

Budget and Operational Plan by Department

Department: Financial and Project Services

Budget 2017/18	
Category	\$
Capital Revenue	(60,927,000)
Capital Expenditure	1,267,500
Contributed Assets	40,227,000
Loan Redemption	27,723,154
Borrowings	(26,250,000)
Capital Reserves Transfers	22,500,000
Operational Revenue	(442,722,897)
Operational Expenditure	159,579,262
Operational Reserves Transfers	7,028,307
Operational Projects Expenditure	560,000

The department is delivering on the following Corporate Plan strategies

Strategy: Maintain an efficient and effective organisation	
Key Performance Indicator	Annual Target
Amount of outstanding rates (excluding prepayments) at the end of each quarter	3 %
Obtain an unmodified external audit opinion for 2016/17	100 %
Liquidity - Target working capital ratio to be greater than 3	3
Maximise interest revenue on surplus cash invested with QTC and other financial institutions	2.75 %
Liquidity - Target cash expenses cover to be greater than 6 months	6
Fiscal Flexibility - Target interest cover to be greater than 6 months	6
Availability of corporate information systems during business hours	99 %
Internal customer satisfaction with corporate information systems	90 %
Availability of council's website	99 %

Department: Human Resources

Budget 2017/18	
Category	\$
Operational Revenue	(38,000)
Operational Expenditure	2,496,086

The department is delivering on the following Corporate Plan strategies

Strategy: Maintain an efficient and effective organisation	
Key Performance Indicator	Annual Target
Disputes that go to the Commission resolved in council's favour	90 %
Timeframe to fill a position no longer than 9 weeks	80 %

Department: Legal Services

Budget 2017/18	
Category	\$
Operational Revenue	(5,000)
Operational Expenditure	1,654,165
The department is delivering on the following Corporate Plan strategies	
Strategy: Maintain transparent, robust and compliant decision-making	
Key Performance Indicator	Annual Target
Litigation satisfactorily resolved	90 %
Legal advice provided within agreed timeframes	100 %
Compliance with statutory and policy timeframes for Right To Information and Information Privacy applications and Complaints	95 %

Department: Mayors and Councillors

Budget 2017/18	
Category	\$
Operational Expenditure	2,821,942

Department: Office of the CEO Directorate

Budget 2017/18	
Category	\$
Operational Revenue	(200)
Operational Expenditure	6,217,132
Operational Projects Expenditure	28,630
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents	
Key Performance Indicator	Annual Target
Customer satisfaction rating with regional visitor information centre experience	90 %
Tourist activity as measured by enquiries at Visitor Information Centres	80,000
Maintain / Increase in attendance at Council arranged events	10 %
Customer satisfaction with Council sponsored events	80 %
Strategy: Protect council assets, people and environment	
Key Performance Indicator	Annual Target
Internal audit plan progressed as scheduled	100 %
Audit recommendations implemented	90 %
Strategy: Develop communications which promote and support council services	
Key Performance Indicator	Annual Target
Council media releases utilised by media organisations	80 %

Department: Engineering, Construction and Maintenance Directorate

Budget 2017/18	
Category	\$
Capital Revenue	(20,610,589)
Capital Expenditure	178,029,000
Capital Reserves Transfers	(35,000,000)
Operational Revenue	(25,122)
Operational Expenditure	3,756,456
Operational Projects Expenditure	992,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop arrangements to mitigate the impact of disaster events	
Key Performance Indicator	Annual Target
Hours of disaster management training undertaken	1,000
Number of disaster management exercises conducted	4
Hectares of planned burns completed (5% of council land)	300
Numbers of Local Disaster Coordination Centre personnel meeting core training levels	50
Compliance of Local Disaster Management Plan with Emergency Management Assurance Framework	100 %
Strategy: Maintain safe public spaces	
Key Performance Indicator	Annual Target
CCTV cameras and equipment to be fully operational	94 %
Police CCTV footage requests processed within agreed timeframes	95 %

Department: Waste Services

Budget 2017/18	
Category	\$
Operational Revenue	(6,536,000)
Operational Expenditure	31,951,900
Operational Projects Expenditure	45,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Maintain sustainable waste management for the Moreton Bay Region	
Key Performance Indicator	Annual Target
Kerbside waste and recyclable waste bins collected as scheduled	100 %
Total tonnage of general and recyclable waste collected from kerbside bins that is recycled	22 %
Total tonnage of waste collected at waste facilities from residential and commercial premises (excluding kerbside bins collection) that is recycled	45 %

Department: Project Management and Construction

Budget 2017/18	
Category	\$
Capital Expenditure	20,000
Operational Expenditure	1,323,895
The department is delivering on the following Corporate Plan strategies	
Strategy: Facilitate growth while retaining the region's unique environment and lifestyle choices	
Key Performance Indicator	Annual Target
Percentage of capital works program completed	100 %

Department: Engineering

Budget 2017/18	
Category	\$
Operational Revenue	(1,524,201)
Operational Expenditure	8,004,400
Operational Reserves Transfers	(204,562)
Operational Projects Revenue	(150,000)
Operational Projects Expenditure	2,332,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Facilitate growth while retaining the region's unique environment and lifestyle choices	
Key Performance Indicator	Annual Target
Customer requests addressed within the set response time	95 %
Planning projects are completed in the financial year prior to design	95 %

Department: Integrated Transport Planning and Design

Budget 2017/18	
Category	\$
Operational Revenue	(34,000)
Operational Expenditure	2,853,475
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop vibrant, accessible and appealing places	
Key Performance Indicator	Annual Target
Design program is completed in the financial year prior to construction	95 %

Department: Asset Maintenance

Budget 2017/18	
Category	\$
Capital Revenue	(1,800,000)
Capital Expenditure	8,555,000
Operational Revenue	(1,037,503)
Operational Expenditure	85,590,953
Operational Projects Revenue	(25,000)
Operational Projects Expenditure	1,080,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Maintain safe public spaces	
Key Performance Indicator	Annual Target
Graffiti removal requests completed in accordance with timeframes	95 %
Strategy: Maintain and enhance spaces and facilities that are used by the community	
Key Performance Indicator	Annual Target
Programmed buildings and facilities maintenance activities completed in accordance with schedule	100 %
Customer requests addressed within the set response time	95 %
Strategy: Maintain an efficient and effective organisation	
Key Performance Indicator	Annual Target
Light fleet is maintained in accordance with programmed maintenance service schedules	95 %
Heavy fleet, plant and equipment is maintained in accordance with programmed maintenance service schedules	95 %
Compliance with all Queensland Transport Statutory Regulations	100 %
Small equipment is maintained in accordance with programmed maintenance service schedules	95 %
Strategy: Protect public assets and maintain environmental standards through management of the stormwater network, coastal areas and waterways	
Key Performance Indicator	Annual Target
Programmed stormwater maintenance activities completed in accordance with schedule	100 %
Stormwater network customer requests completed within level of service timeframes	95 %
Programmed maritime facilities maintenance activities completed in accordance with schedule	100 %
Customer requests for marine related services completed within level of service timeframes	95 %
Strategy: Maintain a safe, efficient, reliable and integrated transport network	
Key Performance Indicator	Annual Target
Programmed roads maintenance activities completed in accordance with schedule	100 %
Road network customer requests completed within level of service timeframes	95 %
Strategy: Develop quality and accessible recreation opportunities that enhance the lifestyle of residents	
Key Performance Indicator	Annual Target
Programmed parks maintenance activities (mowing and landscaping) completed in accordance with schedule	100 %
Parks customer requests completed within level of service timeframes	95 %
Programmed parks inspection activities (playgrounds) completed in accordance with schedule	100 %

Department: Community and Environmental Services Directorate

Budget 2017/18	
Category	\$
Operational Expenditure	339,038

Department: Sport and Recreation

Budget 2017/18	
Category	\$
Operational Revenue	(330,700)
Operational Expenditure	2,866,213
Operational Projects Expenditure	195,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop and support well planned, maintained and managed sport facilities	
Key Performance Indicator	Annual Target
Percentage of Improvement Works Applications assessed within 5 working days	90 %
Strategy: Develop quality and accessible recreation opportunities that enhance the lifestyle of residents	
Key Performance Indicator	Annual Target
Participation rate in council sport and recreation programs	95 %

Department: Regulatory Services

Budget 2017/18	
Category	\$
Operational Revenue	(16,644,800)
Operational Expenditure	13,065,094
Operational Projects Expenditure	160,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth	
Key Performance Indicator	Annual Target
Private Certifier referrals assessed within statutory timeframes	100 %
Development activity customer requests completed within defined timeframes	90 %
Plumbing assessments completed within statutory timeframes	100 %
Strategy: Maintain a lifestyle enhanced and protected by local law	
Key Performance Indicator	Annual Target
Animal Management - Customer requests responded to within 5 business days	95 %
Regulated Parking - Number of equivalent days of random patrols undertaken in designated areas (3 per week)	156
Strategy: Maintain healthy communities through appropriate programs and regulation	
Key Performance Indicator	Annual Target
Pest Management - Customer requests responded to within 5 business days	95 %
Immunisation - Vaccination program rates exceed the State program average rates by at least 1%	85 %
Environment and Health Licensing - Customer requests responded to within 5 working days	95 %

Department: Community and Customer Services

Budget 2017/18	
Category	\$
Operational Revenue	(1,647,625)
Operational Expenditure	10,376,823
Operational Projects Expenditure	3,631,170
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop a strong and inclusive community	
Key Performance Indicator	Annual Target
Engagement with community organisations by Council's Community and Customer Services department	2,500
Percentage of available child care places filled at Birralee Child Care Centre	95 %
Strategy: Maintain efficient and responsive customer services	
Key Performance Indicator	Annual Target
Customer satisfaction with call centre service	95 %
Customer calls resolved at the first point of contact	90 %
Customer satisfaction with Customer Service Centre service	95 %
Customer enquiries resolved at the first point of contact	90 %
Strategy: Develop and showcase the region's diverse arts, cultural heritage and social history	
Key Performance Indicator	Annual Target
Number of projects supported through Council's community grants program	140
Number of individuals supported through Council's community grants program	400
Attendance at Council's Community and Cultural development activities	5,000

Department: Environmental Services

Budget 2017/18	
Category	\$
Operational Revenue	(9,086)
Operational Expenditure	2,431,623
Operational Projects Expenditure	182,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Maintain and enhance the health of the natural environment	
Key Performance Indicator	Annual Target
Public participation in environmental programs and activities	32,000
Percentage of scheduled environmental assessments and monitoring completed	100 %

Department: Libraries, Galleries and Museums

Budget 2017/18	
Category	\$
Capital Expenditure	190,000
Operational Revenue	(2,371,186)
Operational Expenditure	14,557,235
Operational Projects Revenue	(386,480)
Operational Projects Expenditure	386,480
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop and deliver a contemporary public library service	
Key Performance Indicator	Annual Target
Customer satisfaction with library services and programs	90 %
Strategy: Develop and showcase the region's diverse arts, cultural heritage and social history	
Key Performance Indicator	Annual Target
Number of exhibitions delivered by Council's galleries	60
Number of exhibitions delivered by Council's museums	12
Customer satisfaction with gallery exhibitions and programs	90 %
Customer satisfaction with museum exhibitions and programs	90 %

Department: Development Services

Budget 2017/18	
Category	\$
Operational Revenue	(9,125,000)
Operational Expenditure	6,680,652
The department is delivering on the following Corporate Plan strategies	
Strategy:	Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth
Key Performance Indicator	Annual Target
Code Assessable MCU / RAL applications decided within 35 business days	80 %
Code Assessable Operational Works applications decided within 20 business days	80 %
Survey Plan endorsements within 20 business days	80 %
Third Party Survey Plan endorsement within 5 business days (mb+)	80 %
Third Party Operational Works applications decided within 5 business days (mb+)	80 %
Customer Satisfaction Survey Results for Development Services rates service as good or excellent	80 %

Department: Strategic Planning

Budget 2017/18	
Category	\$
Operational Expenditure	3,466,231
Operational Projects Expenditure	1,860,000
The department is delivering on the following Corporate Plan strategies	
Strategy:	Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents
Key Performance Indicator	Annual Target
Deliver the Economic Development Action Plan for the Moreton Bay Region	100 %
Attract and establish businesses with employees greater than 20	20
Strategy:	Facilitate growth while retaining the region's unique environment and lifestyle choices
Key Performance Indicator	Annual Target
Planned internal activities and projects completed	90 %
Customer Satisfaction Survey Results for Economic Development rates service as good or excellent	80 %

Department: Planning and Economic Development Directorate

Budget 2017/18	
Category	\$
Operational Expenditure	314,445

Department: Property and Commercial Services

Budget 2017/18	
Category	\$
Capital Expenditure	7,130,000
Capital Reserves Transfers	28,500,000
Operational Revenue	(11,868,945)
Operational Expenditure	12,981,568
Operational Projects Expenditure	200,000
The department is delivering on the following Corporate Plan strategies	
Strategy: Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents	
Key Performance Indicator	Annual Target
Attendance at the Caboolture Hub Learning and Business Centre	30,000
Customer satisfaction with Caboolture Hub Learning and Business Centre activities	85 %
Number of hirers of the Caboolture Hub Learning and Business Centre facilities	2,000
Number of equestrian events and activities held at QSEC	312
Number of people participating in equestrian events and activities held at QSEC	3,900
Number of scheduled caravan park compliance audits (4 x 6 audits and 2 x 2 audits)	28
Patronage of caravan parks is within forecast rates	80 %
Tenancy rate of leased commercial/retail buildings	95 %
Tenancy rate of leased residential buildings	95 %
Strategy: Develop and support well planned, maintained and managed sport facilities	
Key Performance Indicator	Annual Target
Number of scheduled swimming pool compliance audits	48
Usage of MSEC is within forecast rates	90 %
Patronage of swimming pools is within forecast rates	90 %
Number of scheduled MSEC compliance audits	4 %
Strategy: Develop and showcase the region's diverse arts, cultural heritage and social history	
Key Performance Indicator	Annual Target
Number of events and activities conducted at Redcliffe Cultural Centre	204
Attendance at Redcliffe Cultural Centre	45,000
Number of tickets sold for events and activities at Redcliffe Cultural Centre	45,000

Department: Executive Services

Budget 2017/18	
Category	\$
Operational Expenditure	1,608,679
The department is delivering on the following Corporate Plan strategies	
Strategy: Maintain transparent, robust and compliant decision-making	
Key Performance Indicator	Annual Target
Compliance with statutory and corporate requirements for council meetings and decision making	100 %

Department: Executive and Property Services Directorate

Budget 2017/18	
Category	\$
Operational Expenditure	483,838