard to compliance, both the Commonwealth and State. Some capacity exists in some programs for both under and over 65's community care funded programs.
Children & Family Support Programs	Percentage programs are demonstrating compliance with standards and meeting funding targets.	98% Annually		75%	✓	The Outside School Hours Care and Child and Family Support Program and Neighbourhood Centres are meeting all obligations under agreements.
Senior's Housing	Percentage services are demonstrating compliance with standards and meeting funding targets. Notes: Council owns and manages 68 Units	98% Annually		75%	✓	Occupancy rates are at near full capacity. All obligations under standards and service agreements are being met.

Projects- Community Care	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Gracie Dixon Respite Centre – Bathroom upgrades	\$ 30,000	\$ 25,208	✓	Near completion. Payment in process.

Community Development

Operation Type – Community Development	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.5, 1.2.1	BP-CE-3:8-9	Operational Revenue	\$ 3,184,989	\$ 2,340,174
Community Development	1.3.1, 1.3.2		Operational Expenditure	\$ 10,722,258	\$ 8,244,520
Youth Development	1.5.1		Capital Revenue	\$ 294,000	\$ 809,700
Community Events			Loan redemption	\$ 38,000	\$ 28,234
Community & Council Facilities			Capital Expenditure	\$ 2,702,727	\$ 1,481,307

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Social Development Action Plan Strategy	Number of Social Actions addressed. Notes: There are 23 Actions are to be implemented over a 5 year period.	23 Annually		20	✓	Held Seniors Forum 300+ attendees, supported Neighbours Day, Partnered with Department of Education delivery of PD in Anxiety in Young people, Committees established Gin Gin, Childers, Bargara for 3 Youth Month activities.
Community Events	Number of iconic and community events held.	30		27	✓	Australia Day Activities, Chinese New Year and Clean up Australia Day

Projects - Community Development – Projects, Plant & Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Burnett Heads 'Lighthouse' Holiday Park – road upgrade	\$ 35,000	\$ 1,182	○	Quotes being sought. Anticipated construction period May–June.
Civic Centre - new scissor lift	\$ 0	\$ 0	○	Transferred. Transferred to Norville Pool for the capital expense of a new pool cleaner.
Kolan RSL Hall - Replacement Roof	\$ 70,000	\$ 0	○	Procurement complete. Purchase order issued. Timeframe for construction yet to be set. Will be scheduled around bookings in Hall.
Wallaville Hall Roof - Replacement Roof	\$ 0	\$ 0	○	Project to be completed in 2017/2018. Funds transferred to Kolan RSL Hall.
School of Arts Roof Replacement	\$ 0	\$ 0	○	Project removed. Project is being postponed until 2018/2019. Funds to be transferred to Childers Swimming Pool Filter Replacement.
Bundaberg Administration Centre - Air conditioner renewal program	\$ 80,000	\$ 703	○	Procurement complete. Executive air conditioner being undertaken this year. Construction scheduled for May 2017.
Elliott Heads Holiday Park - Upgrade Existing Amenities Block	\$ 1,105,210	\$ 884,468	★	Project complete. Final Payments yet to be paid. Now in defect period.
Elliott Heads Holiday park - BBQ Shelter Replacement	\$ 49,500	\$ 283	○	Design work is being undertaken. On hold until budget 2017/2018 has been approved.
Gin Gin Swimming Pool - Amenities Refurbishment	\$ 465,517	\$ 467,463	★	Project complete.
Miara Foreshore - Rockwall only	\$ 250,000	\$ 2,228	○	Procurement is in progress. Quotations close 11 April 2017. Construction to commence thereafter.
Moore Park Caravan Park - Effluent Treatment and Disposal Area Upgrade	\$ 95,000	\$ 0	○	Design work has commenced. Not expected to be complete until 30 June 2017.
Moore Park Holiday Park - Electrical Upgrade of Existing Powerheads	\$ 0	\$ 0	○	Project removed. Funds to be transferred to the Childers Swimming Pool Filter Replacement.
Norville Swimming Pool Refurbishment - Tiles and Edging Upgrade	\$ 50,000	\$ 2,125	○	Budget remaining, will be used in addition to the Works 4 Qld funding.
Norville 1 x Dolphine Pro Expert 2x2 Robotic Pool Cleaner	\$ 12,081	\$ 12,081	★	Project complete.
Norville Park Olympic Pool - Fixed Shaded seating roof replacement	\$ 35,000	\$ 31,115	★	Project complete.
Norville Park Olympic Pool - Amenities Block Refurbishment	\$ 10,000	\$ 15,226	★	Project complete.
Bundaberg Showgrounds - Replace part of roof Walker Street Craft Centre	\$ 12,000	\$ 11,764	★	Project complete.
Bundaberg Recreational Precinct - Purchase of grandstands	\$ 90,000	\$ 24,593	○	Grandstand has been installed. Further work to be undertaken prior to completion.
Bundaberg Recreational Precinct - New Amenities Block	\$ 240,000	\$ 20,532	○	Design finalised. Tenders have been sought. Construction to commence June and be completed by end of August.
Bundaberg Recreational Precinct - Upgrade to Municipal Band Hall	\$ 0	\$ 0	★	Project complete
Childers Swimming Pool – sand filter system renewal	\$ 64,419	\$ 5,000	○	Design has been completed. Request for quotes for installation have been sought. Tenders close 19 April 2017.
Bundaberg Recreational Precinct – water and grey water upgrades	\$ 0	\$ 1,383	○	Construction is underway
Works for QLD – Norville Pool – wet edge to 50 metre pool	\$ 0	\$ 975	○	Procurement in progress – tenders close 4 April. Construction scheduled to commence May 2017.
Works for QLD – Norville Pool – wet edge to 25 metre pool	\$ 0	\$ 188	○	Procurement in progress – tenders close 4 April. Construction scheduled to commence May 2017.

Operation Type – Disaster Management	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.3, 1.1.4	BP-CE-4:10-11	Operational Revenue	\$ 47,000	\$ 82,427
Prevention Strategies	2.3.4, 4.1.1,		Operational Expenditure	\$ 1,004,259	\$ 643,573
Disaster Management Plans	4.3.2		Capital Revenue	\$ 69,000	\$ 20,700
Programs & Partnerships - S.E.S			Capital Expenditure	\$ 115,000	\$ 20,426

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Disaster Preparedness - Programs & Partnerships	Number of Local Disaster Management Group meetings held.	3	Annually	4	✓	In the third quarter, a Bundaberg Local Disaster Management Group Ordinary Meeting occurred on 24 th March. This is in addition to the LDMG Ordinary Meetings reported in previous iterations. Additionally, Extraordinary Meetings of the Executive Group and/or Core Group of the LDMG occurred daily or twice daily 27 th -31 st March due to TC Debbie severe weather event. An LDMG <u>Extraordinary</u> Meeting for the full LDMG (Members, Advisors, Observers and invitees) occurred on Thursday 30 th March. A Local Disaster Management Group (LDMG) meeting was held in July and <u>December</u> . Council is a leading facilitator within the Group and at meetings. Additionally (and FYI) LDMG sub-group meetings were held at Gin Gin and Childers in December.

Projects - Community Development – Projects, Plant & Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
SES Moore park beach – new Shed	\$ 0	\$ 2,618	★	Complete
Burnett River Guage site at walla Second gas bubble pipe	\$ 70,000	\$ 23,879	○	On track
Childers SES – New shed for flood boat	\$ 20,000	\$ 929	○	Shed currently being manufactured.
Bundaberg SES – Solar Panels	\$ 25,000	\$ 0	○	Solar panels scheduled for install April 2017.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The *Works for Queensland* State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

Operation Type - Libraries	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.1, 1.1.5	BP-CE-5:11-12	Operational Revenue	\$ 560,110	\$ 250,673
Resources & Facilities	1.2.1, 1.3.1		Operational Expenditure	\$ 2,953,447	\$ 2,106,628
Community Services & Programs	1.3.3, 1.5.1		Capital Revenue	\$ 0	\$ 0
History & Heritage Collections & Publications	1.6.1, 1.6.2		Capital Expenditure	\$ 249,000	\$ 29,626

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Resources & Facilities	Library usage - Number of patrons using our libraries.	75,000		82,096	✓	Over 82,000 patrons visited our libraries this quarter. Branches were closed from December 24-31, 2016.
Community Services	Digital literacy - Number of participants in our Digital Literacy programs.	100		162	✓	We had 162 participants in digital literacy sessions this quarter. These included introductory tablet (iPad or Android) classes, school holiday and after-school robotics, one-on-one assistance, and genealogy (family history) sessions. Our program for this quarter has been refreshed, and we have seen a consequent increase in interest and participation.
Community Programs	Community participation - Number of participants in our community programs <i>Notes: Programs include: weekly Baby Time, Toddler Time and Story Time programs; author events; guest speakers; library tours; media events and youth programs</i>	2000		1,072	✗	Participation rate lower due to First 5 Forever Family Literacy Officer contract ending. Replacement solution should see numbers increase to normal target level for the next quarter.
History & Heritage - Recording & preserving our region's heritage	Number of images, recordings and items documented, catalogued or posted to our website (i.e. in Picture Bundaberg, Bundaberg Stories or History Bytes).	400		50	✗	A lower number of images were donated this quarter. The current Picture Bundaberg 10th Anniversary promotion on Facebook has proven highly popular with a reach of up to 41,000 people for some images.
Creative Regions	Community Partnerships: Number of people attending Bundaberg Regional Council funded projects and programs facilitated by Creative Regions		Trend reported biannually		↗	This KPI will be reported on again in the 4 th quarter. The figure for the first half of the year was 19, 894. Projects included the CRUSH Festival WriteFest, Bundaberg in voice, Tag and Release and North Bundaberg suburb blitz place activation.

Projects- Libraries	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Radio Frequency Identification (RFID)	\$ 249,000	\$ 29,157	○	Project is on track to be completed by the end May/early June 2017.
Gin Gin Library – new library (preliminary works)	\$ 0	\$ 469	○	\$15,000 approved in 2017/18 capital expenditure for concept plans to be drawn up ready for emerging suitable grants.

Community & Environment

Libraries, Arts & Theatre

Operation Type – Moncrieff Entertainment Centre	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.1, 1.2.1	BP-CE-5:11-12	Operational Revenue	\$ 554,386	\$ 539,274
Resources & Facilities	1.2.2, 1.4.2		Operational Expenditure	\$ 1,431,466	\$ 1,182,111
Cinema & Theatre Programs	1.4.3, 1.6.2		Capital Revenue	\$ 0	\$ 0
Community Programs & Partnerships			Capital Expenditure	\$ 150,000	\$ 153,284
Cultural Events					

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Cinema & Theatre Programs	Community Engagement - Number of cinema and theatre patrons visiting the Moncrieff Theatre.	8,000		16,182	✓	School holiday movies drove high numbers early in the year. Live events have been very well attended. Numbers include exceptional attendance for Chinese New Year events (4 performances) as well as 2 free community movies, which are always well attended.
Community Programs & Partnerships	Number of diverse cultural groups involved with the Moncrieff Theatre community programs and theatre operations. Notes: Community groups include, University of the 3 rd Age (U3A), National Aboriginal and Islander Day Observance Committee (NAIDOC), seniors, disabled and disadvantaged members of our local community	25		22	✓	The third quarter is a little slower. A number of partnerships are being established now for the second half of the calendar year in terms of programming.

Projects- Moncrieff

	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Moncrieff Theatre – Replace Air-conditioner	\$ 150,000	\$ 153,284	★	The new air conditioner has been installed and is fully operational.

Operation Type – Arts	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.3.1, 1.4.1	BP-CE-5:11-12	Operational Revenue	\$ 84,344	\$ 72,132
Resources & Facilities – Galleries	1.4.2, 1.4.3		Operational Expenditure	\$ 2,174,580	\$ 1,326,462
Exhibition & Arts Programs & Services	1.6.1, 1.6.2		Capital Revenue	\$ 0	\$ 0
Community & Stakeholder Partnerships			Capital Expenditure	\$ 37,000	\$ 31,080
Cultural Identity & Heritage					
Cultural Collections					

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Facilities - Community Engagement	Visitation to the Region's Art Galleries - Number of visitors to BRAG and ChArts.	9,000		8,454	✓	BRAG Visitation was 5,905. Of these 5,678 were adults and 227 were children. ChArts visitation was 2,530 Of these 2,321 were adults and 209 were children. The number of children visiting CHARTS increased by 34% in January when compared to the same time last year. Galleries were closed for a few days due to state wide weather events in March. CHARTS experienced unusually hot weather in Feb and March. BRAG also experienced poor weather in January. Galleries do find a corresponding result in lower visitation with inclement weather.

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Programs & Event	Number of participants in Arts and Culture programs. <i>Notes:</i> Programs include: Visual Arts education and workshops; professional development workshops for artists and educators; Artists in Residence program; school holiday programs and community group programs.	300		3,163	✓	Target exceeded. 101 public programs were delivered across BRAG and CHARTS. Of the 3,163 visitors that participated in these programs, 1,765 were 0 – 12 years of age, 140 were 12 – 18 year old and 1,258 were 18+ years. 6 visitors identified as Aboriginal or Torres Strait Islander, 144 identified as Culturally and Linguistically Diverse and 152 were people with a disability. 94 of the programs were conducted at the Galleries and 7 were outreach activities.
Community & Stakeholder Partnerships	Number of strategic partnerships purposefully maintained or developed (with the aim of generating greater community involvement and more meaningful participation).	12		26	✓	Target exceeded. Of these 26 partnerships 5 were new and the remaining were ongoing. The 5 new partnerships involved The Brewhouse/Bargara Brewing Company, Baldwin Swamp Art Group, the U3A, Spinners and Weavers and the Home Schooling Network. The Brewhouse partnership was a sponsorship opportunity approved by Council, with the Brewhouse providing product for an exhibition opening and The Brewhouse and BRAG undertaking joint marketing. This proved to be a very successful partnership.
Cultural Identity & Heritage	Number of Culture & Identity projects/programs delivered.	4		12	✓	Target exceeded. Of the 12 culture and identity projects, 5 were exhibitions by local regional artists at BRAG and CHARTS, 4 were artworks displayed on the Regional Canvas Wall exhibition space at ChArts by local artists, 1 was a community public art project and 1 was working with the BRICC Committee for social inclusion.

Projects- Galleries- Projects & Collection	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Bundaberg Regional Art Gallery (BRAG) – New roof critical due to leakages	\$ 25,000	\$ 20,953	★	Project complete.
Bundaberg Regional Art Gallery (BRAG) – Arts Collection	\$ 12,000	\$ 10,127	✓	The purchase of artwork for the collection is ongoing.

Operation Type – Parks	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$ 192,558	\$ 129,749
Parks & Open Space Management	2.3.2, 2.3.4		Operational Expenditure	\$ 15,325,464	\$ 10,688,346
Foreshores & Beaches			Capital Revenue	\$ 1,590,176	\$ 2,287,098
			Capital Expenditure	\$ 3,189,865	\$ 1,155,603

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Parks Maintenance	Meeting agreed service standards. Percentage service levels have been meet.	85%		96%	✓	Service levels have been met in close to all locations.

Operation Type – Parks – Cemeteries	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.2.1, 2.2.2	BP-CE-6a:4	Operational Revenue	\$ 380,000	\$ 243,364
Cemetery Services	2.3.2, 2.3.4		Operational Expenditure	\$ 898,694	\$ 634,782
			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 40,690	\$ 40,689

Projects – Parks – Cemeteries	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Cemeteries – renewal of old toilet block	\$ 8,425	\$ 8,425	★	Bundaberg Cemetery - Old toilet amenities being converted to storage shed – project complete.
Cemeteries – new shelter near Returned Services section	\$ 17,969	\$ 17,969	★	New shelter adjacent to returned servicemen section Bundaberg Cemetery – project complete.
Cemeteries – internal road upgrades	\$ 14,296	\$ 14,296	★	Bundaberg Cemetery – Internal roads- project complete.

Operation Type – Water Safety & Boating Facilities	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$ 0	\$ 0
Providing Lifesaving services	1.2.1, 1.2.2		Operational Expenditure	\$ 425,630	\$ 339,210
Boat ramps & jetties			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators – Note: KPIs for Water Safety Services currently under consideration.

Projects- Parks - Parks & Project Preparation	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Christensen Park (The Basin) – Road works construction from the Master-plan	\$ 851,078	\$ 462,225	○	In progress. Amenities, shelters and BBQs completed in December 2016. Funding approval received in October 2016.
Various - New and Upgrade Generic Parks and Open Space	\$ 0	\$ 0	○	Green Avenue, Branyan and Burnett Shores Burnett Heads to commence March 2017.

Projects- Parks - Parks & Project Preparation	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Green Ave Park Playground Upgrade – Developer Contributed Parks	\$ 0	\$ 2,627	★	This is funded from Developer contributions with play equipment ordered and Path construction underway total being \$20,000.
Various - Toilet Block Renewal & Repair	\$ 14,000	\$ 0	○	Toilet Block Renewal Program yet to commence.
Various - Shelters & Building & Shade Cover Renewal	\$ 51,145	\$ 0	○	Shelters & Building Program yet to commence
Various - Playground Renewals	\$ 0	\$ 0	○	See line items below.
Various - BBQ and Park furniture renewal	\$ 0	\$ 0	○	See line items below.
Hummock lookout & road renewal	\$ 82,500	\$ 76,674	○	Concept survey and design complete, consultation complete, vegetation removal completed November 2016. Construction nearly completed - expected April 2017.
Woodgate Foreshore Hub - Near Caravan Park	\$ 55,000	\$ 52,806	★	Project completed.
Park infrastructure development - new developer contributed parks	\$ 42,500	\$ 0	○	Ongoing.
Botanical Gardens - Repair Internal Road	\$ 60,000	\$ 0	○	Expected delivery by Roads & Drainage 3 rd quarter.
North Depot (Botanical Gardens) - Internal Road Bitumen Sealing	\$ 25,000	\$ 35,093	★	Project complete
Car Park & Internal Park Roads Reseal & Repair	\$ 70,000	\$ 0	○	Monduran Dam Car Park. Expected delivery by Roads & Drainage 3 rd quarter Others ongoing
Extension of existing footpath – Botanic Gardens	\$ 20,000	\$ 152	○	Footpath in Botanic Gardens under design. Expected completion 4 th quarter.
Oaks beach Toilet Block	\$ 130,000	\$ 5,695	○	Oaks Beach Toilet concept complete, designs and approvals complete, public consultation complete. Expected completion May 2017
Lions Park Shelters	\$ 54,110	\$ 54,110	★	Project completed.
Boreham Park 2 Shelters	\$ 56,097	\$ 57,697	★	Project completed.
Yandaran Sports Oval shelter	\$ 12,805	\$ 12,805	★	Project completed.
Alexandra Park rubber soft-fall replacement	\$ 60,000	\$ 6,940	○	Project commenced. Expected completion February 2017.
Ratray Park – playground improvement	\$ 28,140	\$ 5,303	★	Project completed. Awaiting final invoice.
ANZAC Park – playground relocation and refurbishment	\$ 45,000	\$ 0	○	Project on hold pending future designs for ANZAC park
Anzac Park embellishments	\$ 25,000	\$ 0	○	RSL Project yet to commence on hold.
Tall Ships Park Innes park Development	\$ 51,789	\$ 51,789	★	Project complete,
Bucca recreation reserve – new picnic shelter	\$ 11,508	\$ 11,508	★	Project complete.
Buxton friendship association – new picnic shelter	\$ 20,000	\$ 0	○	Project yet to commence.
Alexandra Park Lighting & Electrical upgrades	\$ 51,000	\$ 50,354	★	Project completed
Childers Streetscape Lighting upgrades	\$ 16,000	\$ 14,724	★	Project completed.

Notes: Projects written in blue are either 1) carry-over projects from last financial year, and budgeted in the 1st quarter revision; or 2) projects that are part of a budgeted capital renewal program that are now allocated to specific projects. The *Works for Queensland* State Government funding initiative has enabled a significant number of projects to be added to our capital renewal program this quarter.

Projects- Parks - Parks & Project Preparation (continued)	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
North Depot (Botanical Gardens) – Installation of Solar Panels	\$ 10,379	\$ 9,245	★	Project completed
Nanning Garden Upgrade	\$ 1,189,098	\$ 105,186	○	Project commenced, funding received December 2016 2 nd quarter. Budget Review completed.
Crawford Park BBQ renewal	\$ 17,716	\$ 17,716	★	Project completed.
Bargara Centre Point beach access ramp	\$ 20,000	\$ 30,793	★	Project completed.
Bundaberg Japanese Gardens – renewal of ponds and spillways	\$ 100,000	\$ 48,011	○	Project commenced.
Innes Park Playground climbing frame	\$ 20,000	\$ 0	○	Project commenced and will be completed in 4 th quarter 2017.
Barolin Point, Coral Cove – reseal of carpark	\$ 0	\$ 23,297	★	Project complete. 3 rd Quarter Budget Review completed.
Works for QLD – Illet Park Rustic Road Burnett Downs – Construct 2 Amenities	\$ 0	\$ 445	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/05/2017.
Works for QLD – Moore Park Beach Foreshore – construct 3 shelters over Picnic Tables and connecting pathway	\$ 0	\$ 2,807	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/04/2017.
Works for QLD – Moore Park Beach Foreshore – pathway from surf club to Lassig St	\$ 0	\$ 402	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/04/2017.
Works for QLD – Rattray Park, Bundaberg North – installation of shade sail over play equipment and installation of single shelter	\$ 0	\$ 1,256	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/05/2017.
Works for QLD – Mary Kinross Park, Bargara – construction of 2 twin shelters with BBQ	\$ 0	\$ 2,241	○	Preconstruction expenditure costs. Construction to commence 01/09/2017. Revised budget submitted for 2017/2018.
Works for QLD – Esplanade, Elliott Heads – construction of 4 picnic shelters and tables	\$ 0	\$ 1,345	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/06/2017.
Works for QLD – Barolin Point Reserve, Coral Cove – construction of a picnic node	\$ 0	\$ 1,289	○	Preconstruction expenditure costs, Construction to commence 01/07/2017, Revised budget submitted for 2017/2018.
Works for QLD – Burnett Heads – construction of picnic shelter	\$ 0	\$ 336	○	Preconstruction expenditure costs. Construction to commence 01/09/2017. Revised budget submitted for 2017/2018.
Works for QLD – Doblo Park, Elliott Heads – construction of single shelter with double plate BBQ	\$ 0	\$ 763	○	3 rd Quarter Review submitted. Preconstruction expenditure costs. Construction to commence 01/06/2017.
Works for QLD – Elliott Heads – Construction of amenities	\$ 0	\$ 445	○	Preconstruction expenditure costs. Construction to commence 01/07/2017. Revised budget submitted for 2017/2018.
Works for QLD – Gum Nut Drive Park, Ashfield – playground cover and shelter/seating	\$ 0	\$ 1,256	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs.
Works for QLD – Nita Cunningham Park, Telegraph Road, Bundaberg East – shelter/seating	\$ 0	\$ 1,256	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs.
Works for QLD – Crawford Park, Bargara – installation of 2 single shelters to replace 1 large shelter	\$ 0	\$ 759	○	Preconstruction expenditure costs. Construction to commence 01/08/2017. Revised budget submitted for 2017/2018.
Works for QLD – Moore Park Beach Foreshore Hub – construction of shelter, pathway and beach access	\$ 0	\$ 4,921	○	3 rd Quarter Review submitted. Construction commencement 01/03/2017. Preconstruction costs.
Works for QLD – Gin Gin Recreation Reserve – installation of shade structure over playground	\$ 0	\$ 86	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs

Projects- Parks - Parks & Project Preparation (continued)	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Works for QLD – Lake Ellen Heritage Hub - Construction of shade shelter over toddlers playground	\$ 0	\$ 427	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs.
Works for QLD – Boreham park Avenell heights - Construction of shade shelter over toddlers playground	\$ 0	\$ 427	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs.
Works for QLD – 120 Malvern Drive, Moore Park Beach – installation of shelter and playground	\$ 0	\$ 1,256	○	3 rd Quarter Review submitted. Construction commencement 01/04/2017. Preconstruction costs.
Works for QLD – Lifesavers Park, Elliott Heads – single shelter	\$ 0	\$ 336	○	3 rd Quarter Review submitted. Construction commencement 01/06/2017. Preconstruction costs.
Works for QLD – Seagulls Park, Elliott Heads – large shelter and single shelter	\$ 0	\$ 336	○	3 rd Quarter Review submitted. Construction commencement 01/06/2017. Preconstruction costs
Works for QLD – Charlotte Moorhead Park, South Bingera – single shelter	\$ 0	\$ 829	○	3 rd Quarter Review submitted. Construction commencement 01/05/2017. Preconstruction costs
Works for QLD – Teen Play Area – Avoca – skate bowl or bike track	\$ 0	\$ 86	○	3 rd Quarter Review submitted. Construction commencement 01/06/2017. Preconstruction costs

Operation Type – Natural Resource Management	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.1.1, 2.1.3	BP-CE-6c:7-8	Operational Revenue	\$ 71,750	\$ 33,610
Land Protection	2.1.4		Operational Expenditure	\$ 1,662,020	\$ 703,922
Natural Areas Management			Capital Revenue	\$ 0	\$ 0
Coastal Areas Management			Capital Expenditure	\$ 62,500	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Natural Areas Operational Plans	Percentage of actions undertaken. Notes: There are a total of 10 Operational Plans for Natural Areas across the Bundaberg region.	75% Annually			✓	To be reported 4 th quarter.
Public Awareness & Education	Number of public awareness and education programs and activities (e.g. field days, community events, brochures, workshops and signage)	8		7	✓	Activities included the following: Newsletter article for Moore Park Beach foreshore tree planting project; Flyer and media coverage for Hummock vegetation removal; Gin Gin Nature Park - flyer, media coverage, 2 public meetings, guided tour and stall at markets; Media responses – Dr Mays Island 2nd Sep, dead magpie geese Botanic Gardens 30th Sep.
Land protection inspection program (weeds).	Number of properties inspected. Notes: It is anticipated that there will be further revision regarding percentage or area measurements for this indicator in 2017.	350		314	✓	Result is within tolerances. 5 Non-Council environmental programs were also supported by the Natural Resource Management in the 2nd quarter.

Projects- Natural Resource Management	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Bridge upgrades – Baldwin Swamp	\$ 62,500	\$ 0	○	Awaiting quotes. Aiming to deliver in the 4 th quarter.

Operation Type – Sport	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.1, 1.1.2	BP-CE-6b:5	Operational Revenue	\$ 0	\$ 923
Physical Activity & Preventative Health	1.2.1, 1.2.2		Operational Expenditure	\$ 438,696	\$ 244,115
Youth Representativeness & Sports Organisations			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Physical Activity & Preventative Health	Number of physical activity and preventative health initiatives promoted and supported by council.	25		30	✓	Initiatives included the <i>Recreate Newsletter</i> , weekly Enews, promotion and support of key sporting events/ activities/ State funding programs. 150 Be Active Be Alive sessions delivered, including the launch of parkrun Bundaberg
Youth Representativeness & Sports Organisations	Number of successful grant applications in support of individual sportspeople and sport organisations.	25		70	✓	There were 68 successful <i>Young People in Sport</i> applications and 2 successful application the <i>Sport Championships Funding Program</i> this quarter.

Regulatory Services

Operation Type – Regulatory Services	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.3, 1.2.1	BP-CE-7:5	Operational Revenue	\$ 888,213	\$ 776,236
Animal Management	4.4.1, 4.6.2		Operational Expenditure	\$ 2,294,160	\$ 1,688,886
Local Law			Capital Revenue	\$ 504,000	\$ 593,100
Regulated Parking			Capital Expenditure	\$ 2,040,500	\$ 1,863,482




Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Regulated Parking	SPER: Number of parking infringement notices forwarded to SPER for debt recovery	Trend		179	↗	179 Infringements were forwarded to SPER for debt recovery.
Animal Management - Customer Request Management (CRM)	Percentage of customer requests overdue in relations to assigned timeframes assigned.	>%15		10.44	✓	10.44% of the Animal Management CRM tasks were overdue during the quarter.

Projects - Regulatory Services	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Animal Control - New pound facility \$1.8M Project	\$ 2,040,500	\$ 1,863,201	★	Project completed and facility is now operational, with some minor final invoices yet to be received and paid.


Operation Type – Health Services	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.2,1.1.3	BP-CE- 8b:7-11	Operational Revenue	\$ 325,456	\$ 121,066
Food Safety/Public Health Risks	2.4.3, 4.4.1		Operational Expenditure	\$ 1,143,793	\$ 723,461
Environmental Nuisances & Pollution	4.6.1		Capital Revenue	\$ 0	\$ 0
Environmental Health Promotion & Public Education			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Environmental Monitoring & Community Preparedness	Percentage Environmental Monitoring & Community Preparedness programs have been effectively completed- includes Vector and Environmental monitoring and Disaster Management preparations.	100%		YTD 70%		The Alpha Virus Vector Survey concluded at the end of January throughout the Bundaberg Region. The RSVP monitoring program was conducted throughout February and March. BG Trapping for the monitoring of Aedes aegypti in Childers has commenced and will continue through April. With the weather event at the end of March, Environmental Health Officers exercised preparedness in the level of “Stand Up” for the potential disaster. Due to increased potential for mosquito breeding, treatment for mosquito larvae throughout the region will continue through to mid-April.
Licensing, Assessment & Approvals	Percentage of inspections completed against the anticipated number of inspections for the year.	98%		YTD 47%		Inspections will continue to be completed throughout the financial year with the focus remaining on licensed food businesses.
Environmental Health Community Education	Number of community education programs and activities delivered to our community	5	Annually Reported YTD	YTD 4		The promotion of Take the Lead on Litter has been ongoing throughout this quarter, including the activation of the Take the Lead on Litter website. Council’s online food safety and hygiene course I’M ALERT had a significantly increased number of users this quarter with 2684 users.

Operation Type –Waste Services	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	1.1.3, 1.2.1	BP-CE-8a:7-8	Operational Revenue	\$ 21,207,491	\$ 10,717,865
Waste & Recycling Collections	2.1.1, 2.2.2,		Operational Expenditure	\$ 16,791,435	\$ 7,285,003
Waste Disposal	2.3.2, 4.4.1		Dividend & Tax to General	\$ 1,373,072	\$ 676,537
Material Recovery			Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 318,000	\$ 215,634
			Loan Redemption	\$ 442,000	\$ 209,584

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Waste Collection	Percentage of customer requests/complaints processed effectively.	95%		96%		962 requests during third quarter

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Waste Disposal	Maximise waste being disposed of at our lined landfill site (Cedar Road).	40,000 Tonnes		41,600	✓	Loads to Cedars Road landfill increasing annual tonnage above previous tonnage level per annum.
Resource Recovery	Municipal solid waste diverted from landfills. Percentage of waste diverted to be reused.	30%		24%	○	Comprising of mainly Collections Recycling product.
Community Education & Public Relations	Number of community education activities delivered.	50 Annually		52 YTD	✓	24 Media Articles, 3 Landfill Tours and 25 Material Recovery Facility Tours (with 301 participants) completed year to date.

Projects - Waste Services- Landfill	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Bundaberg Regional Landfill (Cedars Rd) Gas System Stage 2	\$ 70,000	\$ 0	○	The works will not be required this financial year and will now be completed next financial year. A budget revision form will be completed to re-provision into next Financial year.
Bundaberg (University Drive)Tipwell safety system	\$ 88,000	\$ 69,656	★	Completed installed and invoice signed off.
Tirroan - Shop Shed	\$ 15,000	\$ 13,636	★	Construction completed.
Bundaberg Regional Landfill (Cedars Rd) - Irrigation Line	\$ 20,000	\$ 10,637	★	Construction completed.
Qunaba Landfill - Extend Roadway to landfill boundary	\$ 70,000	\$ 74,084	★	Completed.
Bundaberg Regional Landfill (Cedars Rd) - Cell 3 - Preliminary Works	\$ 35,000	\$ 25,623	✓	Preliminary soil sampling and design concepts meeting held. Modifications to the liner requirements are projected to be agreed to by the Department of Environmental and Heritage Protection. Total scope of works are limited to design and tendering process. Tender for Leachate aggregate has been called and is being assessed. Council approval to go to tender for Cell 3 granted.
Bundaberg (University Drive Landfill Site) - Irrigation Line	\$ 20,000	\$ 9,587	✓	First section completed next stage scheduled for June.
Interim Capping Qunaba Landfill	\$ 115,000	\$ 9,950	○	Interim Capping at Qunaba as part of the Capping program has commenced.
Cedars Road landfill Security Fencing	\$ 22,600	\$ 22,545	★	Project completed.
Bundaberg Admin Office Design	\$ 0	\$ 1,944	○	These costs will be transferred to operational costs.
Qunaba Landfill – phytocapping development approval and pilot	\$ 0	\$ 15,363	○	Expenditure to be transferred from Capital to Operational.
Cedars Road Landfill – interim capping – cell 2	\$ 85,000	\$ 0	○	Expenditure to occur in June 2017.
University Drive Landfill – interim capping	\$ 50,000	\$ 0	○	Expenditure to occur in June 2017.
University Drive Landfill – surfacing work	\$ 31,159	\$ 31,158	★	Project completed.

Operation Type – Financial Accounting	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	2.3.4 , 4.2.2	BP-OS-1:12	Operational Revenue	\$ 1,016,000	\$ 828,044
Financial Accounting	4.4.1, 4.5.2		Operational Expenditure	\$ 2,066,034	\$ 1,363,880
Financial Processes and Statements	4.6.2				
Investment & Debt Management					
Financial Asset Management					

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Cash flow	Level of funds available greater than \$30m at the end of the financial year. Notes: Quarterly Targets 1st Quarter- greater than \$30m; 2nd Quarter- greater than \$62 m; 3rd Quarter- \$30m; 4th Quarter- \$52m	> \$30m	end of the financial year	\$138.3M	✓	Current cash balance is significantly higher than minimum cash balance required. Council requires appropriate cash levels to cover major projects during the financial year and beyond. No liquidity issues are foreseeable in the near future.
Audits	Prepare unaudited Annual Financial Statements in accordance with the applicable accounting standards and forward to the external auditors within legislative timeframe.	100%	by the end of the second Quarter	25%	✓	Preparation work has commenced for the Financial Statements for the 2016/2017 year. Queensland Audit Office contracted auditors will be conducting their interim audit during the week commencing 10 th April 2017.
Taxation	Taxation requirements completed (includes GST, BAS & Payroll)	100%	by the end of the calendar year	75%	✓	The monthly taxation requirements are being met as per the legislative requirements. Work has commenced on the preparation of the Fringe Benefits Tax Annual Return for 2016/2017.
Investments	Return on monetary investments: Minimum return on investments is 1% Notes: Percentage is calculated above the target cash rate	> 1%		1.01%	✓	The Reserve Bank of Australia held the cash rate at 1.50% this quarter. Term deposit interest rates remained reasonable in comparison, but the QTC Cash Fund rate is still sitting at less than 1% over cash rate. Cash held in QTC will continue to decrease over the next quarter with large payments due. However, the balance will be monitored periodically and additional cash invested out to term deposits where necessary.
Financial Asset Management - Overall Condition	Percentage of assets in a satisfactory or higher condition (index less than 7). Excludes asset to be decommissioned. Notes: There are currently approximately 73,950 assets listed in our Asset Register. Index 0 indicates new condition – index 10 indicates that the asset is no longer useable.	> 98%		96.59%	✓	A large percentage of these assets are underground and are part of Council's aging infrastructure.

Operation Type – Revenue	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.4.1, 4.4.2	BP-OS-1:12	Operational Revenue	\$ 767,000	\$ 539,257
Revenue Administration	4.5.1		Operational Expenditure	\$ 1,238,872	\$ 827,531
Revenue Processing					
Property Data Management					
Rates Debt Management					

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Rates	Outstanding rates as a percentage of rates levied, prior to six monthly rates billing.	< 5% reported bi-annually	1 st & 3 rd Quarters	3.77%	✓	Rates are billed half-yearly in February and July/August. Rates debt owing before the current half-yearly Rates Billing was the lowest in the Council's history:

Billing Date	Period Ending	Rates Owing	Rates Levy	% Owing to Levy
6 February 2017	30 June 2017	\$5,758,703	\$152,891,380	3.77%
29 July 2016	31 Dec 2016	\$5,530,938	\$145,930,250	3.79%
5 February 2016	30 June 2016	\$5,656,645	\$145,138,441	3.90%

Financial Services - Strategic Supply

Operation Type – Strategic Supply	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2.2, 4.5.2	BP-OS-1:13-14	Operational Revenue	\$ 10,000	\$ 0
Procurement	4.7.2		Operational Expenditure	\$ 1,106,605	\$ 716,097
			Internal Revenue	\$ 487,875	\$ 274,783

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Spend under Management	Percentage of spend under management Notes: Management of expenditure through a defined procurement process (involves competitive sourcing and record-keeping of analytical data for future use).	> 60%		65%	✓	The rollout of the Council wide Contract Register coupled with an increase in the early involvement of Strategic Supply in significant procurement activities is slowly improving the spend under management.

Organisational Services

Financial Services – Accounts Payable

Operation Type – Accounts Payable		Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas		4.2.2, 4.3.2	BP-OS-1:16	Operational Revenue	\$ 0	\$ 0
Invoices & Payments		4.4.1, 4.4.2		Operational Expenditure	\$ 313,357	\$ 207,248
Corporate Purchase Cards						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Creditor Invoices	Number of payments outside of terms (i.e. process all creditor invoices and credit notes and payments to ensure creditors are paid within Council's payment terms).	< 90		42	✓	Number of invoices paid short is dependent upon council staff returning invoices to accounts to effect payment and the prompt follow up by Accounts Payable staff.

Financial Services – Customer Service

Operation Type – Customer Service		Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas		4.4.1, 4.4.2	BP-OS-1:15	Operational Revenue	\$ 0	\$ 110
Customer Service				Operational Expenditure	\$ 1,649,120	\$ 1,132,668
Disaster Management Support						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Call Centre – Call Management	Percentage of calls processed within allocated timeframes.	90%		97%	✓	Daily operations via the Call Centre base exceeded set indicators for the delivery of service.
Customer Request Management (CRM)	Percentage of CRMs overdue across council in relations to the timeframes assigned.	< 15%		19%	✓	Outstanding requests were actioned within acceptable tolerances of 15% and Upper Tolerance of 20%. The recent cyclonic weather conditions placed demand on delivering priority services outside standard requests for service.

*Please Note: Information Systems are currently undergoing a review of internal processes and will develop a suite of new operational Key Performance Indicators

Information Systems

Operation Type – Information Systems		Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas		2.3.1, 4.4.1	BP-OS-2:5-8	Operational Revenue	\$ 3,944	\$ 355
Information Technology Infrastructure & Support		4.5.1, 4.5.3		Operational Expenditure	\$ 7,345,897	\$ 5,080,622
Corporate Applications				Capital Revenue	\$ 0	\$ 0
GIS Services & Support				Capital Expenditure	\$ 4,773,544	\$ 446,673
Records Management						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Support Requests	Number of Support Requests completed.	Trend			↘	Slightly lower quarterly result as expected for support requests resolved due to the Christmas period.

Projects – Information Systems Intangible Assets and Plant & Equipment	2 nd Quarter Budget	3 rd Quarter Actuals	Status	Comment
Corporate Applications - Core System Replacement Project Total Project \$6.1M	\$ 4,029,826	\$ 0	🟡	In progress. Enterprise Asset Management (EAM) evaluation panel have shortlisted tender responses and product demonstrations are finalising. \$2,500,000 reprovisioned within 3 rd quarter revisions to 2017/18.
GIS Management - Aerial Photography	\$ 22,500	\$ 0	★	Project completed. \$7,500 transferred to operating expenditure for high resolution imagery over the city and Bargara coastal strip. \$22,500 reprovisioned within 3 rd quarter revisions
Infrastructure & Operations - Internal CCTV Maintenance and Upgrade	\$ 69,534	\$ 8,960	🟡	In progress. CCTV implementation for Gin Gin Service Centre, Childers Service Centre and BRAG. Quotes received and project awarded. Awaiting scheduled installation dates.
Infrastructure & Operations - Core Network Upgrade	\$ 200,472	\$ 0	🟡	Project deferred to 2017/18. 200,472 reprovisioned within 3 rd quarter revisions to 2017/18
CCTV network Upgrade - Safe Night Precinct CBD Precinct	\$ 90,909	\$ 72,572	✔️	All planned CCTV cameras commissioned successfully. Surplus budget to be expended on 3 new CCTV camera sites as agreed with QPS.
2 Communication Towers Gin Gin & Cedars Road	\$ 4,035	\$ 4,035	★	Project completed.
Microwave Links	\$ 297,166	\$ 322,718	★	Project completed. Budget request submitted for 3 rd quarter revisions.
Network link Childers Sewerage treatment plant - plant component	\$ 15,362	\$ 13,671	★	Project completed.
Network link Childers Sewerage treatment plant - Building component	\$ 8,600	\$ 2,047	★	Project completed.
Surge protection – Operations Centre	\$ 15,140	\$ 3,151	✔️	In progress. New UPS battery to be procured.
Hummock UPS & cabling	\$ 10,000	\$ 9,058	★	Project completed.
Rugged Tablets	\$ 10,000	\$ 10,000	★	Project completed.

Internal Ombudsman

Operation Type – Internal Ombudsman	Strategic Links	Risk Id.	2 nd Quarter Budget	3 rd Quarter Actuals	
Core Programs/Services Areas	4.2.2, 4.6.2	BP-OS-3:8-9	Operational Revenue	\$ 10,500	\$ 8,149
Corporate Governance	4.7.3		Operational Expenditure	\$ 2,303,885	\$ 2,042,517
Statutory Requirements			Capital Revenue	\$ 0	\$ 2,727
Insurance			Capital Expenditure	\$ 0	\$ 0
Risk Management					
Property & Leasing					

Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Administrative Reviews	Number of Administrative Reviews received and processed within applicable timeframes. <i>Notes: Reviews include Complaints Management Process and Ombudsman / Office of the Information Commissioner Reviews and Crime and Corruption Commission</i>	Trend		6		6 administrative reviews were received and processed within applicable timeframes.
Right to Information and Privacy Applications	Percentage of Right to Information and Privacy Applications received and processed within applicable timeframes. <i>Notes: The number of Applications is also recorded in the Comments to provide trend information.</i>	90%		100%	✓	8 Right to Information applications were processed within timeframes during the quarter.
Right to Information and Privacy Training	Percentage of staff trained in Right to Information and Information Privacy processes and procedures	90%		98.28%	✓	457 of 465 eligible employees have completed Right to Information and Information Privacy training.
Insurance	Percentage of insurance claims processed (submitted) within timeframes (i.e. General Insurance and Public Liability Claims). <i>Notes: The number of Applications is also recorded in the Comments to provide trend information</i>	95%		100%	✓	12 insurance claims were processed within timeframes (general insurance and public liability claims).
Risk Management	Percentage of open risk compared to total risks each quarter (i.e. number of open risks compared to closed risks, shown as a percentage)	< 25%		16.2%	✓	A total of 1485 risks have been identified across Council. 1244 have been closed. 241 risks remain open this quarter, equating to 16.2%.

People & Performance

Operation Type – Human Resource Management	Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals	
Core Programs/Services Areas	4.3.2, 4.7.1	BP-OS-4:8-9-10	Operational Revenue	\$ 182,500	\$	159,000
Recruitment	4.7.2, 4.7.3		Operational Expenditure	\$ 848,198	\$	581,039
Training & Development			Capital Revenue	\$ 0	\$	0
Payroll			Capital Expenditure	\$ 0	\$	0
Employee Relations & Community Relations						
Key Performance Indicators						
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Training & Development	Percentage of staff satisfaction with training.	80%		90%	✓	29 staff attended mandatory training with an average satisfaction rating of 90%.
Community Relations/Support	Number of Community Support activities undertaken (e.g. work experience, traineeships, apprenticeships, scholarships, and cadetships)	50 Annually			✓	To be reported in the 4 th quarter

Operation Type – Workplace Health & Safety		Strategic Links	Risk Id.	Budget		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas		4.7.3	BP-OS-4:8	Operational Revenue		\$ 4,366	\$ 0
Workplace Health & Safety				Operational Expenditure		\$ 1,044,233	\$ 770,343
				Capital Revenue		\$ 0	\$ 0
				Capital Expenditure		\$ 0	\$ 0
Key Performance Indicators				<i>*Note: Unless otherwise indicated, WHS KPIs Targets are Annual - Reported Quarterly YTD</i>			
Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment	
WHS Management	Days Lost - Number of days leave taken as a result of injury.	< 588		716	✗	There were 288 days lost (this Quarter) due to injury with no specific trend in the cause or type of injury.	
WHS Management	Lost Time Injuries - Number of people injured requiring leave of duties.	< 24		32	✗	There were 8 staff injured during the quarter.	
WHS Management	Hazard Inspections – Percentage of inspections carried out on time	100% Annual Reported Quarterly		91%	✓	69 hazard inspections were completed during the quarter.	
WHS Management	Lost Time Injury Frequency Rate (LTIFR) - Number of injuries per number of hours worked (all employees across whole organisation).	<17.9		31.71	✗	There was an increase in the LTIFR due to the hours lost per injury.	
WHS Management	Notifiable incidents - Number of notifiable incidents. <i>Notes: Upper tolerance < 4.</i>	0		0	✓	There have not been any notifiable incidents year to date.	
WHS Management	Training & Development- Staff satisfaction - Percentage of satisfaction with training.	80%		90%	✓	The average satisfaction rating was WHS training was 90% for the quarter.	
WHS Management	Reported Incidents: Percentage of reported incidents investigated.	80%		100%	✓	All incidents were investigated during the quarter.	
WHS Management	Return to Work Programs: Percentage of successful return to work programs. i.e. staff member has returned to normal duties	90%		100%	✓	All staff have returned to their positions and are either working full or reduced hours.	

Communications & Media

Operation Type – Communications & Media		Strategic Links	Risk Id.	2 nd Quarter Budget		3 rd Quarter Actuals
Core Programs/Services Areas		4.1.1, 4.3.2	BP-OS-5:7-8	Operational Revenue		\$ 0
Community & Council Communications		4.3.1, 4.3.2		Operational Expenditure		\$ 571,027
Media & Marketing		4.6.1		Capital Revenue		\$ 0
				Capital Expenditure		\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Media Communications - Representing and communicating the interests of regional stakeholders	Number of media releases including releases, statements and web-site posts.	150		163	✓	Council continues to achieve a high percentage of media releases published in the NewsMail and adapted for media stories for local TV and radio.
Social Media Engagement	Number of views, includes: Twitter, Facebook and YouTube.	250,000		742,158	✓	Council's community engagement through interactive posts via various social media platforms continues to increase.

Sustainable Finance

Operation Type – Sustainable Finance	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 5,100,000	\$ 3,760,362
Financial Planning, Reporting & Forecasting	4.5.1, 4.5.2		Operational Expenditure	\$ 749,886	\$ 528,714
Corporate Planning & Reporting	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Performance Management			Capital Expenditure	\$ 0	\$ 0
Systems & Document Management					
Audits & Accreditation					

Key Performance Indicators


Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Loan indebtedness	Loan indebtedness does not exceed 60% of Gross Operating Expenses.	< 60% Average over 5 years			○	To be reported 4 th quarter.
Operating Surplus	Ratio is between 0 and 15% of total operating revenue for whole of council	5% Average over 5 years			○	To be reported 4 th quarter.
Asset Sustainability Ratio	The capital expenditure on replacement assets is greater than 90% of depreciation	100% Average over 5 years			○	To be reported 4 th quarter.
Own Source Revenue	Own source revenue as a percentage of total recurrent revenue	Trend			○	To be reported 4 th quarter.
Own Source Revenue	Own source revenue per head of regional population	Trend			○	To be reported 4 th quarter.
Internal Quality Audits	Coordinate and conduct Internal Quality Audits: Number of Internal Quality Audits.	7 Annually		4 YTD	○	2 audits have been undertaken and finalised this quarter 1. 161704 Road Maintenance Performance Contract 2. 161710 Calibration and Measurement Traceability Audit 161713 East Treatment Plant Biogas Facility Safety Management Plan is at the data gathering stage.

Organisational Services

Internal Audits

Operation Type – Internal Audits	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 0
Audits & Accreditation	4.5.1, 4.5.2		Operational Expenditure	\$ 145,131	\$ 88,745
	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
			Capital Expenditure	\$ 0	\$ 0

Key Performance Indicators

Task/ Action	Performance Measure	Target	Milestone	Actual	Status	Comment
Internal Audits	Coordinate and conduct Internal Audits: Number of Internal Quality Audits.	7 Annually		4 YTD		The Internal Auditor is on track to complete 6 out of 7 audits this year. The Internal Auditor has continued to receive requests that are in addition to the Annual Internal Audit Plan, and has responded to these in a timely manner. The audit that will be not be completed this financial year will be carried over to the next financial year for completion.

General Rates

Operation Type – General Rates & Charges	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 75,929,500	\$ 75,357,009
General Rate	4.5.1, 4.5.2		Discounts & pensioner remission	\$ 7,209,000	\$ 7,267,197
Valuation Services	4.6.2, 4.7.3		Operational Expenditure	\$ 785,000	\$ 548,921
Discount & pensioner remissions					

On Costs NCP & Overheads

Operation Type – General Rates & Charges	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Payroll Oncost Recoveries	\$ 21,810,000	\$ 15,459,842
On Costs	4.5.1, 4.5.2		Payroll Oncost Expenses	\$ 21,189,347	\$ 13,687,999
NCP Recoveries –Dividends tax	4.6.2, 4.7.3		NCP Dividend & tax recoveries	\$ 19,209,517	\$ 14,407,138
Corporate Overhead Recoveries			Corporate overhead recoveries	\$ 15,845,479	\$ 11,884,109

Executive Services

CEO's Office

Operation Type – CEO's office	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 7,417	\$ 15,510
Council Administration	4.5.1, 4.5.2		Operational Expenditure	\$ 1,006,514	\$ 784,396
Deputations and	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0

Operation Type – Office of Mayor and Councillors	Strategic Links	Risk Id.		2 nd Quarter Budget	3 rd Quarter Actuals
Core Programs/Services Areas	4.2 2, 4.4.3	BP-OS-6:7-8	Operational Revenue	\$ 0	\$ 73
Council Strategies	4.5.1, 4.5.2		Operational Expenditure	\$ 1,301,702	\$ 947,739
Deputations and Government relations	4.6.2, 4.7.3		Capital Revenue	\$ 0	\$ 0
Civic receptions and events			Capital Expenditure	\$ 0	\$ 0



BUNDABERG
REGIONAL COUNCIL