



AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

15 NOVEMBER 2016

Your attendance is required at a meeting of the Airport, Water and Waste Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 15 November 2016 commencing at 3.00pm for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", written in a cursive style.

CHIEF EXECUTIVE OFFICER
9 November 2016

Next Meeting Date: 06.12.16

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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1 OPENING

2 PRESENT

Members Present:

Councillor N K Fisher (Chairperson)
The Mayor, Councillor M F Strelow
Councillor R A Swadling
Councillor A P Williams
Councillor C E Smith
Councillor C R Rutherford
Councillor M D Wickerson

In Attendance:

Mr R Cheesman – Deputy CEO/General Manager Corporate Services
(Executive Officer)

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 18 October 2016

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

6.1 BUSINESS OUTSTANDING TABLE FOR AIRPORT, WATER AND WASTE COMMITTEE

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Airport, Water and Waste Committee is presented for Councillors' information.

OFFICER'S RECOMMENDATION

THAT the Business Outstanding Table for the Airport, Water and Waste Committee be received.

BUSINESS OUTSTANDING TABLE FOR AIRPORT, WATER AND WASTE COMMITTEE

Business Outstanding Table

Meeting Date: 15 November 2016

Attachment No: 1

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
19 July 2016	Decommissioning of the West Rockhampton Sewage Treatment Plant - Additional Justification	THAT Council proceed with the previously adopted decision to decommission the WRSTP and construct a rising main to divert all WRSTP flows to the SRSTP and capital funding as per Table 1 be given budgetary consideration at the earliest opportunity.	Jason Plumb	31/12/2016	Funding is being made available through the October budget revision process to enable the construction works to commence this financial year.
16 August 2016	Ongoing Management of Inflow and Infiltration in Sewerage Networks	<p>THAT Council receive this report and approve a selective inspection program for a period of three months from 1 September 2016 to 30 November 2016 of customer properties in South Rockhampton to enable defective or unauthorised connections to sewer to be identified and rectified in order to reduce inflow and infiltration to the sewerage networks during wet weather events.</p> <p>THAT a policy be developed in relation to raising and sealing access chambers on private property.</p>	Jason Plumb	31/12/2016	The inspection program has commenced and the early stage findings are being used to inform the development of a policy relating to works on access chambers located on private property.

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 CORPORATE SERVICES DEPARTMENT - ROCKHAMPTON AIRPORT - MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT

File No: 7927

Attachments:

1. Monthly Operational Report - October 2016
2. Rockhampton Airport Photos

Authorising Officer: Ross Cheesman - Deputy CEO/General Manager
Corporate Services

Author: Scott Waters - Acting Executive Manager Regional
Development

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport as at 31st October 2016 is presented for Councillors information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations and Annual Performance Plan Report for the Rockhampton Airport as at 31 October 2016 be 'received'.

COMMENTARY

The monthly operations and annual performance plan report for the Rockhampton Airport of the Corporate Services department is attached for Council's consideration.

CONCLUSION

It is recommended that the monthly operations and annual performance plan report for the Rockhampton Airport as at 31st October 2016 be received.

**CORPORATE SERVICES
DEPARTMENT - ROCKHAMPTON
AIRPORT - MONTHLY OPERATIONS
AND ANNUAL PERFORMANCE PLAN
REPORT**

**Monthly Operational Report - October
2016**

Meeting Date: 15 November 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT

Rockhampton Airport

Period Ended 31 October 2016

OBJECTIVES

The key objectives of the Rockhampton Airport are to safely deliver aeronautical and non-aeronautical services. For aeronautical activities this includes all activities that are vital to airport activity and their removal would render the Airport unable to function in an aeronautical capacity. They include the runways, taxiways and aircraft parking apron areas. For non-aeronautical activities this includes all other activities undertaken by Rockhampton Airport and includes the operation of the terminal building, car park facilities, concessions and related leased and licences, etc. All of those activities are ancillary to the operation of a modern airport.

VARIATIONS, ISSUES AND INNOVATIONS

Councillors and Airport staff continued to distribute *Passport to Rockhampton* booklets to the arriving Singaporean troops.



Rockhampton Region postcards were also distributed to departing troops before they entered the departure lounge.

Improvements / Deterioration in Levels of Services or Cost Drivers

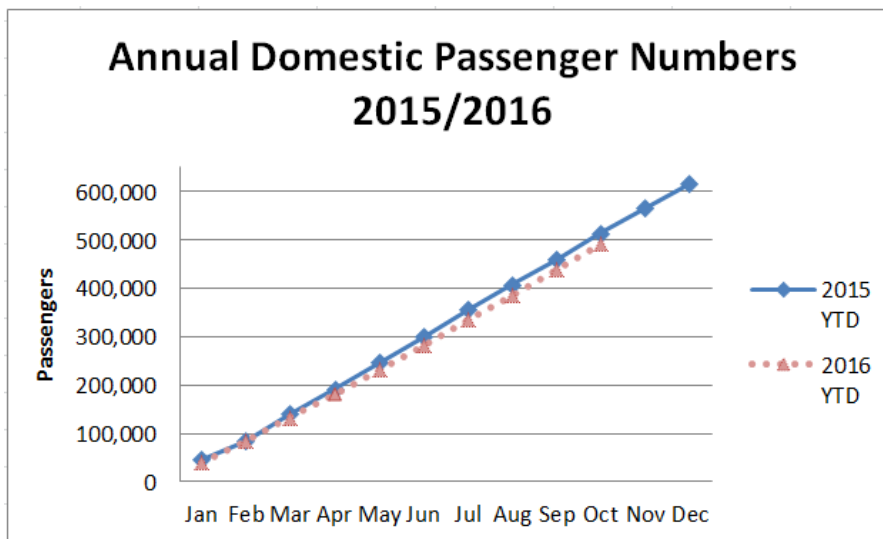
Two 500kVA generators were placed into position as part of the emergency power upgrades. The new back-up generators are set to guarantee power to the entire Airport Terminal Building Precinct including the main terminal, car parks and outside lighting in times of disaster. The previous system allowed for critical power usage to the main terminal only.



AIRPORT COMMERCIAL

Passenger Numbers

Domestic passenger numbers for October 2016 were 51,965 compared to 54,067 in October 2015.



AIRPORT OPERATIONS

Audit and Compliance

There are no outstanding audit or compliance matters to report.

Rockhampton Airport participated in Airport Safety Week between the 17–21 October 2016. Airport Safety Week is an initiative driven by the Australian Airports Association and incorporates daily safety updates and a safety briefing followed by a BBQ lunch. Airport staff, tenants and stakeholders participated in the Foreign Object Debris (FOD) Walk as part of safety week activities with a prize awarded for the most interesting piece of FOD collected. The aim of the walk was to collect as much FOD from the apron as possible.



Projects

Airport Lighting System

Works are focused on the compilation of commissioning documentation prior to submission to CASA for approval.

Airport Master Plan

The consultant appointed to develop the Airport Master Plan, continued to progress with developing an initial draft of the document throughout October.

AIRPORT FACILITIES

Asset Management

The Airport Facilities team is continuing to develop, implement and improve the Asset Preventative Maintenance Program.

High Voltage Power Supply

Ergon Energy has provided a detailed cost estimate \$350,000 for the alternate supply preferred option and the estimated delivery 30 November 2017 for Ergon Energy works only. The electrical engineering consultant is compiling a summary report for consideration in the future development of the airport.

Main Runway and Taxiways Ground Lighting (AGL) System

A testing and maintenance program was developed and implemented to ensure the reliability of the present system until the new system is commissioned.

Terminal Standby Power System

The installation works are proceeding to plan. It is anticipated that the new system will be installed by October/November 2016 and commissioned by mid-December 2016. Airport Facilities has sourced quotes for additional works to be carried out after commissioning for the removal of redundant switchgear (\$50,000), redundant generator and in-ground fuel tank (\$100,000). Planning for two major power outage activities for early December 2016 and March/April 2017 has commenced.

Plane Spotters Area

The Airport Facilities team are currently working with Cr Fisher and SDS Training to install four park bench seats.

Capital Program

The 16/17 FY Capital Program has been revised to ensure achievable delivery within the Financial Year. The revision will be provided for Council's consideration as part of the upcoming budget review process.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for October 2016 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed										
Airport General Enquiries	0	0	1	1	0	0	10	● 10.00	● 3.86	● 3.75			2.92	
Airport Services General Enquiries	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00			0.00	

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	FIRST QUARTER		
	October	November	December
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Injuries	0		
Number of Completed Hazard Inspections	n/a		

Risk Management Summary

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Aircraft accident, incident or malfunction occurs within the Rockhampton airport precinct resulting in possible death or injury, financial loss, interruption to airline service delivery, damage to infrastructure and reputation damage to the airport	Moderate 6	Upgrade airport lighting system.	Stage 1: 30/6/2014 Stage 2: 30/6/2015 Stage 3: 30/06/2016	90%	Now 100% Stage 1 ALER complete and main runway transformers replaced to improve circuit reliability from zero MΩ to 0.17MΩ as at December 2014. Back to zero as at end November and rectification being carried out in Early December. Late December readings back up to an acceptable 0.13MΩ level. Stage 2 Pit & Duct completed mid November 2014 and rectification works commenced August 2016. Stage 3 commenced, estimated completion date end December 2016.
Security breach or threat at the airport resulting in possible	Moderate 6	Replace hard key system on all gates and access	30/06/2016	90%	High risk gates in Main apron installed

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
death or injury, reputation damage to the airport, additional costs, disruption to airline services due to airport closure, infrastructure damage, fines in relation to a regulatory breach		points with proximity card electronic card system so lost cards can have access withdrawn.			New locks now being rolled out in GA area. Further locks to be installed on perimeter fence. Program should be complete by 30/12/2016.
Airport revenue decreases over a sustained period resulting in the airport performance KPI's not being met, budgetary impacts, reduced availability of funds for capital programs.	Moderate 5	Provide new lease agreements with Singaporeans and Australian Defence worth \$1.4mil. Redevelop the airport terminal to increase retail revenue.	30/06/2014 Terminal now - 1/07/2018	80%	Now 100% SAF & ADF long term leases now executed. Architect has completed a cost effective solution. The options for Terminal redevelopment will be further considered as part of the Airport Master Planning process.
Airport assets not maintained, upgraded, inspected or monitored effectively in accordance with regulatory requirements resulting in possible death or injury, reputational damage, compliance failure, reduced service delivery, WH&S fine	Moderate 6	Facility maintenance and condition assessment inspection schedules are in the process of being completed and detailed in conquest. Consultant engaged to identify critical infrastructure and to load into Conquest to ensure regular maintenance is performed. Upgrade of RPT and GA Apron flood lighting to meet LUX standards. Review of Asset	Stage 1: 30/6/2015 30/06/2016	80%	Main Runway condition re-assessment by AECOM completed and recommendations included in 10 yr Capex program. HV capacity evaluation being progressed with Ergon Energy for medium and long term Chilled water system capacity improved with better control system and new heat exchange units High Risk Fire Hydrant Systems now completed Air-conditioning condition report

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
		Management Plan			<p>completed.</p> <p>HV Transformers condition evaluation completed.</p> <p>Roads pavement condition assessment completed</p> <p>Airport Council owned buildings condition assessment completed and priority 1 defects being addressed.</p> <p>FRW has undertaken condition report on mains water and replacement of priority section completed final section in Capex program.</p>
<p>1. Lack of a Business Continuity Plan to provide viable options for the airport to continue to operate or offer alternate air travel arrangements for the public.</p> <p>2. Natural disasters, Fire, Flood, Cyclones, Earthquake, Storm.</p> <p>3. IT or Communications failures.</p> <p>4. Aircraft crash on airport.</p>	High 4	Develop a contingency plan for reduced or ceased terminal operation capacity and ensure all planning is integrated into any whole of council planning for business continuity management.	31/12/2015	100%	<p>An outline of a proposed Continuity plan has been developed and will be further refined to identify contingency plans that are in place and need to be developed.</p> <p>Learnings of the recent TC Marcia will be incorporated. Draft completed with a list of suppliers of emergency and temporary equipment & facilities being compiled. Completed.</p>

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Annual Review of Airport SMS Risk Register	October 2016	100%	SMS Risk Register has been reviewed and tabled at the SMS Committee meeting held on 19 October 2016
Annual Airport Electrical Inspection	November 2016	0%	Inspection is scheduled for 2 - 3 November 2016
Annual Airport Technical Inspection	November 2016	0%	Inspection is scheduled for 14 -16 November 2016
Annual Runway Friction Testing	January 2017	0%	
Emergency Exercise (Table-Top Exercise)	May 2017	0%	
Biannual Review of Airport Security Risk Register	September 2017	0%	

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
987693 – Improve Terminal Access for People with Disabilities.	Ongoing	December 2016	WIP Planning to reconfigure remaining two disability toilet doors in November.	\$30,000	\$0
Commentary: Implementation of systems and equipment that will assist people with disabilities to access the Airport terminal building and facilities.					
959133 – RPT Apron Lighting	29/08/13	Project Concept Plan & Scope of Works - May 2017	WIP Initial works have been completed to ensure the continued operation of the RPT Apron Lighting. Service provider engaged to design a compliant lighting system. (\$90,000) Develop Project Concept Plan & Scope of Works on completion of the compliant Lighting Design (\$15,000).	\$450,031	\$88,060

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
<p>Commentary: Upgrading RPT apron lighting fittings, switchgear and control equipment to meet current LUX standards.</p>					
959135 – GA Apron Lighting	17/02/12	Project Concept Plan & Scope of Works - June 2017	<p>WIP Remainder pending changes to Runway 04/22, shortening/narrowing. Service provider engaged to design a compliant lighting system. (\$2,100) Develop Project Concept Plan & Scope of Works on completion of the compliant Lighting Design (\$15,000).</p>	\$306,000	\$2,100
<p>Commentary: Final concept accepted. Upgrading GA Apron lighting fittings, switchgear and control equipment to meet current standards. RFDS Element: 1. Installation of Pole 2 and removal of existing pole if front of the RFDS Lease 2. Installation of Pole 1 next to Peace hangar. 3. Installation of Pole 3 16m high next to RFDS hangar.</p>					
1033866 – Replace Terminal Roof Skylights	Early 2015	Complete	<p>Completed Committals journaled to OPEX Budget</p>	\$0	\$4,355
<p>Commentary: Carry over costs from the previous year.</p>					
987694 – Refurbish Terminal Concourse Toilets	Early 2015	Stage 1 – March 2017	<p>WIP Planning implementation of Stage 1 – Removal of entry doors from all four toilets.</p>	\$80,000	\$0
<p>Commentary: It has been identified that the terminal toilets are under capacity during peak operating hours and require redesign to increase capacity.</p>					
987712 – Replace General Aviation Power Switchboards	Early 2015	Phase 1 – April 2017	<p>WIP An overall project approach has been developed consisting of 4 phases. 16/17 – Phase 1 – Develop Concept Plan & Scope of Works for Phase 2. 17/18 – Phase 2 – Replace Area 3 Switchboard (oldest/non-compliant switchboard).</p>	\$108,550	\$4,250
<p>Commentary: A condition assessment has identified that several General Aviation switchboards are significantly deteriorated and require replacement.</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
1047109 – Replace existing storage-workshop-office-lunchroom (site BD)	Sept 15	Phase 1 – May 2017	<u>WIP</u> Design is complete, scope of works in consultation with the tenant. Planning to implement in 2 Phases: 16/17 – Phase 1 – Hanger extension and electrical connection. 17/18 – Phase 2 – Office and lunchroom and remove old building.	\$158,774	\$3,300
<p>Commentary: The office/storage area for the Aeroworx complex requires replacement. The first stage of redevelopment will be building an additional annex adjacent to the current Aeroworx hangar/workshop.</p>					
987926 – Upgrade terminal standby power generator	Sept 15	June 2017	<u>WIP</u> Construction works is progressing to plan. New system planned to be operational mid-December 2016. Additional works required after commissioning, removal of redundant switchgear (\$50,000) and removal of redundant generator and in-ground fuel tank (\$100,000).	\$356,138	\$308,212
<p>Commentary: The essential load on our current stand by generator exceeds its capacity. The two new generators will meet the required capacity and allow for future growth of the Airport Terminal Precinct. The replacement generators will be an important element of our business continuity plan for the Airport.</p>					
987682 – Replace various Airport IT Systems Software and Hardware	N/A	N/A	<u>To be advised.</u> Reallocated to 987926 – Upgrade Terminal Standby Power Generator	\$54,098	\$0
<p>Commentary: Funding made available for any Airport IT Systems that may require replacing or upgrading.</p>					
987723 – Replace Air Conditioning Chilled Water Unit	Jan 17	Concept Plan & Scope of Works - April 2017	<u>WIP</u> Develop a Project Concept Plan & Scope of Works for approval.	\$0	\$0
<p>Commentary: The Chiller unit has reached the end its expected life. This has been quantified by several</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
<p>component failures over recent years. With the current load on the chiller it is required to operate at 100% capacity to cool the Airport Terminal during the hottest portion of the year.</p> <p>The project will consist of a concept (scope of works), design, construction and commissioning stages. While this project continues over several years the initial concept and design will be for the entire project.</p> <p>This project is being reviewed as part of the revised Capital Budget.</p>					
983763 – Main Runway Resurface (Consultancy)	1/12/14	Delivery of resurface 2017 - 2019	Completed Resurfacing of primary aircraft movement area pavements	\$837,286	\$16,718
<p>Commentary: A considerable area of high strength, heavy asphalt surface will require renewal. The assistance of a specialist consultant will minimise the capital, and in service operational risk associated with delivery of this project. The current engagement will also provide a closer estimate of the capital required to complete the project.</p>					
983769 – Replacement CBS (Security) Equipment	July 2016	Dec 2016	WIP Finalising requirements procurement	\$300,000	\$144,800
<p>Commentary: Replacement of the Matrix Server.</p>					
987727 – Master planning and reconfiguration	Late 2015	Dec 16	WIP Completion of Airport Masterplan	\$66,430	\$41,030
<p>Commentary: Ongoing engagement with LEAPP.</p>					
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing	WIP Recurring annual project	\$55,314	\$0
<p>Commentary: A complete review is being undertaken of the CCTV, Car Park and Cardax access systems to achieve better coverage of critical areas on airport and in the Terminal precinct. Installation of CCTV cameras and associated infrastructure.</p>					
959150 – Runway Lighting System Replacement	18/12/11	31/08/16	WIP <ul style="list-style-type: none"> • Stage 1 – Practical completion issued 24 April 2014. List of final defects repaired. • Stage 2 – Practical completion has been issued. Issues with initial Contractor being 	\$823,539	\$200,638 (Excluding committals)

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
			available to repair defects. Current on-site contractor has been engaged to repair defects. <ul style="list-style-type: none"> • Stage 3 – Contractor is continuing work. 		
<p>Commentary:</p> <p>Major Projects are managing this project; please refer to the Major Projects Monthly Report for more detail.</p> <p>Stage 1 – Airfield Lighting Equipment Room (ALER) – Construction of a new ALER to house the electrical and control equipment associated with the new Aeronautical Ground Lighting System (AGL).</p> <p>Stage 2 - Pit & Duct Network for Main Runway and Taxiways – Installation of the electrical pit and duct network to house the main electrical and control wiring network associated with the new AGL System.</p> <p>Stage 3 - AGL System for Main Runway and Taxiways – Installation of the electrical and control equipment and network, including light fittings, for the new AGL System. This stage also includes the installation of the standby generator set required to support the new AGL System.</p>					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended October 2016 – 33% of year lapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Drainage Study for Future Developments	\$47 916	\$38 067.60	79%	<p><u>Completed</u></p> <p>This study is to determine the best options for a new road off Hunter Street to open up land for development and effects of the footprint of any new developments on the floodplain and how these can be mitigated in order for the developments to proceed. The study is progressing with input from flood modelling initially, of a local flood event.</p> <p>This project will proceed with additional flood modelling with estimates of proposed anticipated future development footprints.</p>

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Non-Financial Performance Targets & Required Outcomes

Required Outcomes compared for the same period in 2015/2016

	Monthly Target	Result Monthly / YTD
Passenger Numbers	+1%	0.1% / -1.7%
Aircraft Movements*	+1%	-5.4% / -14.7%
Bird Strikes	3 per month	5 / 18
Lost Time Days – workplace injuries	0	0 / 0
Reported Public Injuries on Airport Precinct	0	0 / 0
Customer Requests Actioned	100%	100% / 100%
Airline Engagement Meetings	Every 3 months	Yes / Yes
Military Exercise Briefings Attended	100%	Yes / Yes

*Aircraft Movements – October figures were not available on Airservices Australia website at the time of lodging the report. August figures were utilised for statistical data and therefore year to date (YTD) data is only for July and August 2016.

FINANCIAL MATTERS

This report details the financial position and other strategic matters for Rockhampton Airport. Percentage of year elapsed 33.33%.

Summary

Total revenue is below the percentage of year elapsed at 32.19% with operating expenditure also being lower than the percentage of year elapsed at 30.19% resulting in a small surplus position.

All percentages are exclusive of committals unless specifically mentioned.

Capital

Overall Airport's capital expenditure is currently below the percentage of year elapsed at 10.81% of budget. When committals are included for works yet to be completed this equates to 31.24%.

The majority of the Airport's capital expenditure YTD relates to the runway lighting power distribution switching system replacement, upgrade of the terminal standby power generator and the RPT apron lighting project.



End of Month General Ledger - (Operating Only) - FINANCE AND BUSINESS

As At End Of October 2016

Report Run: 04-Nov-2016 11:03:42 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 33.3% of Year Gone
CORPORATE SERVICES						
AIRPORT						
<i>Airport Operations</i>						
Revenues	(10,100)	0	(3,077)	(3,077)	30%	✘
Expenses	2,320,244	49,982	486,617	536,600	21%	✓
Transfer / Overhead Allocation	155,750	0	41,607	41,607	27%	✓
Total Unit: Airport Operations	2,465,894	49,982	525,148	575,130	21%	✓
<i>Airport Facilities</i>						
Revenues	(596,300)	0	(158,712)	(158,712)	27%	✘
Expenses	4,076,659	373,329	1,128,802	1,502,131	28%	✓
Transfer / Overhead Allocation	88,930	0	2,894	2,894	3%	✓
Total Unit: Airport Facilities	3,569,289	373,329	972,984	1,346,313	27%	✓
<i>Airport Administration</i>						
Revenues	(55,000)	0	(28,917)	(28,917)	53%	✓
Expenses	3,700,513	588	1,357,512	1,358,100	37%	✘
Transfer / Overhead Allocation	5,086,626	0	1,693,645	1,693,645	33%	✓
Total Unit: Airport Administration	8,732,139	588	3,022,239	3,022,828	35%	✘
<i>Airport Commercial</i>						
Revenues	(15,182,255)	1,501	(4,908,857)	(4,907,356)	32%	✘
Expenses	412,894	47,760	71,986	119,746	17%	✓
Transfer / Overhead Allocation	2,040	0	0	0	0%	✓
Total Unit: Airport Commercial	(14,767,321)	49,261	(4,836,872)	(4,787,610)	33%	✘
Total Section: AIRPORT	0	473,161	(316,500)	156,661	-181247717243792000%	✓



End of Month Management Report - Airport Capital Projects for October

Percentage of Year Elapsed 33.33% ▲

		Adopted inc Carry Forward	YTD Actuals \$	Committals \$	Total YTD Actuals (inc committals) \$	% of YTD Actuals (excl committals) to Total Budget %
CP640 CAPITAL CONTROL AERO						
0959133	0959133 [U] RPT Apron Lighting	450,031	64,175	23,885	88,060	14%
0959135	0959135 [N] GA Apron Lighting	306,000	0	2,100	2,100	0%
0959150	0959150 [R] Runway Lighting Power Distribution and Switching	823,539	200,638	318,964	519,603	24%
0983763	0983763 [R] Main Runway Resurface	837,286	0	16,718	16,718	0%
0987712	0987712 [R] Replace General Aviation Power Switchboards	108,550	0	4,450	4,450	0%
TOTAL CP640 CAPITAL CONTROL AERO		2,525,406	264,814	366,117	630,931	10%
CP650 CAPITAL CONTROL NON AERO						
0983769	0983769 [R] Replacement CBS (Security) Equipment	300,000	0	144,800	144,800	0%
0987682	0987682 [R] Replace various Airport IT Systems Software and H.	54,098	0	0	0	0%
0987685	0987685 [R] Renewal of aviation security infrastructure	55,314	0	0	0	0%
0987693	0987693 [U] Improve Terminal Access for People with Disabilitie	30,000	0	0	0	0%
0987694	0987694 [R] Refurbish Terminal Toilets	80,000	0	0	0	0%
0987727	0987727 [U] Terminal master planning and reconfiguration.	66,430	0	41,030	41,030	0%
0987926	0987926 [R] Upgrade Terminal Standby Power Generator	356,138	122,702	185,509	308,212	34%
1033863	1033863 [N] Replace internal & external doors Terminal Airport	0	0	0	0	0%
1033866	1033866 [R] Terminal Roof Skylights	0	4,355	0	4,355	0%
1047109	1047109 [R] Replace existing storage-workshop-office-lunchroo	158,774	0	3,300	3,300	0%
1066562	1066562 [R] Fire Panel Replacement Terminal Building	0	254	0	254	0%
TOTAL CP650 CAPITAL CONTROL NON AERO		1,100,753	127,312	374,639	501,951	12%
CP660 Capital Control Aero/Non-Aero						
TOTAL CAPITAL EXPENDITURE		3,626,159	392,125	740,757	1,132,882	11%

**CORPORATE SERVICES
DEPARTMENT - ROCKHAMPTON
AIRPORT - MONTHLY OPERATIONS
AND ANNUAL PERFORMANCE PLAN
REPORT**

Rockhampton Airport Photos

Meeting Date: 15 November 2016

Attachment No: 2







8.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT AS AT 31 OCTOBER 2016

File No: 7927
Attachments: 1. RRWR Monthly Ops and Annual Performance Plan as at 31 October 2016
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Craig Dunglison - Manager RRWR

SUMMARY

The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of October 2016.

OFFICER'S RECOMMENDATION

THAT the RRWR Operations and Annual Performance Plan report for the period ended @ 31 October 2016 be received.

**ROCKHAMPTON REGIONAL WASTE
AND RECYCLING MONTHLY
OPERATIONS AND ANNUAL
PERFORMANCE PLAN REPORT
AS AT 31 OCTOBER 2016**

**RRWR Monthly Ops and Annual
Performance Plan
as at 31 October 2016**

Meeting Date: 15 November 2016

Attachment No: 1

Rockhampton Regional Waste & Recycling Monthly Operations And Annual Performance Plan Report

Period Ended 31 October 2016

VARIATIONS, ISSUES AND INNOVATIONS

Recycling Heroes

The Recycling Heroes program was a highly successful and innovative educational program developed several years ago to promote recycling in the region. A recent review of the program concluded that a branding refresh would see stronger appeal to a younger audience today, as working with the schools is seen as one of the most cost effective methods to educate the community.

The Heroes in the original program utilised local talent and presented the idea that everybody in our community can be a recycling hero. The brand refresh has taken this concept further by creating animated versions of these characters. It also includes the creation of a villain for recycling – dubbed “Contamination”. This refresh provides a wider opportunity to effectively and vibrantly promote both the heroes and their key messaging to our younger target audience – such as comic strips, collect-a-cards and posters. Feedback on the working artworks thus far has been extremely positive, both from young residents, parents and our original heroes. The original brand will be kept on in a limited fashion and particular chosen marketing avenues. Examples of the art work will be presented at the meeting.

Cancer Council Christmas Parade

RRWR will be participating in the Cancer Council Christmas parade on the 10 December as per previous years to raise the awareness of the unit in the community. One waste collection vehicle and a utility will be entered into the Parade. The vehicles will be decorated with a Christmas / recycling theme. The School’s Colouring-In Competition Calendars will be available again this year and will be disturbed via this Parade which is also very successful.

School’s Colouring-In Competition Calendars

The annual colouring competition was open to school children from across the region, with winning entries to be featured in our annual community calendar. This year’s competition focus coordinated with the Recycling Heroes brand refresh and requested students to draw their very own recycling hero comic strip. The competition received a large number of entries which have been judged. Over the month of November prizes will be awarded to the winners at their schools. The winners’ entries will be incorporated into the calendar.

Paintback Scheme

The Rockhampton Regional Waste & Recycling Unit (RRWR) has recently signed a Site Services Agreement with Paintback Limited. Paintback is a waste paint and packaging collection scheme for architectural and decorative paint. The scheme is funded through a 15 cents plus GST per litre levy on eligible products (authorised by ACCC) between 1 and 20 litres inclusive. The monies collected will go back to Paintback Limited, which is an independent, not-for-profit organisation established for the management of the scheme.

From November, the RRWR Unit is providing a key collection point for the region which will allow households and trades to responsibly dispose of left-over and unwanted paint, while providing an environmentally responsible solution to recycling waste paints and to reduce the volume of waste going to landfill.

The RRC is one of only a number of Council’s within Queensland to move quickly to provide such an important service to its local community.

Closed Landfill – Non-Invasive Investigations

A “non-invasive” investigation into closed landfills has commenced. The aim of this investigation is to determine the location of the waste mass at each site so as to permit safe

usage of the site. The investigation is using a device that generates an electronic pulse which is directed into the ground. The pulse is affected by metal and water particles present in the soil. The results can be assessed to determine the presence of waste and the possible depth of the waste. This information will permit Council to assess the appropriate action it is required to take in regards to each site.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

RRWR Traffic Light Report October 2016

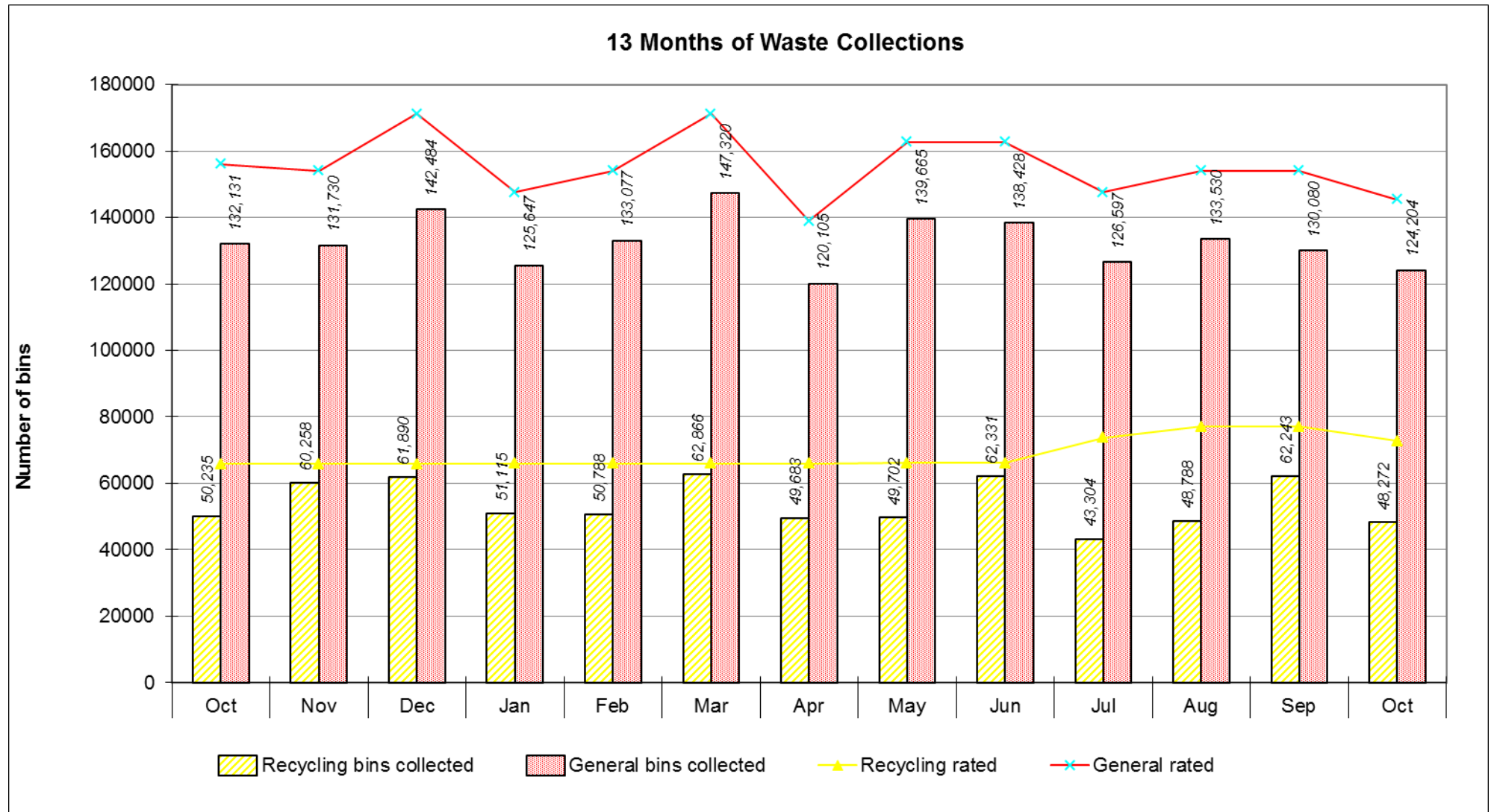


All Monthly Requests (Priority 3) RRW&R 'Traffic Light' report October 2016

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Waste/Recycling - RATES NOTICE QUERY	0	0	0	0	0	0	10	● 0.00	● 0.25	● 1.11	1.11
Additional Recycling Service (Fee applies) JJ RICH	0	0	2	2	0	0	2	● 1.00	● 0.67	● 0.67	0.11
Additional Waste Service (Fee applies) RRC	0	0	11	11	0	0	2	● 0.55	● 0.39	● 0.40	0.26
Park Bins (RRC Park/Reserve areas)	3	1	7	5	4	0	23	● 2.20	● 1.51	● 4.00	5.37
Change to Existing Bins (JJ RICHARDS)	1	1	19	13	6	0	5	● 1.46	● 1.74	● 1.48	0.91
Change to Existing Bins (RRC)	3	3	26	20	4	0	2	● 1.55	● 1.59	● 1.63	0.87
Missed Service Recycling - SAME DAY JJ RICHARDS	0	0	4	3	1	0	2	● 3.00	● 1.78	● 1.27	0.64
Missed Service Waste - SAME DAY ENQUIRY RRC	2	2	53	52	1	0	2	● 0.73	● 0.53	● 0.57	0.49
Missed Recycling Bin JJ (Not out or Truck Missed)	2	2	21	19	2	0	2	● 1.74	● 1.39	● 1.17	0.63
Missed General RRC (Bin Not Out or Truck Missed)	2	2	61	57	4	0	2	● 0.51	● 0.47	● 0.50	0.38
New (First) Bin Set Up (Domestic/Recycle & Comm)	2	2	32	28	4	0	5	● 1.96	● 2.55	● 2.49	1.99
Repair JJ Richards Recycle (Bin To Be Empty)	0	0	2	2	0	0	5	● 2.00	● 3.55	● 3.55	1.83
Repair RRC General Waste Bin (Bin To Be Empty)	1	1	16	13	2	0	2	● 1.23	● 1.03	● 1.00	0.66
Replacement Bin JJ (Damaged/Lost/Stolen)	1	1	32	17	15	0	5	● 1.94	● 2.52	● 2.47	1.95
Replacement Bin RRC (Damaged/Lost/Stolen)	2	2	118	87	23	0	2	● 1.11	● 0.94	● 0.96	0.53
Special Event Bins (Parks/Halls etc)	1	1	4	3	1	0	2	● 1.67	● 1.00	● 1.42	0.71
Landfills & Transfer Station - Waste Facilities	0	0	1	1	0	0	1	● 1.00	● 1.54	● 1.82	2.03
Waste and Recycling General Query	10	9	54	29	26	0	5	● 2.28	● 2.20	● 1.75	1.36
Compliment or Complaint RRC or JJ Richards	3	3	4	3	1	0	2	● 0.33	● 2.00	● 1.44	0.36

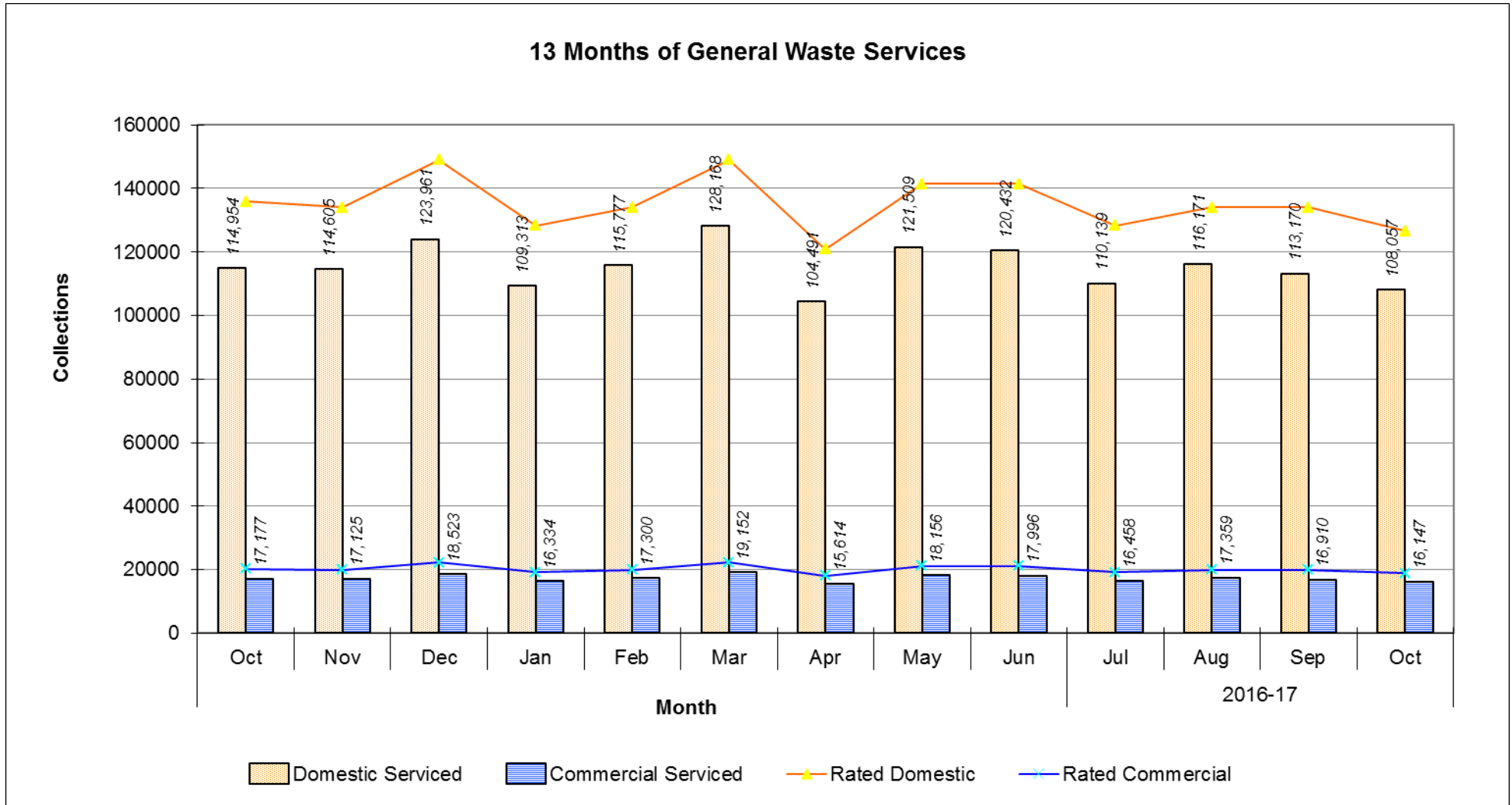
Comment: Nil

Waste collections rolling 13 month graph



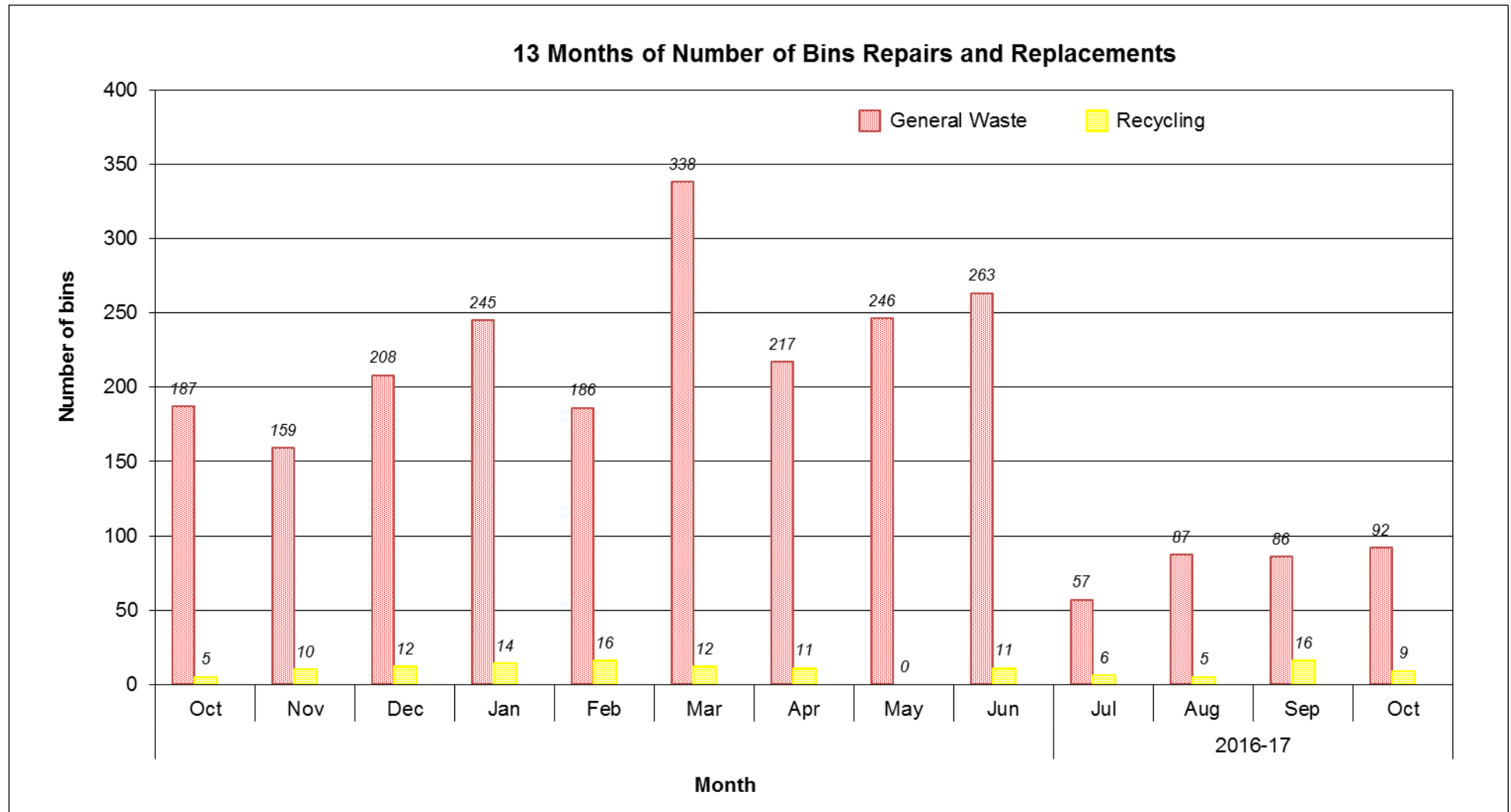
The graphs above shows the number of General Waste and Recycling bins serviced on a monthly basis during the past 13 month period.

Waste services rolling 13 month graph



The graph above depicts the division of domestic and commercial waste collection services on a monthly basis during the past 13 month period. Fluctuations from month to month are true to months showing four and five week periods.

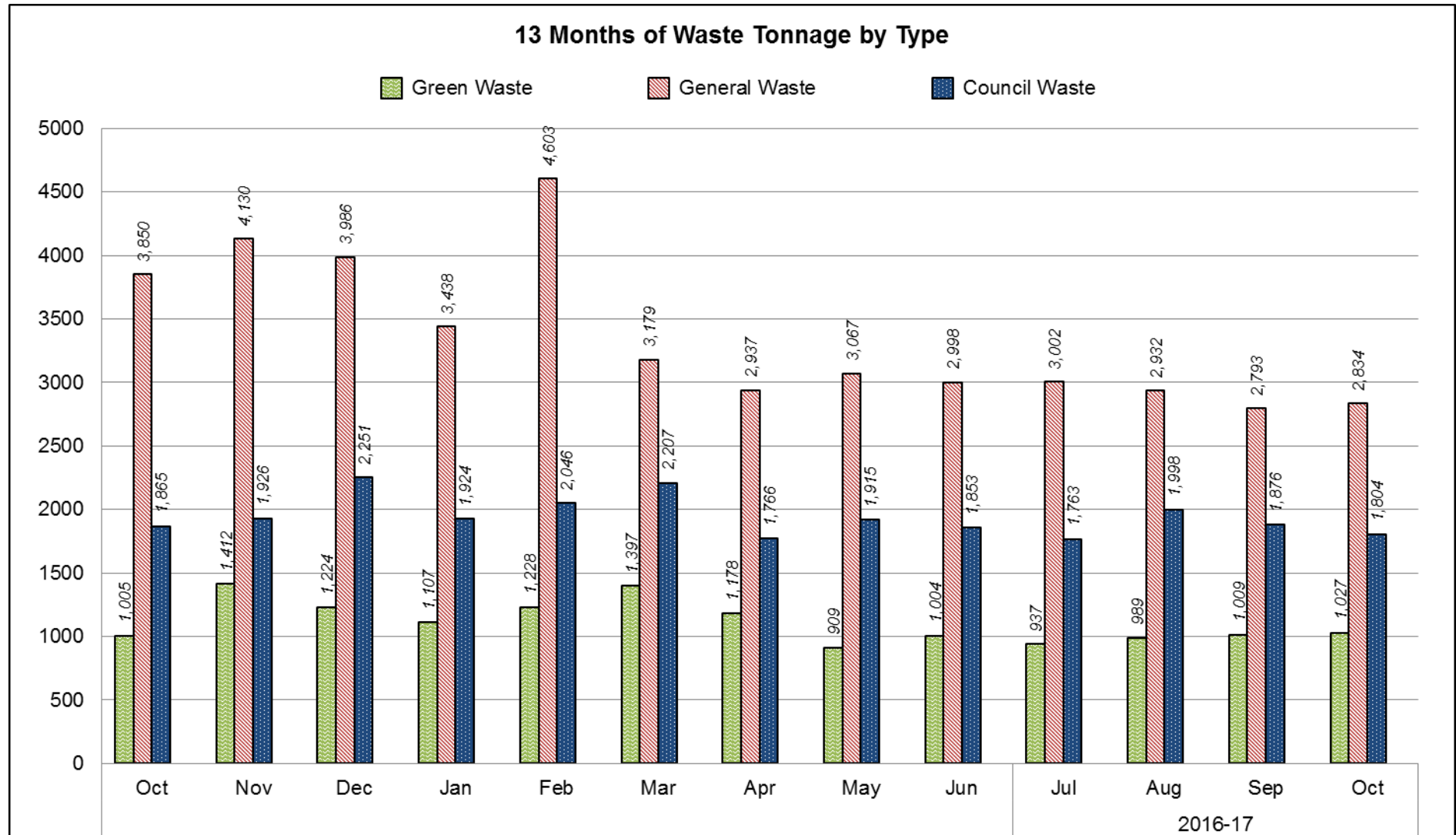
Wheelie bin repair and replacement rolling 13 month graph



The graph above shows the number of wheelie bins replaced on a monthly basis during the past 13 month period.

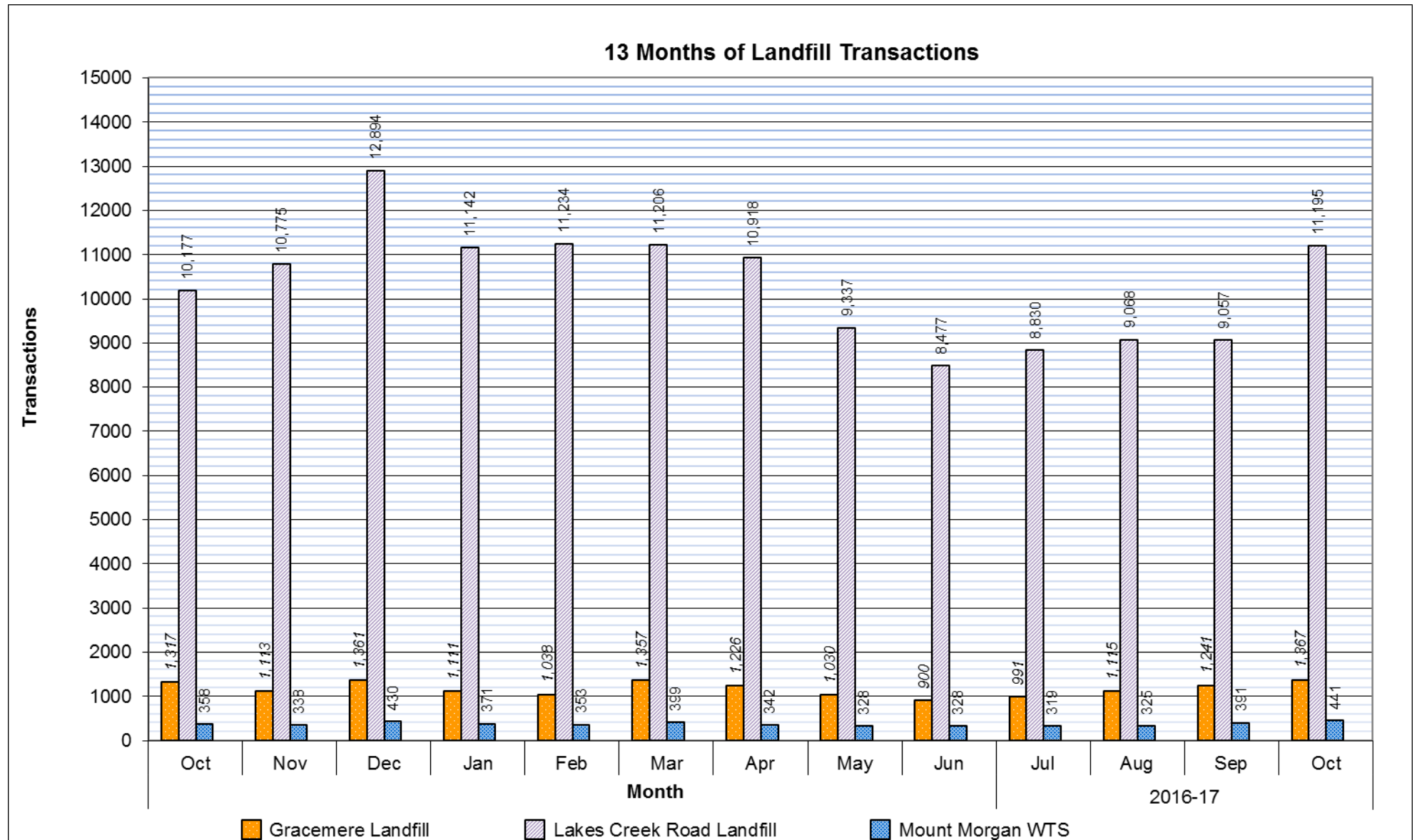
There has been a significant drop off with bin replacement requests due to enforcing policy which requires payment or police report for stolen or damaged bins.

Waste tonnage by waste type rolling 13 month graph



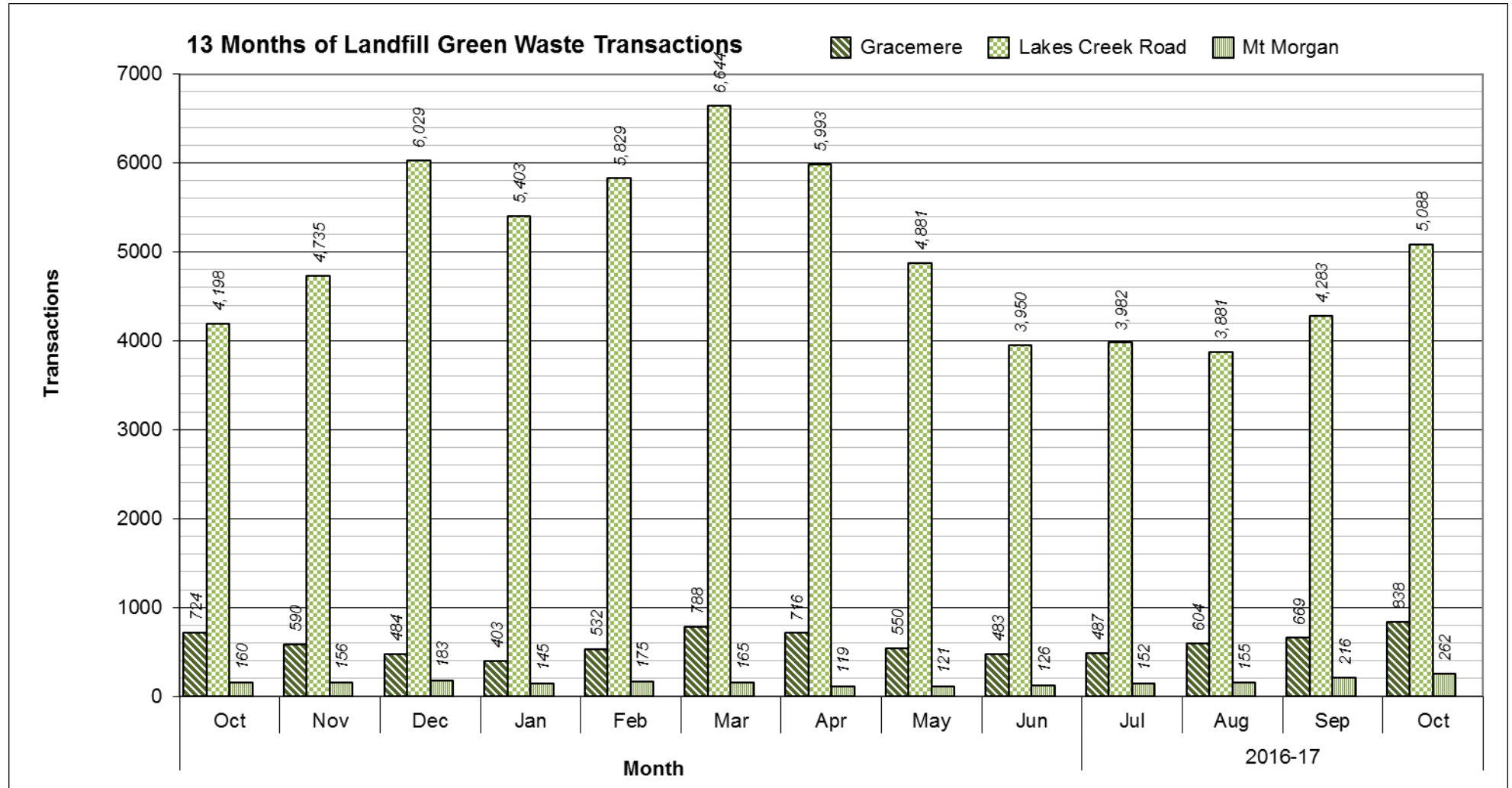
The graphs above show waste tonnage by waste types accepted at all facilities on a monthly basis during the past 13 month period.

Landfill transactions rolling 13 month graph



The graphs above show the number of transactions to landfill facilities on a monthly basis during the past 13 month period.

Green waste transactions rolling 13 month graph



The graphs above shows the number of Green Waste Transactions accepted at facilities with electronic record keeping capabilities on a monthly basis during the past 13 month period.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	FINAL QUARTER 2015/16			FIRST QUARTER 2016/17		
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Number of Lost Time Injuries	1	0	2	1	1	0
Number of Days Lost Due to Injury	2	0	21	30	29	36
Total Number of Incidents Reported	2	4	5	5	2	2
Number of Incomplete Hazard Inspections	3	1	0	0	0	0

Risk Management Summary

Example from Section Risk Register (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Loss of a major waste management facility due to a natural or man-made disaster, i.e. flood, storm damage, discovery of unexploded ordinance, discovery of a hazardous waste type, etc. which may result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to manage large facilities/processes on behalf of the community.	Low 7	Nil	N/A	N/A	Nil action this period
Failure to adequately fund, maintain and have operational Council's waste asset system which may result in financial loss through increased maintenance costs and service delivery disruptions; and a loss of confidence in Council's ability to manage a large facility on behalf of the community.	Low 7	Nil	N/A	N/A	Nil action this period
The objectives, targets and actions plans contained in Council's Waste Reduction and Recycling Plan 2015-2024 (WRRP) [Strategic Waste Management Plan] are not realised affecting Council's reputation through broadening negative publicity with loss of customer confidence in the ability to manage a large facility/process on behalf of the community.	Moderate 5	1. Develop plans and budget to fulfil actions listed in the WRRP	N/A	N/A	Waste Awareness Officer and the Manager RRWR have commenced to develop individual actions for each WRRP goal – this was ongoing for this period

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Quarterly and Annual Performance Plans	30/09/16 31/12/16 31/03/17 30/06/17	100%	Monthly section report has been amended to reflect quarterly statistics. Annual Performance is under production.
National Pollutant Inventory	30/09/16	100%	Annual reporting has been completed and was submitted in September 2015.
Landfill Licences – Department of Environment and Heritage Protection (EHP)	Ongoing for Licences	Ongoing	New licences / Environmental Approvals (EA) have been supplied by EHP for all Council Waste Facilities. The EA are being reviewed to ensure that current operational practices align with the EA requirements.
Annual Report	30/09/16	100%	Both the Annual Report and Annual Return have been completed and were submitted in September 2016.
Annual Return	30/09/16	100%	
Queensland Waste Data System	Quarterly	ongoing	Supply of waste tonnages processed through all landfills. June and July figures have been submitted.
Production of Waste Reduction and Recycling Plan (WRRP) as required under the Waste Reduction and Recycling Act		100%	The WRRP has been adopted by Council and the detail plans to enact each action are being developed - ongoing.
Fatigue Management	Ongoing	ongoing	All staff met the requirements of the Fatigue Policy for this month.
RiskWare	Ongoing	ongoing	Monitored via Hazard Inspections, regular RRWR Safety Meetings and consistent highlighting at all Tool Box Meetings – ongoing The recording of days free of Loss Time Injuries (LTI) commenced in August and RRWR is currently at 50 days with no LTI.

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

The following abbreviations have been used within the table below:

LCRL	Lakes Creek Road Landfill
WTS	Waste Transfer Station

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
ROCKHAMPTON REGIONAL WASTE & RECYCLING CAPITAL WORKS PROGRAM					
2016/2017					
LCRL – Remediation	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/16	30/06/17	20%	\$874,778	\$137,762
Comment: Capping and remediation of LCR landfill is ongoing with majority of funding allocated to finalising Stage 1.					
Gracemere WTS Design and Construct	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/16	30/06/17	0%	\$75,000	\$584
Comment: Funding for design only, construction 17/18 Financial year					
240Litre Mobile Garbage Bin (Wheelie Bin) Purchases	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/16	30/06/17	30%	\$259.971	\$63,485

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Comment:					
Capping and Closure of Stage 1 and 2 – Gracemere landfill	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	0%	\$28,977	\$0
Comment: Funding for design only, construction 17/18 and 18/19 financial year					
LCRL Augmentation	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	8%	\$4,168,540	\$539,887
Comment: Design Tenders awarded. Site investigation completed and the consultant is progressing the concept design.					
LCR Landfill Push pit cover	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	20%	\$0	\$11,810
Comment: Manufacture and install cover over push pit opening for safety.					
LCR Pedestrian Path Office to WTS	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	20%	\$40,000	\$17,223
Comment: Install footpath between administration office and WTS to mitigate risk for pedestrians traversing between locations					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
LCR Front Gates and Lights	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	100%	\$2,000	\$1,390
Comment:					
LCR Traffic Layout Redesign of Recycle Drop Off Area	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	5%	\$0	\$35,989
Comment:					
LCR Stormwater pipes and outlets	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	75%	\$0	\$63,840
Comment: Construction of new stormwater pipes and outlets					
LCR Pond B overflow	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	0%	\$0	\$805
Comment: Create structure to formalise environmental release point					
LCR Recycle New Roof Structures	Start	Expected	Status	Budget	YTD actual (incl

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	Date	Completion Date		Estimate	committals)
	01/07/16	30/06/17	20%	\$0	\$6,713
Comment:					
Automatic Tarping Machine	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	20%	\$0	\$109,600
Comment: Purchase equipment to reduce the main face area in order to control bird numbers in line with the Lakes Creek Landfill Bird Management Plan. Delivery in December					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Nil	Nil	Nil	Nil	Nil

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance
Weekly collection of domestic waste on same day every week	98%	99.97%
Weekly collection of commercial waste	95%	99.97%
Fortnightly Collection of domestic recyclable waste	98%	99.92%
Fortnightly Collection of commercial recyclable waste	98%	99.92%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	93.90%
Collection services will be made available within four working days upon application by owner	98%	81.22%
Provision of assisted services within ten working days from application by owner	100%	85.71%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	86.75%

as at 31 October 2016

6. FINANCIAL MATTERS

Percentage of year elapsed 33.33%

**As At End Of October 2016**

Report Run: 03-Nov-2016 12:18:50 Excludes Nat Accs: 2802,2914,2917,2924

	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance
	\$	\$	\$	\$	%
REGIONAL SERVICES					
WASTE & RECYCLING SERVICES					
<i>RRWR Waste Operations</i>					
Revenues	(4,871,399)	0	(1,280,262)	(1,280,262)	26% ✘
Expenses	4,993,333	1,367,681	1,446,233	2,813,914	56% ✘
Transfer / Overhead Allocation	(579,500)	0	(269,534)	(269,534)	47% ✔
Total Unit: RRWR Waste Operations	(457,567)	1,367,681	(103,563)	1,264,118	-276% ✘
<i>RRWR Collections</i>					
Revenues	(96,770)	0	(11,552)	(11,552)	12% ✘
Expenses	3,784,914	2,024	911,993	914,017	24% ✔
Transfer / Overhead Allocation	2,079,061	0	616,227	616,227	30% ✔
Total Unit: RRWR Collections	5,767,205	2,024	1,516,668	1,518,691	26% ✔
<i>RRWR Management</i>					
Revenues	(13,180,912)	0	(6,589,097)	(6,589,097)	50% ✔
Expenses	2,592,994	107,864	957,649	1,065,513	41% ✘
Transfer / Overhead Allocation	2,316,140	0	816,538	816,538	35% ✘
Total Unit: RRWR Management	(8,271,778)	107,864	(4,814,910)	(4,707,047)	57% ✔
Total Section: WASTE & RECYCLING SERVICES	(2,962,140)	1,477,569	(3,401,806)	(1,924,237)	65% ✔

Note – Actual amounts contained in these reports do not represent all actuals for October month end as end of month journals are still yet to be processed for October.

Operational Summary

Total Revenue is above the percentage of year elapsed at 43.42% as a result of the first rates cycle having been processed, while operating expenses are under the percentage of year elapsed at 29.49% resulting in a current surplus position.

All percentages are exclusive of committals unless specifically mentioned.

Capital Summary

RRWR capital project expenditure is below the percentage of year elapsed at 10.60% of RRWR's budget. When committals are included for works yet to be completed this equates to 20.43%. The majority of RRWR capital expenditure to date relates to the LCR landfill life extension, LCR capping project, rubbish bin replacement project and LCR stormwater outlets.

All percentages are exclusive of committals unless specifically mentioned.

8.3 FRW MONTHLY OPERATIONS REPORT - OCTOBER 2016

File No: 1466
Attachments: 1. FRW Monthly Operations Report - October 2016
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 October 2016.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for October 2016 be received.

FRW MONTHLY OPERATIONS REPORT - OCTOBER 2016

FRW Monthly Operations Report - October 2016

Meeting Date: 15 November 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT

FITZROY RIVER WATER

Period Ended 31 October 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Fitzroy River Water like others in Council is currently rolling out a new digital two-way radio system to its workforce. This new radio system possesses a number of innovative features that will help to improve the safety, communication, efficiency and productivity of our employees. The safety features include an emergency/duress button and the ability to manage the safety of employees working alone via a scheduled check-in function. The radios have the ability to be tracked using a GPS system to help identify and monitor the most effective way of using work vehicles and human resources. This innovative monitoring capability is expected to lead to overall improvements in our ability to deliver water and sewerage services to the community.

Improvements / Deterioration in Levels of Services or Cost Drivers

FRW's Inspection Program is continuing to identify locations where stormwater can enter the sewerage network during wet weather events. This program is focusing on areas in South Rockhampton which are known to experience unusually high inflows during wet weather events. A photograph showing a stormwater pipe directed into the overflow relief gully shows an example of unauthorised plumbing that almost certainly causes stormwater inflow. The data presented in the Table below shows that a defect has been identified in approximately 25% of the properties inspected to date. Although most of these defects are relatively minor, they all contribute to the problem created when excessive stormwater enters the sewerage network. In each instance, follow-up actions are being taken to rectify the defects that have been identified.



	October	Year to date totals
Properties Inspected	465	567
Faults Identified (Internal)	80	108
Faults Identified (FRW infrastructure)	32	42
Major sources of storm water inflow identified	15	18

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 31 October 2016 are as below:

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and			
			Received	Completed												
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	1	1	0	0	0	0.00	2	●	1.50	●	2.80	●	1.33	0.58
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.00	1	●	0.00	●	0.60	●	0.83	0.60
Network Construction - Planned Works (Scheduled Re	0	0	2	2	0	0	0	0.33	1	●	0.00	●	1.64	●	1.32	0.21
Customer Service - Rebate Residential FRW USE ONLY	4	3	19	13	7	0	0	0.00	30	●	0.82	●	4.16	●	4.02	3.00
Customer Service - Rebate Undetected Leaks	12	1	9	4	16	0	0	0.00	120	●	6.50	●	20.91	●	30.33	32.94
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0	0.00	2	●	3.00	●	5.00	●	18.14	1.00
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	●	0.00	●	1.00	●	1.00	1.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	●	0.00	●	0.00	●	0.00	0.00
Development - Building Over Sewerline	1	1	6	6	0	0	0	0.00	7	●	2.00	●	2.11	●	2.26	1.86
Network Systems (Network Analysis Water or Sewer)	0	0	0	0	0	0	0	0.00	7	●	0.00	●	5.00	●	3.00	1.75
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	●	0.00	●	1.33	●	1.33	1.33
Development - Strategic Water	0	0	0	0	0	0	0	0.00	10	●	0.00	●	9.33	●	9.33	6.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	●	0.00	●	0.00	●	0.00	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	3	3	0	0	0	176.01	7	●	4.50	●	3.80	●	5.78	4.21
Network Services - No Water (Asset)	0	0	7	7	0	0	0	-0.46	1	●	0.29	●	0.37	●	0.39	0.19
Network Services - Reactive Sewerage Block (Asset)	8	6	20	18	4	1	0	2.59	1	●	0.77	●	1.33	●	1.78	2.14
Network Services - Sewer Reimbursements	0	0	2	2	0	0	0	0.00	7	●	0.00	●	1.32	●	1.94	0.84
Network Services - Sewer Inflow Inspection/Enquiry	2	0	17	17	2	0	0	1.41	7	●	0.18	●	0.56	●	0.85	5.56
Network Services - Water Leaks (Asset)	1	1	60	58	1	0	0	-1.51	1	●	0.79	●	1.01	●	0.92	0.68
Network Services - Poor Water Pressure (Asset)	0	0	4	2	2	0	0	0.44	1	●	1.00	●	1.26	●	0.99	0.54
Process - Tradewaste	1	1	7	6	1	0	0	-0.46	7	●	0.67	●	3.44	●	3.07	2.30
Network Services - Lids/Cover (Asset)	1	1	3	3	0	0	0	-0.85	1	●	1.20	●	1.61	●	2.31	1.38
Network Services - Meter Maintenance (Asset)	21	21	18	6	12	10	0	1.59	1	●	1.33	●	0.43	●	0.65	0.53
Network Services Private Works/Standard Connection	0	0	3	3	0	0	0	0.00	5	●	3.00	●	3.11	●	3.69	2.11
Network Services - Reinstatements	2	0	10	7	5	3	0	5.89	1	●	2.17	●	2.25	●	2.35	4.52
Network Services Special Read Enquiry (Pty Strch)	0	0	2	2	0	0	0	0.00	10	●	0.00	●	3.50	●	3.09	1.56
Network Services - Water Meter Reading Enquiry	0	0	4	3	0	0	0	26.12	10	●	2.00	●	5.25	●	4.52	3.75
Process - Odour (Sewer Only) (Asset)	0	0	0	0	0	0	0	44.75	1	●	0.00	●	1.36	●	3.98	0.80
Process - River Quality	0	0	0	0	0	0	0	0.00	2	●	0.00	●	0.00	●	0.00	0.00
Process - Drinking Water Quality (Asset)	0	0	1	1	0	0	0	30.64	1	●	2.50	●	1.41	●	1.16	0.54
Water Meter Read Search - "NOT FOR CSO"	23	22	87	61	27	0	0	0.00	90	●	3.84	●	4.82	●	4.71	4.73

Comments and Additional Information

FRW uses Pathway escalations to monitor service performance compliance to the Customer Service Standards. The last column is the best indicator of average completion times for standard jobs.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	SECOND QUARTER 2016/17		
	October	November	December
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	21		
Total Number of Incidents Reported	5		
Number of Incomplete Hazard Inspections	0		

Hazard inspections are being completed however FRW processing of any rectification actions can delay meeting the end of month cut-off date for HR reporting.

Treatment and Supply

- No lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- One safety incidents was reported for the month.

This incident involved an employee slipping whilst stepping out of a truck a sustaining a minor muscle strain.

Network Operations

- No lost time injuries for the month.
- One employee currently on a long term lost time injuries.
- Four incidents reported for the month.

One incident involved an employee sustaining a bite from an insect causing an allergic reaction. The other three incidents involved minor asset and equipment damage.

Risk Management Summary

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Inadequate physical security resulting in disruption or loss of critical services and supply, serious injury or death, damage to assets, theft; and damage to reputation.	Moderate 5	1. Conduct security audit of all sites and update as necessary. 2. Finalise and implement FRW Maintenance Strategy.	30/11/16	90%	Draft maintenance strategy completed. Queensland Police Service have increased patrols of FRW sites. External consultant security report completed with implementation of recommendations commencing. Fencing construction work commencing in mid-November following a minor delay.

Legislative Compliance and Standards

All services were provided in accordance with the relevant standards as required by legislation and licence conditions for both water and sewerage activities.

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

The following abbreviations have been used within the table below:

R	Rockhampton
G	Gracemere
M	Mount Morgan
WPS	Water Pump Station
SPS	Sewage Pump Station
STP	Sewage Treatment Plant
S	Sewerage
W	Water

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
NETWORK OPERATIONS CAPITAL WORKS PROGRAM					
Rockhampton/Gracemere Water					
North Street (Murray – Canning) 375/200/150mm water main replacements.	May 2016	October 2016	100%	\$614,839	\$675,525
Comments: Trunk water main replacement project being carried out in conjunction with Civil Operations North Street Reconstruction Project. Project is progressing well on schedule and on budget. Construction Complete.					
Western Street (Lion Creek – Meade) 200/150mm water main replacement.	September 2016	December 2016	65%	\$313,012	\$200,119
Comments: 200mm AC main replacement project.					
Quay Street (Denham – William) 150mm water main replacement.	August 2016	November 2016	75%	\$108,311	\$104,229
Comments: Water main replacement works being carried out in conjunction with Civil Operations Riverbank Project. Scope of works extended to include replacement of existing CI mains in Denham Street.					
Arthur Street (James – End) 150mm water main replacement.	October 2016	November 2016	60%	\$95,376	\$48,866
Comments: 100mm AC main replacement project.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
Rockhampton/Gracemere Sewer					
Sewer rehabilitation program (including Building over Sewer)	July 2016	June 2017	33%	\$700,000	\$325,817
Comments: Rehabilitation and renewals annual program of works.					
Sewer Main Relining Program 16/17	September 2016	November 2016	100%	\$600,000	\$350,352
Comments: Package of works issued to Abergeldie Watertech. Works are progressing well with an expected completion in November 2016. Package of works completed successfully. Assessment of final payment claim in progress.					
Moores Creek 375mm Trunk Sewer Crossing Reconstruction	January 2016	October 2016	100%	\$700,296	\$877,764
Comments: JM Kelly Project, construction in progress. Additional reinforcement of headwalls and thrusting of pipe within headwalls completed. Construction complete, assessment of final payment claim in progress.					
Mount Morgan Water					
Coronation Drive Mt Morgan Replace 150 mm water main	November 2015	October 2016	100%	\$322,477	\$541,205
Comments: Slow excavation and increased project cost due to rock in some areas. Construction complete.					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer Construction (Stages 2 & 3 incl. SPS)	July 2015	December 2017	45%	\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$1,455,049
Comments: On Schedule. Significant increase in cost due to stabilised backfill requirements specified within TMR reserve. Scope of project increased slightly to service additional properties. Stage 2 construction 100% complete with testing completed, TMR section of Stage 3 to be constructed prior to SPS construction commencing. Construction of Stage 3 in progress.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
Pipeline from West to South STP – Design Phase	July 2014	June 2017	75%	\$50,000	\$13,189
Comments: Stage 1 (Jardine Park to Murray St) potholing completed with detailed design commencing. Stage 2 potholing about to commence.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
R SRSTP Primary Valve Pit Replacement	July 2014	November 2016	95%	\$85,115	\$71,087
Comments: Construction completed with new actuators currently being fitted.					
M W Dam No 7 CCTV Installation	July 2014	January 2017	20%	\$30,000	\$1500
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Optus for access to their communications tower. Specification for equipment procurement in preparation.					
M WTP CCTV Installation	July 2014	January 2017	20%	\$15,000	\$0
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Optus for access to their communications tower. Specification for equipment procurement in preparation.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	November 2016	80%	\$25,000	\$6,500
Comments: New inlet flow meter installed and installation of new pump impellers planned for September. Project delayed slightly due to recent rainfall and the flow in the Dee River.					
R – S NRSTP Aerator Replacement	July 2015	November 2016	90%	\$91,071	\$66,857
Comments: Aerator installation works nearing completion.					
Barrage Crane and Rail Restoration	December 2013	November 2016	98%	\$386,085	\$1,156,718
Comments: Project nearing completion.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	May 2016	100%	\$3,366,922	\$3,208,854
Comments: Complete.					
GWTP Highlift Pump Station Upgrade (Stage 2)	August 2014	August 2016	100%	\$3,510,000	\$3,260,898
Comments: Practical Completion issued in late August. Dispute over application of Liquidated Damages currently being discussed.					
MMWTP Coagulant Dosing Upgrade	January 2014	January 2017	70%	\$70,000	\$49,968
Comments: Project delayed slightly by heavy rainfall events causing changes to the raw water quality. Work to recommence in November.					
G Lucas St WPS pump and electrical switchboard upgrade	January 2014	November 2016	99%	\$541,628	\$542,655
Comments: New pump station fully operational with final documentation being prepared prior to issuing Practical Completion.					
R – North Rockhampton	July 2015	March 2017	15%	\$500,000	\$30,290

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
SPS No. 1 and 2 electrical upgrade					
Comments: Project awarded to SJ Electric as a variation to an existing contract for the completion of the Arthur St SPS upgrade due to the highly similar nature of the work. Design phase now underway.					
R – NRSTP RAS pump renewal	July 2016	February 2017	50%	\$25,000	\$27,301
Comments: Pumps delivered and ready for installation works to commence.					
MMSTP Floating Wetland Trial	July 2016	December 2016	90%	\$50,000	\$44,168
Comments: Project construction completed with plants currently establishing.					
R – SCADA Upgrade	July 2016	February 2017	10%	\$250,000	\$0
Comments: Contract awarded to preferred tenderer.					
MM – STP construct additional drying bed storage	August 2015	November 2016	95%	\$40,000	\$23,855
Comments: Construction works nearing completion.					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended 31 October 2016.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Nil				

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance
Drinking Water Samples Compliant with ADWG	>99%	100%
Drinking water quality complaints	<5 per 1000 connections	0.09
Total water and sewerage complaints	N/A	131
Glenmore WTP drinking water E.C Content	<500 μ S/cm	280 μ S/cm
Glenmore WTP drinking water sodium content	<50 mg/L	23 mg/L
Average daily water consumption – Rockhampton	N/A	46.99 ML
Average daily water consumption – Gracemere	N/A	5.12 ML

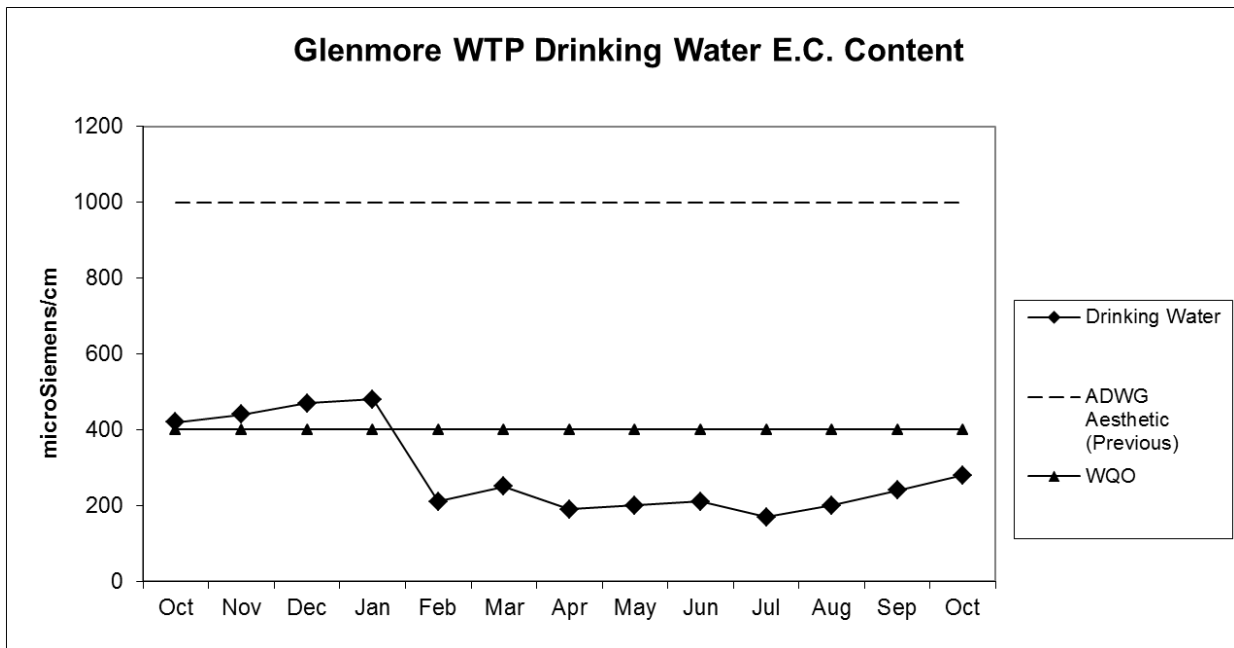
Average daily water consumption – Mount Morgan	N/A	1.11 ML
Average daily bulk supply to LSC	N/A	8.07 ML
Drinking water quality incidents	0	0
Sewer odour complaints	<1 per 1000 connections	0
Total service leaks and breaks	80	56
Total water main breaks	15	7
Total sewerage main breaks and chokes	32	10
Total unplanned interruptions – water	N/A	38
Average response time for water incidents (burst and leaks)	N/A	109min
Average response time for sewerage incidents (including main breaks and chokes)	N/A	57min
Rockhampton regional sewer connection blockages	42	16

**Where there are no targets identified they will be set as part of the revised FRW Customer Service Standards.

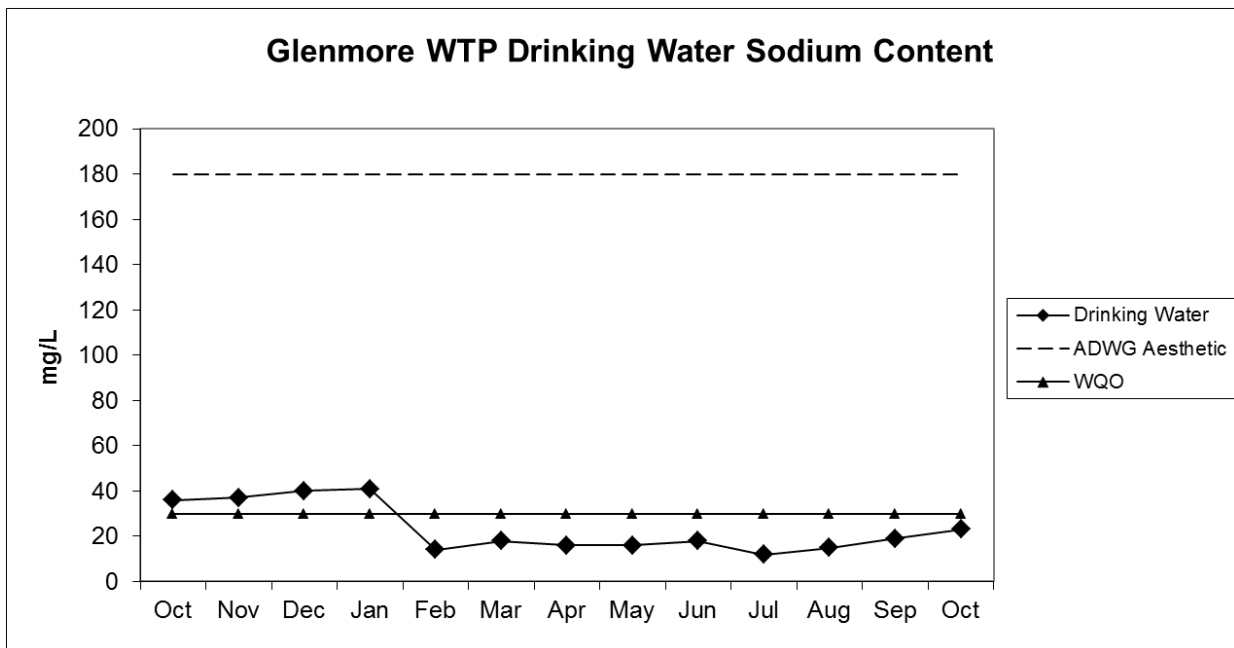
Refer to the individual graphs and information below.

TREATMENT AND SUPPLY

Drinking Water E.C. and Sodium Content



The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during October increased to be 280 µS/cm. The level of E.C. is lower than the Water Quality Objective of 400 µS/cm and well beneath the previously used aesthetic guideline value of 1000 µS/cm. The E.C. reading is expected to remain relatively unchanged for the next few months.



The concentration of sodium in drinking water supplied from the GWTP during October increased slightly to be 23 mg/L. The current level of sodium is below the Water Quality Objective value of 30 mg/L and is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is expected to remain relatively unchanged for the next few months.

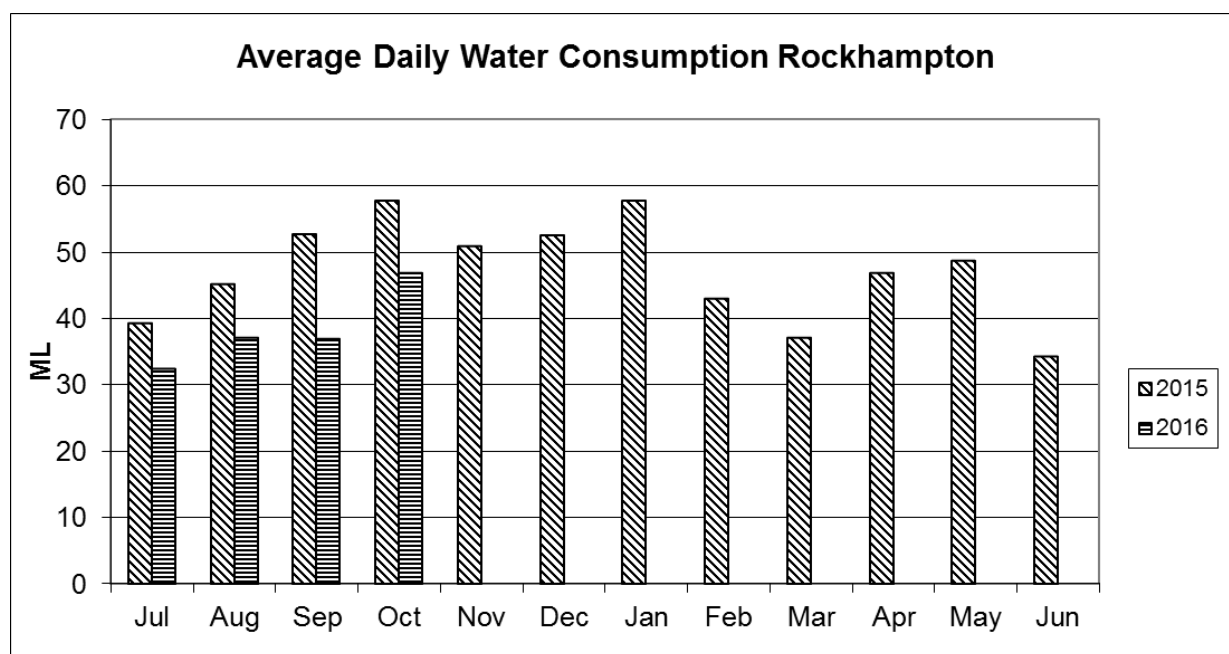
Drinking Water Quality as at 12 October 2016		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	190	180
Sodium (mg/L)	23	38
Electrical Conductivity (µS/cm)	280	340
Hardness (mg/L)	63	60
pH	7.88	7.41

The table above shows the results of drinking water testing in Rockhampton and Mount Morgan for selected water quality parameters.

Drinking Water Supplied

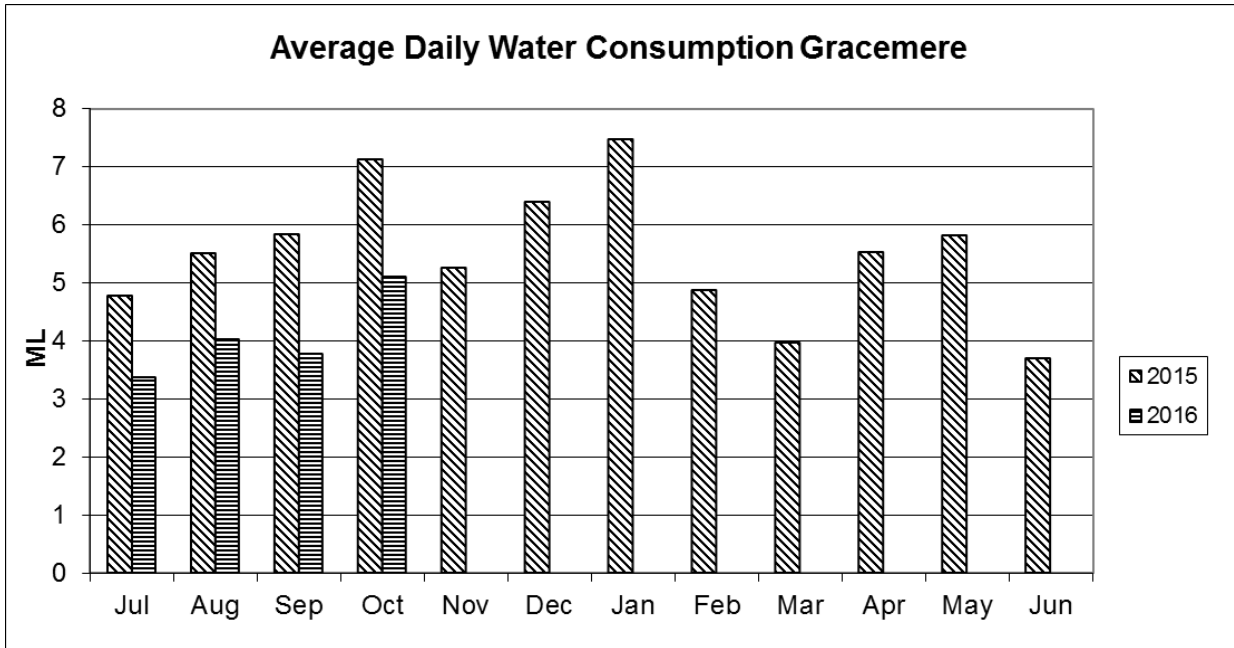
Data is presented in graphs for each water year (e.g. 2015 is the period from July 2015 to June 2016).

Rockhampton



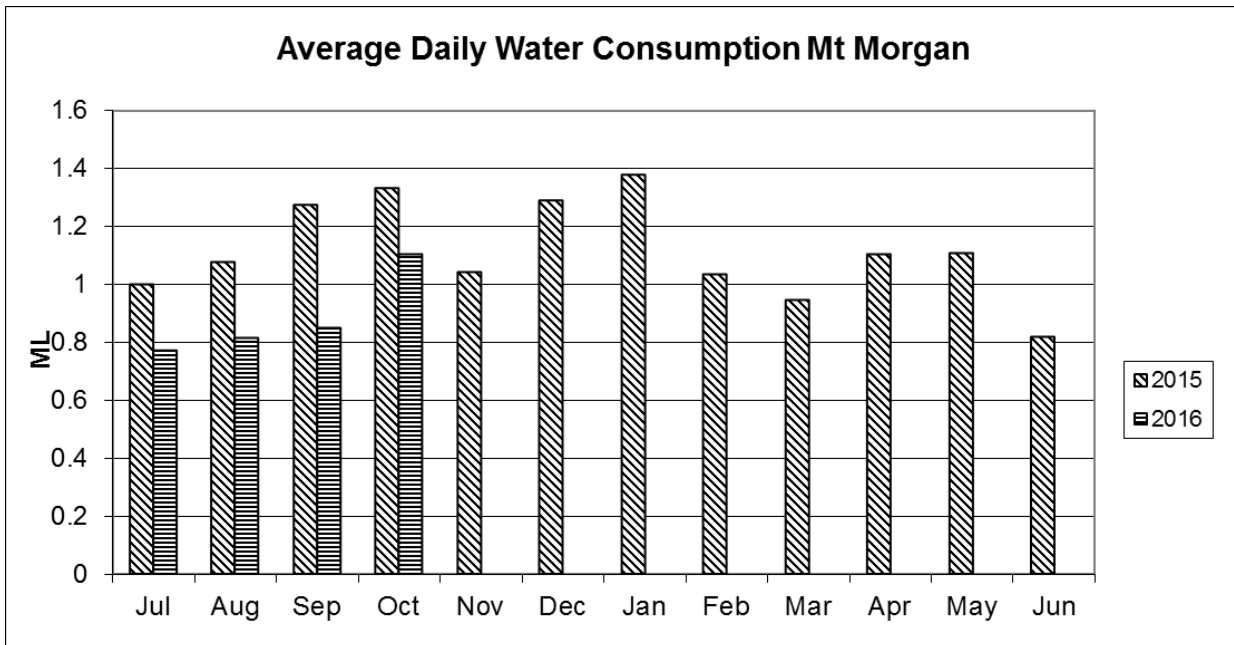
Average daily water consumption in Rockhampton during October (46.99 ML/d) increased from that reported in September but was lower than that reported in the same period last year. The higher consumption was due to relatively low rainfall during the month. The Fitzroy Barrage Storage is currently at 100% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Gracemere



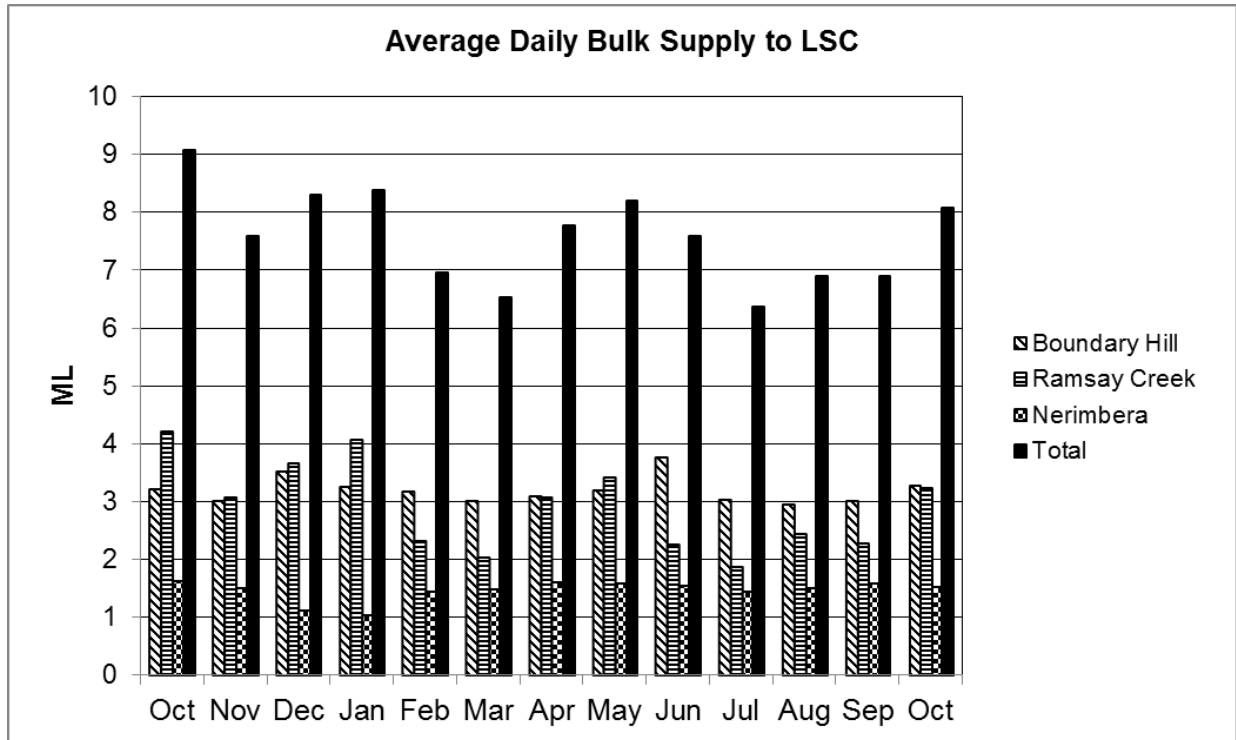
Average daily water consumption in Gracemere during October (5.12 ML/d) increased compared to that reported in September but was lower than that reported in the same period last year. The higher consumption was due to relatively low rainfall during the month. The Fitzroy Barrage Storage is currently at 100% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Mount Morgan



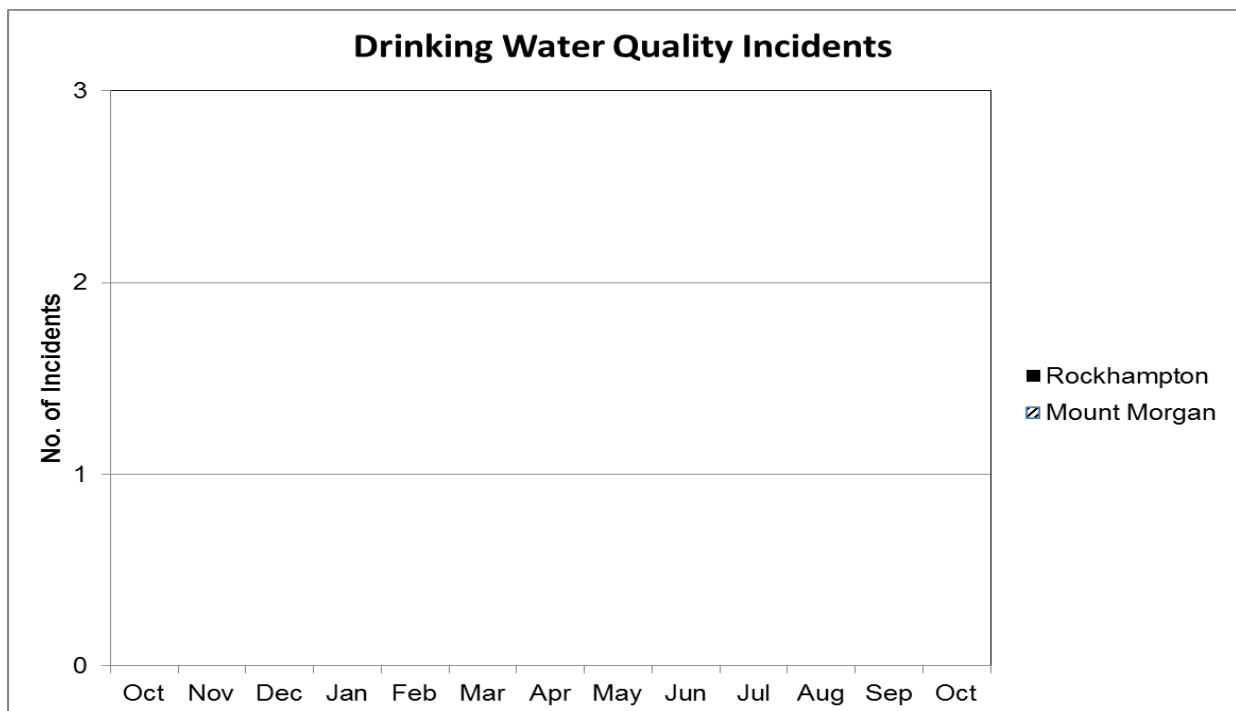
Average daily water consumption in Mount Morgan during October (1.11 ML/d) increased compared to that reported in September but was lower than that reported for the same period last year. The higher consumption was due to relatively low rainfall during the month. The No. 7 Dam is currently at 87% of the accessible storage volume and well above the 50% storage threshold value in the Drought Management Plan that is used to trigger the implementation of water restrictions in Mount Morgan.

Bulk Supply to Livingstone Shire Council



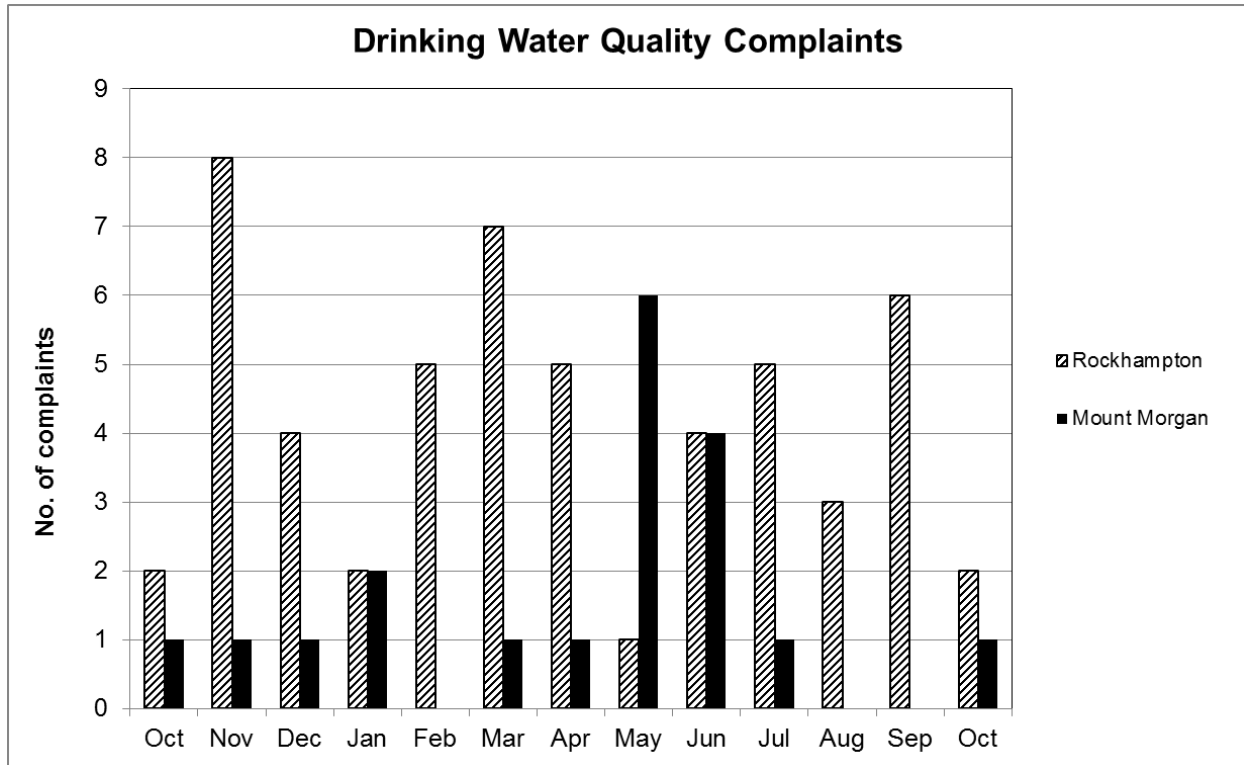
The average daily volume of water supplied to LSC during October increased compared to that recorded in September to be 8.07 ML/d. This volume is lower than the volume recorded for the same period last year. The increase was mainly due to greater volumes supplied via the Boundary Hill and Ramsay Creek bulk water sites.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of October. Only one water quality incident has occurred in the last three years.

Drinking Water Quality Complaints

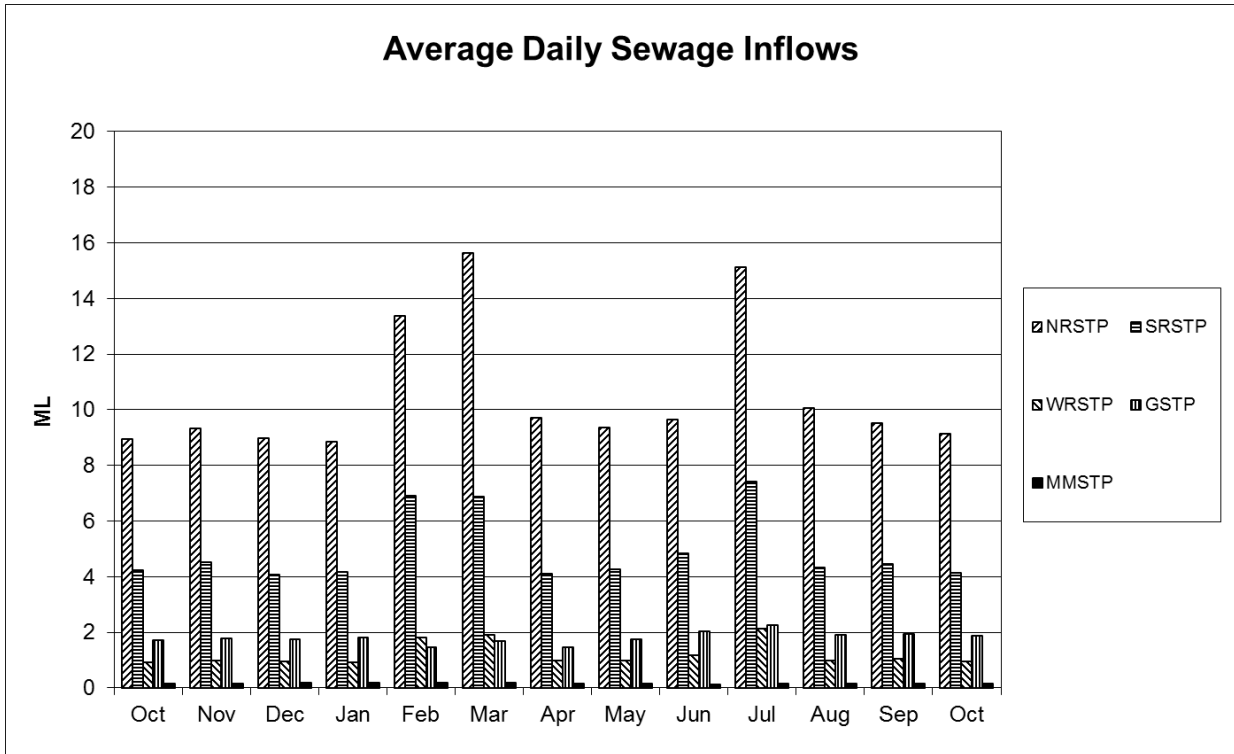


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints			5	1

The total number of drinking water quality complaints (3 complaints) received during October decreased from the number of complaints received in September.

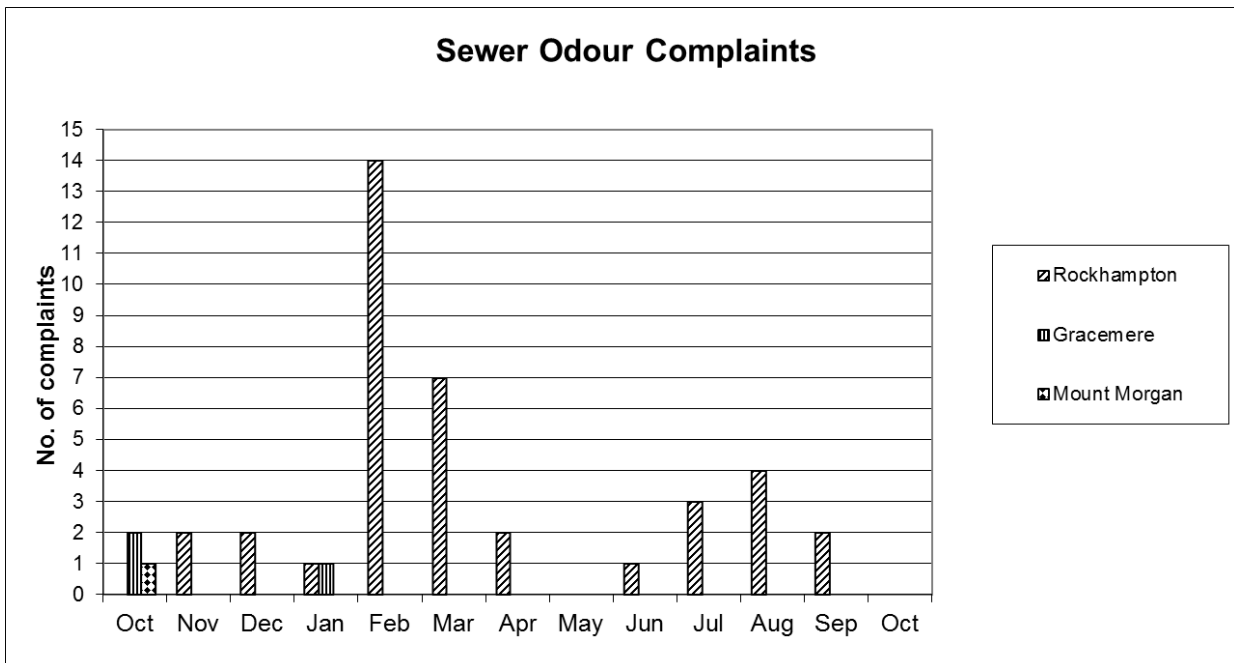
Two of the three complaints were received from customers in Rockhampton and the other complaint from Mount Morgan. All drinking water quality complaints were associated with discoloured water. Complaints were resolved by flushing the water mains to clear or refresh the water provided to the customer.

Sewage Inflows to Treatment Plants



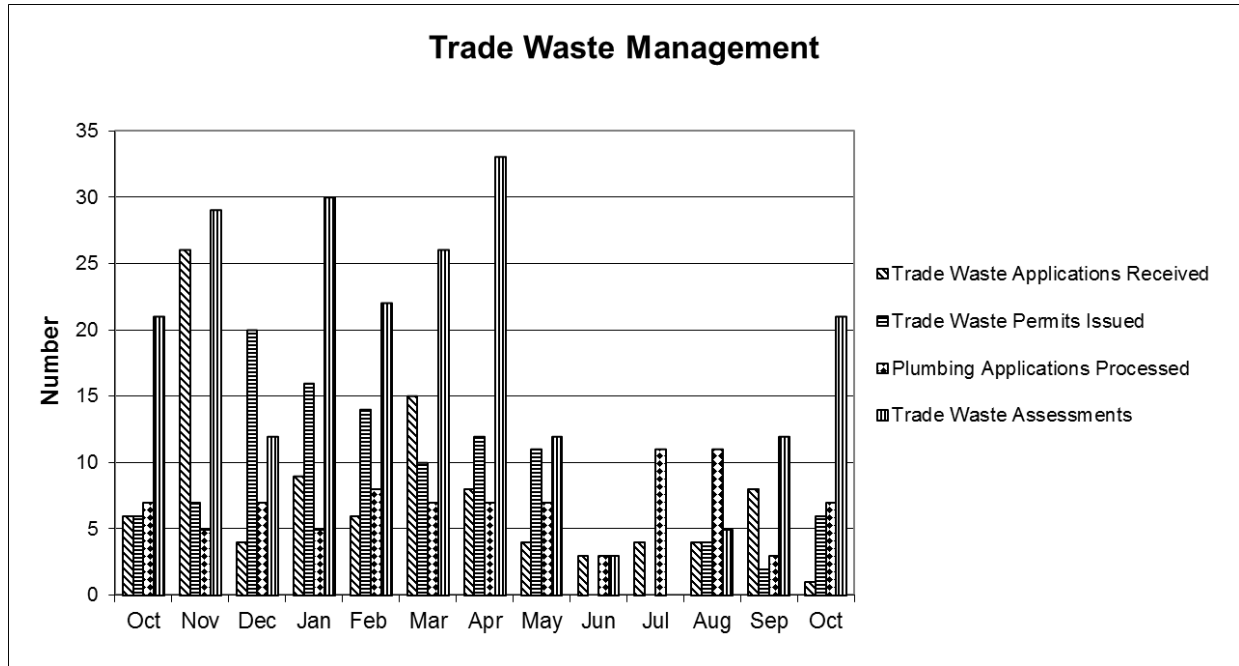
Average daily sewage inflows during October were slightly lower than those reported in September. The decrease in inflows was due to the relatively low rainfall during the month. The current inflows are similar to that reported during the same period last year.

Sewer Odour Complaints



No sewer odour complaints were received during the month of October.

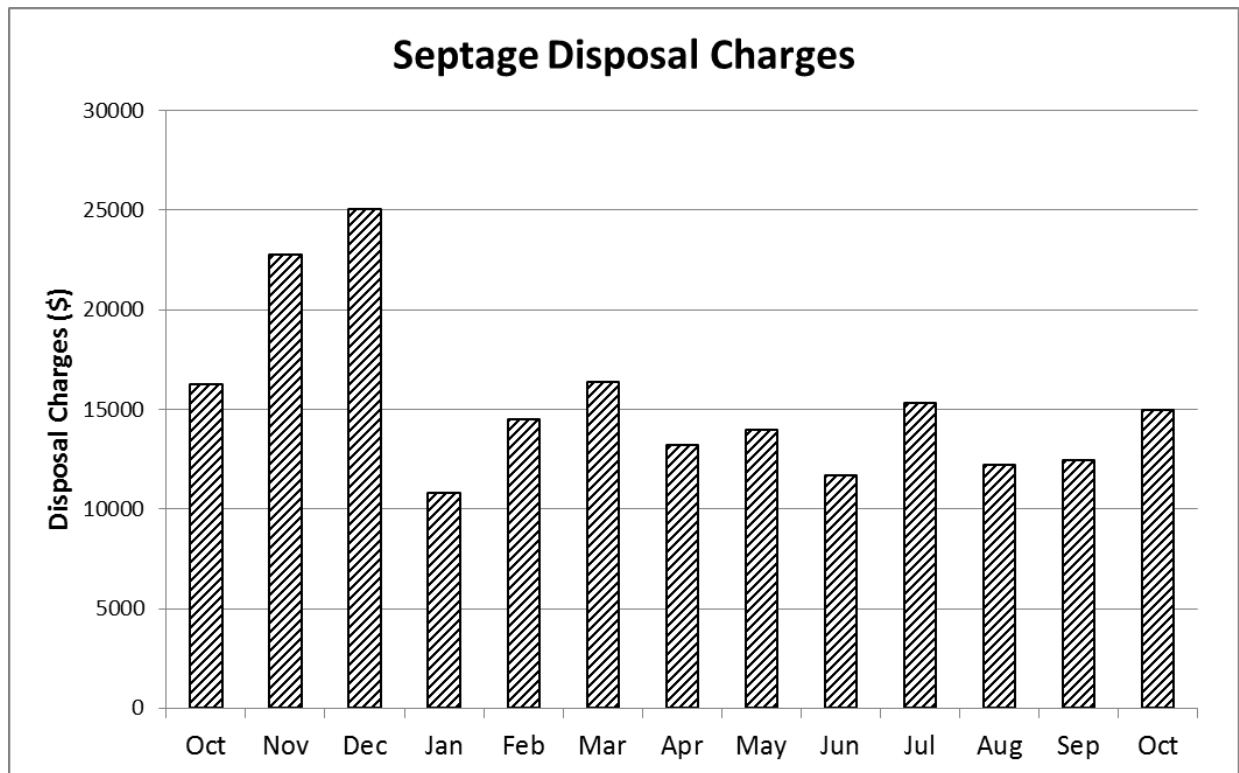
Trade Waste and Septage Management Activities



One trade waste application was received and six trade waste permits were issued during September. Seven plumbing applications were processed and 21 trade waste assessments were completed by the team.

The table below shows those permits which contained a significant change either to their Category rating or due to the inclusion of a Special Condition in order to comply with Council’s Trade Waste Environmental Management Plan.

Industry/Trade	New or Renewal	Permit Category	Special Condition	Comments
Hotel (kitchen)	New	1	Repair grease trap	Nil

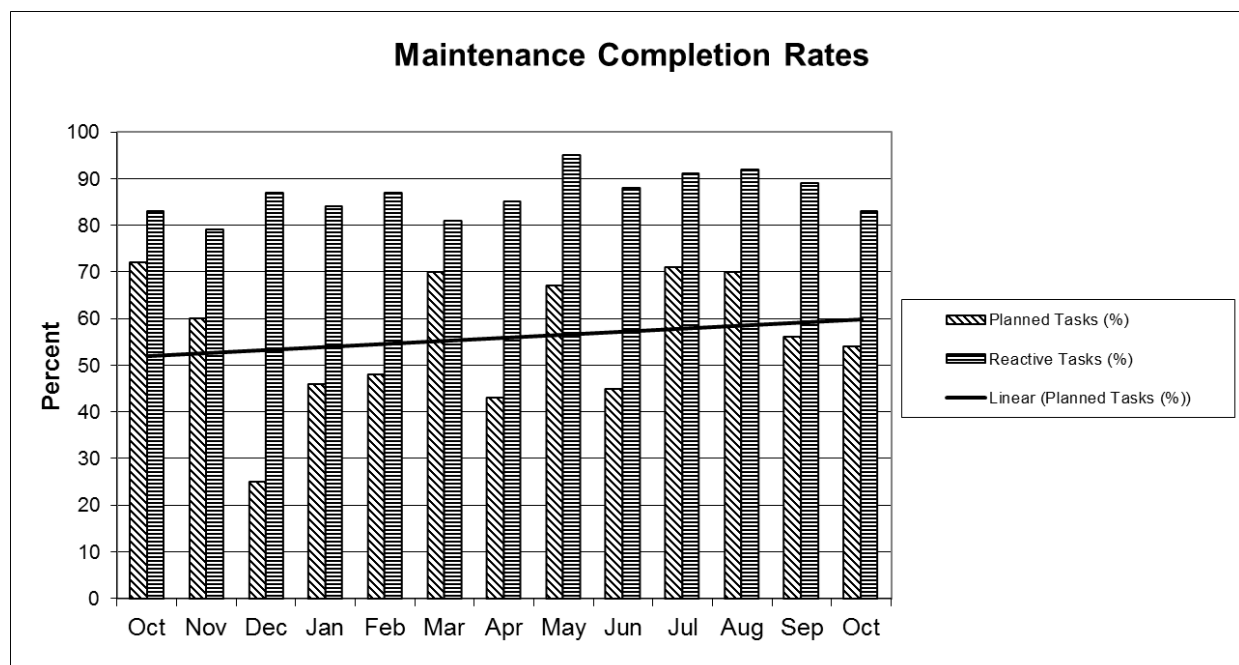


Charges for the disposal of septage liquid waste at the North Rockhampton STP increased slightly for October compared to September. The change in the monthly income received does not appear to be associated with any specific factor or event.

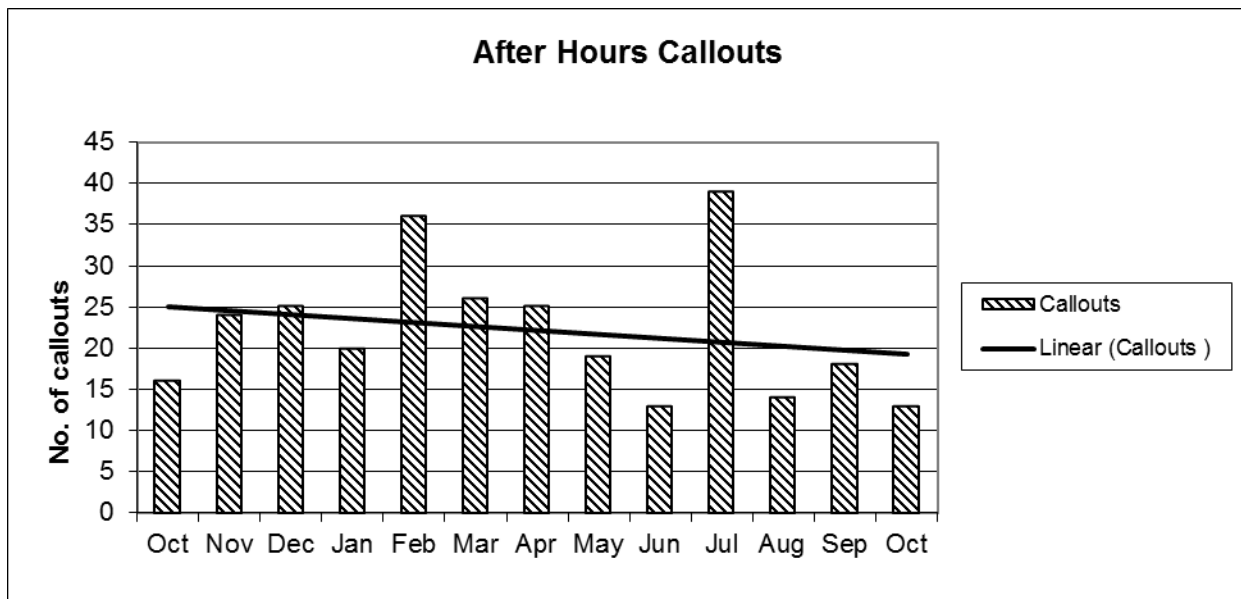
Treatment and Supply Maintenance Activities

The table below shows the breakdown of work completed based on the category of the work activity.

Maintenance Type	Work Category			
	Electrical	Mechanical	General	Operator
Planned	63	46	56	N/A
Reactive	50	42	2	N/A
After hours callouts	8	5	0	0
Capital	2	2	0	N/A
Safety and Compliance	135	1	2	N/A



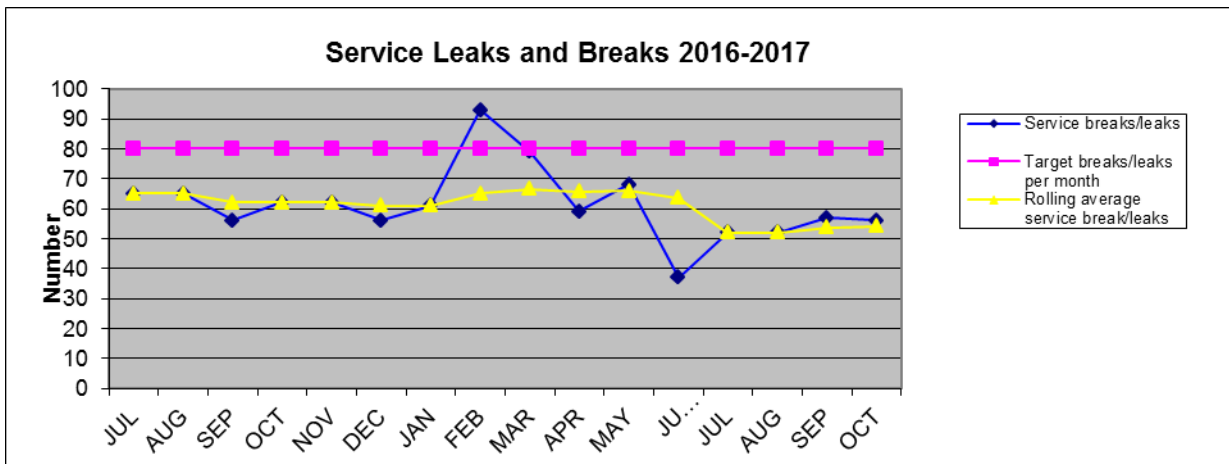
A total of 308 preventative maintenance activities were scheduled and 135 reactive maintenance activities were requested during the month of October. Completion rates for each type of maintenance activity by the end of the month were 54% and 83% respectively. The majority of reactive maintenance tasks were completed within in a timely manner to meet rectification time targets. The long term trend line shows an overall improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (13 call-outs) decreased during October compared to September. The number of callouts was less than the 12 month rolling average of 22 call-outs per month. The long term trend line in the graph indicates an overall decrease in callouts, with the highest numbers of callouts typically associated with months where heavy rainfall events occurred. In the majority of cases, the faults were rectified within the targeted rectification time according to the Priority Ratings used to rank reactive maintenance events.

NETWORK OPERATIONS

Regional Service Leaks and Breaks



Performance

Target met, large number of poly service failures continues to be an issue. A \$200,000 16/17 water service replacement program is currently being compiled based on failure data.

Issues and Status

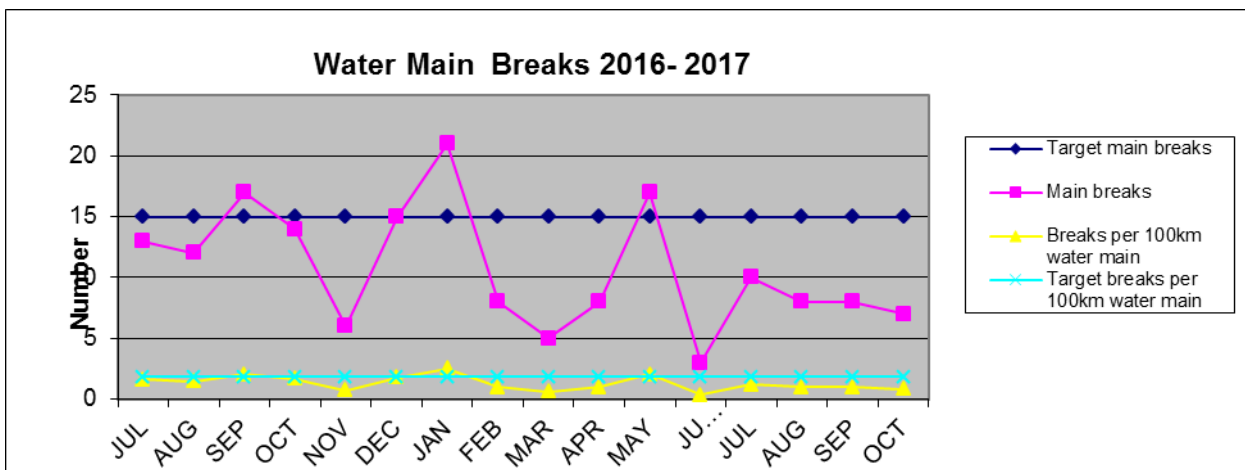
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly services.

Response to Issues

Water services subject to two failures are being replaced under the capital replacement programme to minimise the risk of continued failures.

Locality	Service Leaks / Breaks
Rockhampton	51
Mount Morgan	5
Regional Total	56

Regional Water Main Breaks



Performance

Target achieved, it is evident that water main failures are continuing to trend down in line with capital replacement programs. There is an increase in water main breaks in Mount Morgan when compared to previous months, with a number of these mains experiencing failures and currently scheduled for replacement within the 16/17 Water Main Replacement program.

Issues and Status

The following table shows the number of breaks per month.

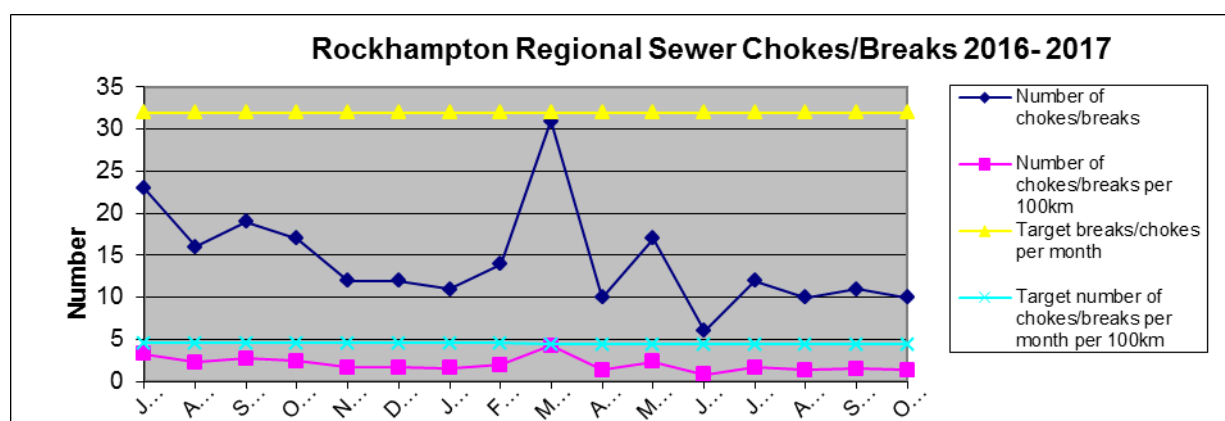
Water Main Type	August 2016	September 2016	October 2016
Cast Iron	2	2	0
AC	5	6	4
PVC	1	0	3
GWI	0	0	0
Mild Steel	0	0	0
Poly	0	0	0
TOTAL	8	8	7

Response to Issues

Continued defect logging and rectification will reduce failure occurrences. Water mains experiencing repeated failures are assessed for inclusion in annual Water Main Replacement capital program.

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
October	7	15	0.84	1.80	1.00

Locality	Main Breaks
Rockhampton	3
Mount Morgan	4
Regional Total	7

Rockhampton Regional Sewer Chokes/BreaksPerformance

Target achieved, with a slight decrease in chokes when compared to last month. It's evident that mainline sewer blockages are continuing to trend down in line with capital refurbishment programs.

Issues and Status

Data indicates that a high percentage of blockages / overflows continue to be caused by tree root intrusion.

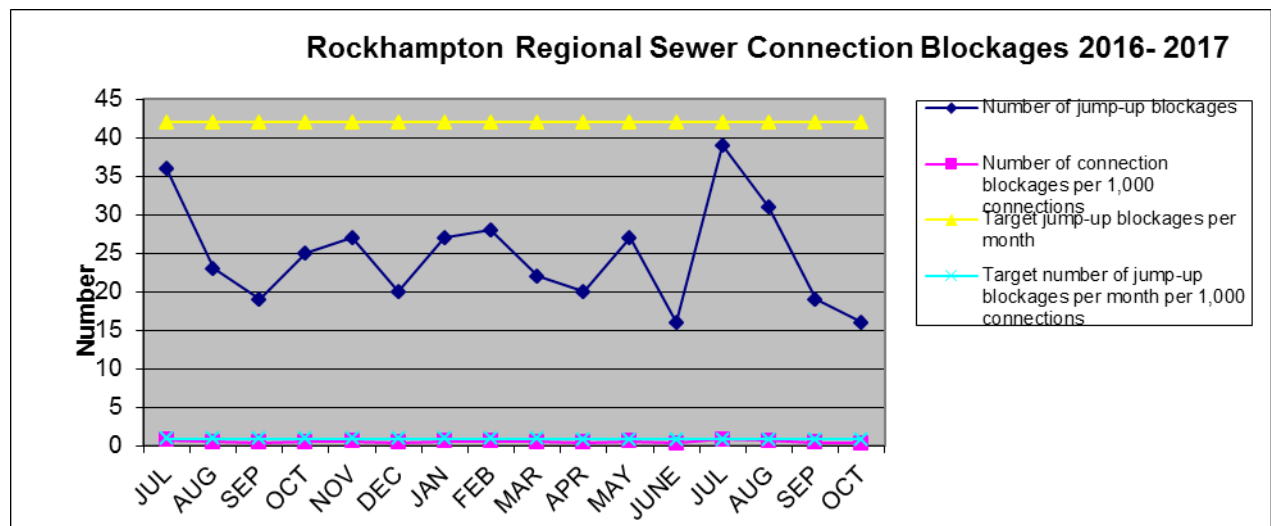
Response to Issues

Continue to log defects and monitor outcomes to ensure inclusion in the Capital Sewer Main Relining and rehabilitation programs.

	Number of chokes/ breaks	Target chokes/breaks per month	Number of chokes/ breaks per 100 km	Target number of chokes / breaks per month per 100km	Rolling 12 month average per 100 km chokes / breaks
October	10	32	1.4	4.41	1.48

Locality	Surcharges	Mainline Blockages
Rockhampton	6	10
Mount Morgan	0	0
Regional Total	6	10

Rockhampton Regional Sewer Connection Blockages



Performance

Target achieved, decrease in blockages when compared to last month. It's evident that sewer connection blockages are continuing to trend down in line with capital refurbishment programs.

Issues and Status

Data indicates blockages are been caused by broken pipes due to age, along with the resulting tree root intrusion.

Response to Issues

Continue to assess properties with repeat breaks and chokes for inclusion in the capital sewer refurbishment programs.

	Number of connection blockages	Target connection blockages per month	Number of connection blockages per 1,000 connections	Target number of connection blockages per 1,000 connections	Rolling 12 month average per 1,000 connections
October	16	42	0.32	0.83	0.52

Locality	Connection Blockages
Rockhampton	15
Mount Morgan	1
Regional Total	16

Sewer Rehabilitation Program

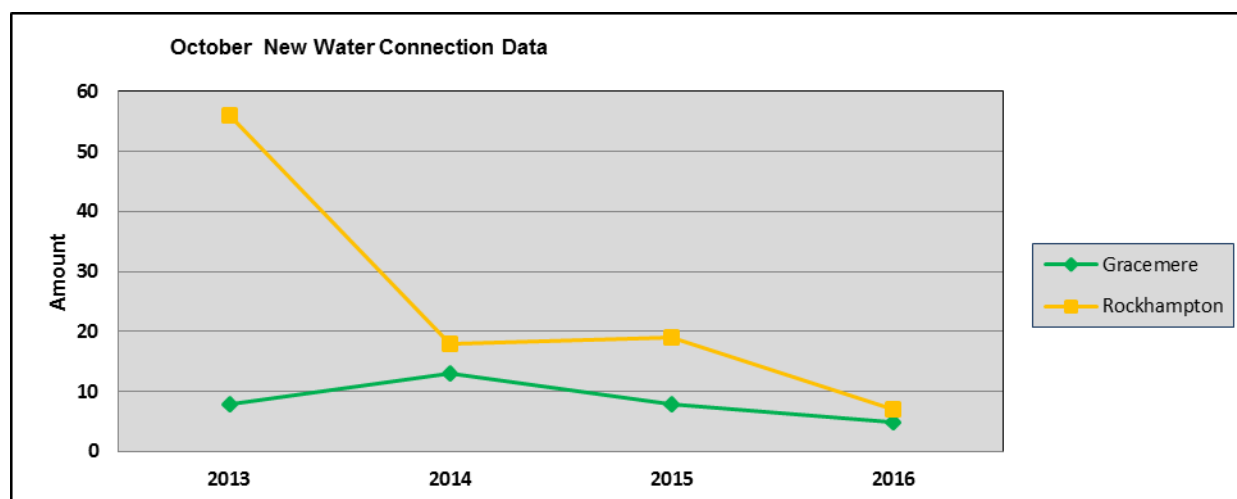
	Number completed for the month	Year to date totals
Access Chambers raised	7	21
Sewers repaired	14	70

Private WorksNew Water Connections

Region	October	FY to Date 2016	FY to Date 2015	FY to Date 2014	FY to Date 2013
Gracemere	5	27	26	32	46
Rockhampton	7	44	52	89	105
Mount Morgan	n/a	n/a	n/a	n/a	n/a
Regional Total	12	71	78	121	151

This table and graph shows the water connection data, for October, for the past four years.

Region	October 2016	October 2015	October 2014	October 2013
Gracemere	5	8	13	8
Rockhampton	7	19	18	56
Mount Morgan	n/a	n/a	n/a	n/a
Total	12	27	31	64

New Connection DataDetails on Private Works Jobs

The table below shows the quantity of private works jobs quoted and accepted during the reporting period and year to date. Jobs include both water and sewerage.

	October	Amount	FYTD	Amount
Quotes Prepared	16	\$52,154.50	53	\$196,2978.00
Quotes Accepted	15	\$75,674.09	42	\$187,240.97
Jobs Completed	12	\$46,404.79	37	\$146,917.91

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	4	0

Undetected Leaks (Residential)

	October	FYTD
New requests	7	44
Number declined	0	7
Number approved	4	47
Require more info	0	3
Total KL rebated	1,443	19,129
Total value approved	\$2,471.53	\$33,408.42

Undetected Leaks (Commercial)

	October	FYTD
New requests	0	6
Number declined	0	0
Number approved	0	7
Require more info	0	0
Total KL rebated	0	13,043
Total value approved	0	\$5,390.79

Residential Rebates

	October	Total FYTD Applications	Total FYTD \$
Washing machines	14	74	\$7,400
Stand alone tank	0	0	0
Integrated tank	0	1	\$500
Dual flush toilet	0	3	\$150
Shower rose	0	0	0
Total	14	78	\$8,050

There were four applications requesting further information:

- Three were not enrolled with the AEC for their installation address; and
- One had no last name on their receipt.

There was one declined application as the customer purchased the washing machine for their rental property.

Water Meters

13,795 water meters were read during the month. Approximately 2,300 accounts being for sector 1 were issued to customers. Second quarter reads commenced 12 October.

Sectors Read for October	1	2	3	4	5	Total
No. of meters in Sector	2,300	3,447	2,426	2,957	2,665	13,795
No-Reads	5	6	2	15	5	33
% Of No-Reads	0.2%	0.2%	0.08%	0.5%	0.2%	0.2%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$29 per read	62	\$1,860
Water Account Search - On-Site Readings \$152 per read	27	\$4,185
Total \$ Value for October		\$6,045
Total \$ Value Financial Year to Date		\$23,985

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	4	1
NSSWMR - Network Services Special Water Meter Read Enquiry	2	0
FINIRR - Finance - Irrigators (Asset)	4	0

Building Over Sewers

The following summary is an overview of the core business activity that requires ongoing negotiations with the respective stakeholders and detailed investigations to determine location and condition assessments of the associated infrastructure.

Activity Summary

	October	FYTD
General enquiries	9	56
Site investigations	8	51
Approval Permits issued	3	6
Permits closed	2	3
Total	22	116

Building Over Sewer Applications under Assessment

There are two permits currently under assessment as at 31 October 2016.

ADMINISTRATIONDial Before You Dig (DBYD)

The average number of requests received per day for October was 5.58, a decrease from 8.33 in September.

	August 2016	September 2016	October 2016	FY Total
Requests Processed	328	250	173	959

Site Tours

There were no site tours held of the Glenmore Water Treatment Plant (GWTP) in October.

Communication and Education*Media Releases*

Two media releases were issued in October; both of which received media coverage.

Messages on Hold

A message regarding undetected leaks was included in Council's messages on hold.

National Water Week

National Water Week ran from 16-22 October 2016 with the theme "Water – Life – Growth". Communications ran a colouring in competition for Primary Schools and promoted it via social media, media releases, internally, and direct communication to schools. Entries are still being received with more than 200 already submitted.

Marketing Plan

The communications team finalised the FRW marketing plan draft.

INFRASTRUCTURE PLANNINGSewer Network Investigations*Inflow / Infiltration*

No further development.

Sewer Area Maps

No further development

Sewer Catchment Area Maps

No further development.

Gracemere Effluent Main Link

Grant is preparing concept drawings for future easement acquisition discussion with land owner.

North Rockhampton Flood Mitigation Investigation (NRFM)

No further development.

Mt Morgan Sewerage Strategy

No further development.

Parkhurst Sewerage Pump Station Implementation Strategy

No further development.

Gracemere – Fisher Street Sewerage Pump Station

No further development.

Gracemere – Proposed Dog Pound Sewerage Pump Station

No further development.

Water Area Maps

No further development

Mt Morgan – Future Water Supply

No further development.

Water Meter – Thematic Mapping of Consumption

No further development.

System Leakage Management Plan

No further development.

FINANCIAL MATTERSOperational

Revenue is currently 39.3% of the 2016/2017 adopted budget. This can be attributed to the advance payments in the rating cycle. Most revenue streams are on target, with the exception of fees & charges.

Gross water consumption revenue is 19.5% of adopted budget. This represents the first quarter billed and one sector of the second quarter billed. Billed gross water consumption is down by 8.3% compared to same period in the 2015/2016. Gross water and sewerage access charges are on target. Bulk water sales are slightly below target due to lower than expected water consumption through the Caves supply, although consumption has picked up during October. Private Works is below target at 19.0% and will be addressed during the budget revision process. Fees and charges are below target attributed to annual trade waste fees yet to be realised, lower standpipe charges – attributed to construction downturn - and slightly lower bulk liquid waste charges.

Expenditure year to date is 33.0% of the 2016/2017 adopted budget. Most expenditure streams are on target. All units are on target, with Business & Project Services slightly above. Business & Project Services budget reallocations will be addressed during the budget revision process. Competitive neutrality adjustments are over target due to the timing of income tax equivalent payments.

A budget revision will be performed during October.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 17.8% in comparison to the adopted including carry forward budget. Expenditure during October has decreased compared to September by \$291k. This is attributed to the timing of payments for contracted works.

Water YTD 17.4% and Sewer YTD 17.6%.

Networks YTD 29.6% and Treatment YTD 8.1%.

The areas of prominent activity are the Sewer refurbishment, NRSTP RAS pump replacement and aerator bridge cover renewals, SRSTP primary valve pit refurbishment and Water Main Replacement programs.

A budget revision will be performed during October.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of October 2016. The 90+ day balances are either on payment plans, the business is in administration or the debt is with Collection House.

	Balance	0-30 Days	30-60 Days	60-90 Days	90+ Days
No. of Customers	222	198	13	12	45
Total Value	\$230,027.91	\$124,860.90	\$54,977.04	\$7,349.53	\$42,840.44

Below is an explanation of the debtor types, being a mixture of standpipes, irrigators, emergency works and effluent usage.

90+ days	Comments
\$4,735.68	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated.
\$6,706.87	Liquidators/Administrators appointed – recovery unlikely.
\$675.22	Long Term Payment Plans - Mount Morgan Sewerage Connections - Recovery will occur.
\$13,733.26	Other Payment Plans – Private Works/Standpipe/Trade Waste.
\$16,989.41	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency works – Overdue letter issued.
60-90 Days	Comments
\$6,728.56	Standpipes (includes \$5,741.95 from 5 debtors that have 90+ days)
\$620.97	Private Works
30-60 Days	Comments
\$4,959.14	Standpipes (includes \$1,532.28 from 5 debtors that have 90+ days)
\$49,590.22	LSC Bulk Water Supply
\$427.68	Other – Raw water, Septic disposal

A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - FITZROY RIVER WATER							
As At End Of October 2016							
Report Run: 03-Nov-2016 17:40:39 Excludes Nat Accs: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 33.3% of Year Gone
	\$	\$	\$	\$	\$		
FITZROY RIVER WATER							
<i>Treatment & Supply</i>							
Revenues	0	0	0	(1,461)	(1,461)	0% ✓	
Expenses	9,403,636	9,216,761	426,293	2,825,249	3,251,542	35% ✗	
Transfer / Overhead Allocation	322,312	322,312	0	100,030	100,030	31% ✓	
Total Unit: Treatment & Supply	9,725,949	9,539,073	426,293	2,923,818	3,350,111	34% ✗	
<i>Network Services</i>							
Revenues	(495,000)	(392,200)	0	(92,607)	(92,607)	19% ✗	
Expenses	3,597,039	3,201,946	1,107,724	1,000,790	2,108,514	59% ✗	
Transfer / Overhead Allocation	613,474	616,443	0	213,020	213,020	35% ✗	
Total Unit: Network Services	3,715,513	3,426,189	1,107,724	1,121,202	2,228,926	60% ✗	
<i>FRW Management</i>							
Revenues	(61,302,114)	(354,953)	0	(24,212,490)	(24,212,490)	39% ✓	
Expenses	16,370,854	16,543,466	32,867	5,261,457	5,294,325	32% ✓	
Transfer / Overhead Allocation	25,876,326	25,829,173	0	9,139,418	9,139,418	35% ✗	
Total Unit: FRW Management	(19,054,934)	42,017,686	32,867	(9,811,615)	(9,778,748)	51% ✓	
<i>FRW Admin</i>							
Revenues	0	(60,907,259)	0	0	0	0% ✓	
Expenses	0	419,829	0	0	0	0% ✓	
Transfer / Overhead Allocation	0	34,726	0	0	0	0% ✓	
Total Unit: FRW Admin	0	(60,452,704)	0	0	0	0% ✓	
<i>Business & Project Services</i>							
Expenses	402,149	0	2,893	150,096	152,989	38% ✗	
Transfer / Overhead Allocation	26,203	0	0	8,456	8,456	32% ✓	
Total Unit: Business & Project Services	428,352	0	2,893	158,552	161,446	38% ✗	
Total Section: FITZROY RIVER WATER	(5,185,121)	(5,469,756)	1,569,778	(5,608,043)	(4,038,266)	78% ✓	

8.4 CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY AND PROCEDURE

File No:	11979
Attachments:	<ol style="list-style-type: none">1. Clearing of Blocked House Drains Within Private Properties Policy2. Clearing of Blocked House Drains Within Private Properties Policy (Track Changes)3. Clearing of Blocked House Drains Within Private Properties Procedure4. Clearing of Blocked House Drains Within Private Properties Procedure (Track Changes)
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

The Clearing of Blocked House Drains Within Private Properties Policy and Procedure were previously adopted by Council on 26 October 2010. The Policy and Procedure have undergone a thorough review and the revised versions are now presented for Council's adoption.

OFFICER'S RECOMMENDATION

THAT the Clearing of Blocked House Drains Within Private Properties Policy and Procedure as presented be adopted.

COMMENTARY

This Policy and Procedure clarify Council's position in relation to Fitzroy River Water undertaking works on private house drains to clear blockages.

Council's position is that Fitzroy River Water not undertake work on private house drains or clear house drain blockages, as such work would see FRW competing within the private sector.

The attached Policy and Procedure set out details for reimbursement should a private plumber attend a blockage and determine it to be within Council's infrastructure; and also the necessary procedure if there is doubt as to whether the blockage is located within Council infrastructure or a private drain.

BACKGROUND

The current Policy and Procedure were adopted by Council on 26 October 2010 and are overdue for review. The Policy and Procedure have been reviewed and updated, with no change to the overall intent of the Policy. Track Changes versions of both documents are attached for reference.

CONCLUSION

A comprehensive review has been carried out on the Clearing of Blocked House Drains Within Private Properties Policy and Procedure and these documents are now presented for Council's adoption.

CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY AND PROCEDURE

Clearing of Blocked House Drains Within Private Properties Policy

Meeting Date: 15 November 2016

Attachment No: 1



CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY (ADMINISTRATIVE POLICY)

1. Scope:

This policy applies to all situations in the Rockhampton Regional Council area where it can be reasonably determined that a sewerage blockage exists in a private house drain.

2. Purpose:

To confirm and clarify Council's position in relation to Fitzroy River Water undertaking works on private house drains to clear a blockage.

3. Related Documents:

Primary
Nil

Secondary

Plumbing and Drainage Act 2002

Local Government Act 2009

Water Supply (Safety and Reliability) Act 2008

Clearing of Blocked House Drains within Private Properties Procedure

4. Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	The owner, owner's agent, private plumber or occupier of a property within the Council area, which is connected to FRW's water and sewerage system.
Customer Service	The first point of contact for all customers and clients within Council, including any after hours service engaged by Council or FRW.
FRW	Fitzroy River Water, a commercialised business unit of Council that provides water and sewerage services.
FRW Dispatch	The section within Council responsible for the customer service interface for FRW and the coordination of FRW's reactive maintenance crews.
House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.
Sewer Infrastructure	Infrastructure used to receive, transport and treat sewage or effluent, including, for example; sewers, maintenance holes, vents, engines, pumps, structures, machinery and outfalls vested in Council as the sewerage service provider.

5. Policy Statement:

It is not intended that FRW undertake work of any kind on private house drains or clear house drain blockages, as such work would see FRW, as a water service provider, competing within the private sector.

Customers requesting assistance for what appears to be a house drain fault will be advised by Council's Customer Service to contact a private plumber for assistance, unless one has already been contacted and identified an issue for FRW to address.

Customer Service/FRW Dispatch will use a standard questionnaire to help determine if the problem is in a house drain or Council's sewer infrastructure.

FRW reactive maintenance employees will promptly respond to customer service calls for assistance to customers where the fault appears to be in Council's sewer infrastructure.

Should a private plumber's assessment of the house drain determine the blockage/fault to be in Council's sewer infrastructure, Council will make reimbursement of up to a maximum of one hour of the cost incurred by the private plumber to identify the blockage. Being based on reasonable rates and timeframes, this is deemed to provide sufficient time to allow for an accurate assessment to be carried out and the likely location of the blockage determined. In order to be eligible for reimbursement, Council must be notified immediately of the blockage/fault so that its location can be verified, any rectification works completed and service restored.

Reimbursement requested for sums greater than this amount will be investigated and the circumstances given consideration by the Manager Fitzroy River Water. Any additional costs will not be reimbursed, such as but not limited to; maintenance work or modifications to the privately owned house drain, machine hire, blockage/sewage plans, plumbing materials or any reinstatement costs.

Council will recover all costs incurred if the private plumber's assessment is found to be incorrect and the blockage/fault is within the house drain. All charges will be in accordance with FRW's private works charges.

6. Review Timelines:

This policy will be reviewed when any of the following occur:

1. The related information is amended or replaced.
2. Other circumstances as determined from time to time by the Council.

7. Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Compliance	Corporate Improvement and Strategy

EVAN PARDON
CHIEF EXECUTIVE OFFICER

**CLEARING OF BLOCKED HOUSE
DRAINS WITHIN PRIVATE
PROPERTIES POLICY AND
PROCEDURE**

**Clearing of Blocked House Drains
Within Private Properties Policy (Track
Changes)**

Meeting Date: 15 November 2016

Attachment No: 2



CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY (~~COMMUNITY~~ ADMINISTRATIVE POLICY)

1. Scope:

This policy applies to all situations in the Rockhampton Regional Council area where it can be reasonably determined that a sewerage blockage exists in a private house drain.

2. Purpose:

To confirm and clarify Council's position in relation to Fitzroy River Water undertaking ~~repairs to works on~~ private house drains to clear ~~private house drain~~ blockages.

3. Related Documents:

Primary

Nil

Secondary

Plumbing and Drainage Act 2002

Local Government Act 2009

Water Supply (Safety and Reliability) Act 2008

Clearing of Blocked House Drains within Private Properties Procedure

4. Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	The owner, owner's agent, private plumber or occupier of a property within the Council area, which is connected to FRW's water and sewerage system.
Customer Service	The first point of contact for all customers and clients within Council, including any after hours service engaged by Council or FRW.
FRW	Fitzroy River Water, a commercialised business unit of Council that provides water and sewerage services.
FRW Dispatch	The section within Council responsible for the customer service interface for FRW and the administration of work instructions for <u>coordination of FRW's reactive</u> maintenance crews.
House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.

Corporate Improvement and Strategy use only

Adopted/Approved: Draft

Version:

Reviewed Date:

Department: Regional Services

Section: Fitzroy River Water

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Sewer Infrastructure	Infrastructure used to receive, transport and treat sewage or effluent, including, for example; sewers, maintenance holes, vents, engines, pumps, structures, machinery and outfalls vested in Council as the sewerage service provider.
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5. Policy Statement:

It is not intended that FRW undertake repairswork of any kind on private house drains or clear house drain blockages, as such work would see FRW, as a water service provider, competing with in the private sector. ~~plumbers and undertaking work on infrastructure that was not part of the Council's, as a water service provider, infrastructure.~~

Customers requesting assistance for what appears to be a house drain fault will be referred ~~advised~~ by Council's Customer Service to contact a private plumber for assistance, unless one has already been contacted and identified an issue for FRW to address.

Customer Service (~~locally and A/H Call Centre~~) /FRW Dispatch will use a standard questionnaire to help determine if the problem is in a house drain or Council's sewer infrastructure.

FRW reactive maintenance employees will promptly respond to customer service calls for assistance to customers where the fault appears to be in Council's sewer infrastructure.

Should a private plumber's assessment of the house drain determine the blockage/fault to be in Council's sewer infrastructure, Council will make reimbursement, limited to one standard hour of the private plumber's rates, of up to a maximum of one hour of the cost incurred by the private plumber to identify the blockage. Being based on reasonable rates and timeframes, this is deemed to provide sufficient time to allow for an accurate assessment to be carried out and the likely location of the blockage determined. In order to be eligible for reimbursement, Council must be notified immediately of the blockage/fault so that its location can be verified, any rectification works completed and service restored.

Reimbursement requested for sums greater than one hour this amount will be investigated and the extenuating circumstances given consideration by the Manager Fitzroy River Water. Any additional costs will not be reimbursed, such as but not limited to; maintenance work or modifications to the privately owned house drain, machine hire, blockage/sewage plans, plumbing materials or any reinstatement costs.

Council will recover all costs incurred if the private plumber's assessment is found to be incorrect and the blockage/fault is within the house drains. Privately owned drain ~~All~~ charges will be in accordance with FRW's private works charges.

6. Review Timelines:

This policy will be reviewed when any of the following occur:

1. The related information is amended or replaced.
2. Other circumstances as determined from time to time by the Council.

7. Responsibilities:

Sponsor	Chief Executive Officer
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Adopted/Approved: Draft

Version:

Reviewed Date:

Department: Regional Services

Section: Fitzroy River Water

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Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Compliance	Corporate Improvement and Strategy

EVAN PARDON
CHIEF EXECUTIVE OFFICER

Corporate Improvement and Strategy use only

Adopted/Approved: Draft
Version:
Reviewed Date:

Department: Regional Services
Section: Fitzroy River Water
Page No.: Page 3 of 3

**CLEARING OF BLOCKED HOUSE
DRAINS WITHIN PRIVATE
PROPERTIES POLICY AND
PROCEDURE**

**Clearing of Blocked House Drains
Within Private Properties Procedure**

Meeting Date: 15 November 2016

Attachment No: 3



CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES PROCEDURE

1. Scope:

This procedure applies to all situations in the Rockhampton Regional Council area where it can be reasonably determined that a sewerage blockage exists in a private house drain.

2. Purpose:

To detail the process for the receipt of requests for service, reimbursement and recovery of costs for the clearing of private house drain blockages.

3. Related Documents:

Primary

Clearing of Blocked House Drains within Private Properties Policy

Secondary

Plumbing and Drainage Act 2002

Local Government Act 2009

Water Supply (Safety and Reliability) Act 2008

Emergency Private Works Form

4. Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	The owner, owner's agent, private plumber or occupier of a property within the Council area, which is connected to FRW's water and sewerage system.
Customer Service	The first point of contact for all customers and clients within Council, including any after hours service engaged by Council or FRW.
FRW	Fitzroy River Water, a commercialised business unit of Council that provides water and sewerage services.
FRW Dispatch	The section within Council responsible for the customer service interface for FRW and the coordination of FRW's reactive maintenance crews.
House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.
Sewer Infrastructure	Infrastructure used to receive, transport and treat sewage or effluent, including, for example; sewers, maintenance holes, vents, engines, pumps, structures, machinery and outfalls vested in Council as the sewerage service provider.

5. Procedure:**5.1 Customer Service receiving calls for assistance for sewerage blockage****5.1.1 Receiving calls for assistance**

- Customer Service employees (including FRW Dispatch), in accordance with the customer service procedure will follow the guidelines and determine as best they can if the blockage appears to be in a customer's house drain or in Council's sewer infrastructure.
- Employees will then advise the customer to either contact a private plumber or to standby and wait for FRW's reactive maintenance crew to attend.
- FRW Dispatch will administer the calls for assistance during normal business hours.
- Outside normal business hours, customer calls for assistance will be relayed directly to the Glenmore Water Treatment Plant operator to be dispatched.

5.1.2 FRW reactive maintenance employees attending a blockage

- Maintenance employees will respond to the call and carry out an on-site assessment of the situation and decide whether to proceed to clear the blockage or advise the customer how they wish to proceed if they believe the problem is in the house drain.
- If there is a problem that is complex, unusual or a public health concern, FRW employees must immediately contact their duty supervisor or manager.
- Prior to proceeding with any maintenance work on or near to a house drain, FRW employees will complete an Emergency Private Works Form and ensure it is authorised by the customer before work commences.
- All work done will be recorded on the appropriate asset record sheet and delivered to an administration officer or supervisor as soon as practically possible.
- Powers of entry (authorised person) in accordance with legislation are to be followed at all times.

5.2 Reimbursement/Recovery of Costs**5.2.1 Private Plumber Called by Customer**

- If a private plumber investigates and believes the blockage to be in Council's sewer infrastructure, they must immediately contact Customer Service for assistance (1300 22 55 77) and FRW maintenance crews will respond.
- If the private plumber's assessment is correct and the blockage/fault is within Council's sewer infrastructure, FRW will make reimbursement of up to a maximum of one hour of the cost incurred by the private plumber to identify the blockage. Being based on reasonable rates and timeframes, this is deemed to provide sufficient time to allow for an accurate assessment to be carried out and the likely location of the blockage determined. In order to be eligible for reimbursement, Council must be notified immediately of the blockage/fault so that its location can be verified, any rectification works completed and service restored.

Reimbursement requested for sums greater than this amount will be investigated and the circumstances given consideration by the Manager Fitzroy River Water.

- Any additional costs will not be reimbursed, such as but not limited to; maintenance work or modifications to the privately owned drain, machine hire, blockage/sewage plans, plumbing materials or any reinstatement costs.
- Council will recover all costs incurred if the private plumber's assessment is found to be incorrect and the blockage/fault is within the house drain. All charges will be in accordance with FRW's private works charges.

5.2.2 FRW Reactive Maintenance Called

- FRW Reactive Maintenance employees will carry out an assessment upon arrival to the job site and proceed accordingly.
- If the blockage is in Council's sewer infrastructure they will proceed to restore service at no cost to the customer affected.
- If there is doubt about the location of the blockage (private drain or Council infrastructure), the FRW service crew will advise the customer and an Emergency Private Works Form must be completed prior to the commencement of any works.
- The maintenance crew must contact their supervisor or manager if nobody is available to sign an Emergency Private Works Form and there is a health concern.

6. Review Timelines:

This procedure will be reviewed when any of the following occur:

1. The related information is amended or replaced.
2. Other circumstances as determined from time to time by the General Manager.

7. Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Procedure Owner	Manager Fitzroy River Water
Procedure Compliance	Corporate Improvement and Strategy

PETER KOFOD
GENERAL MANAGER REGIONAL SERVICES

**CLEARING OF BLOCKED HOUSE
DRAINS WITHIN PRIVATE
PROPERTIES POLICY AND
PROCEDURE**

**Clearing of Blocked House Drains
Within Private Properties Procedure
(Track Changes)**

Meeting Date: 15 November 2016

Attachment No: 4



CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES PROCEDURE

1. Scope:

This procedure applies to all situations in the Rockhampton Regional Council area where it can be reasonably determined that a sewerage blockage exists in a private house drain.

2. Purpose:

~~To confirm and clarify Council's position in relation to detail the process for the receipt of requests for service, reimbursement and recovery of costs - Fitzroy River Water undertaking repairs to works on private house drains and to for the clearing of private house drain blockages.~~

3. Related Documents:

Primary

Clearing of Blocked House Drains within Private Properties Policy

Secondary

Plumbing and Drainage Act 2002

Local Government Act 2009

Water Supply (Safety and Reliability) Act 2008

[Emergency Private Works Form](#)

4. Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Customer	The owner, owner's agent, private plumber or occupier of a property within the Council area, which is connected to FRW's water and sewerage system.
Customer Service	The first point of contact for all customers and clients within Council, including any after hours service engaged by Council or FRW.
FRW	Fitzroy River Water, a commercialised business unit of Council that provides water and sewerage services.
FRW Dispatch	The section within Council responsible for the customer service interface for FRW and the administration of work instructions for coordination of FRW's reactive maintenance crews.
House Drain	Privately owned sewers that deliver sewage from household and business customers to the Council sewerage network.

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Adopted/Approved: Draft

Version:

Reviewed Date:

Department: Regional Services

Section: Fitzroy River Water

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Sewer Infrastructure	Infrastructure used to receive, transport and treat sewage or effluent, including, for example; sewers, maintenance holes, vents, engines, pumps, structures, machinery and outfalls vested in Council as the sewerage service provider.
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5. Procedure:

5.1 Customer Service receiving calls for assistance for sewerage blockage

5.1.1 Receiving calls for assistance

- Customer Service employees (including FRW Dispatch), in accordance with the customer service procedure will follow the guidelines and determine as best they can if the blockage ~~is appears to be~~ in a customer's house drain or in Council's sewer infrastructure.
- Employees will then advise the customer to either contact a private plumber or to standby and wait for FRW's reactive maintenance crew to attend.
- FRW Dispatch will administer the calls for assistance during normal business hours.
- Outside normal business hours, customer calls for assistance will be relayed directly to the ~~on-call Supervisor~~ Glenmore Water Treatment Plant operator to be dispatched.

5.1.2 FRW reactive maintenance employees attending a blockage

- Maintenance employees will respond to the call and carry out an on-site assessment of the situation and decide whether to proceed to clear the blockage or advise the customer how they wish to proceed if they believe the problem is in the house drain.
- If there is a problem that is complex, unusual or a public health concern, FRW employees must immediately contact their on duty supervisor or manager.
- Prior to proceeding with any maintenance work on or near to a house drain, FRW employees will complete an Emergency Private Works Form and ensure it is authorised by the customer before work commences.
- All work done will be recorded on the appropriate asset record sheet and delivered to an administration officer or supervisor as soon as practically possible.
- Powers of entry (authorised person) in accordance with legislation are to be followed at all times.

5.2 Reimbursement/Recovery of Costs

5.2.1 Private Plumber Called by Customer

- If a private plumber investigates and believes the blockage to be in Council's sewer infrastructure, they must immediately contact Customer Service for assistance (1300 22 55 77) and FRW maintenance crews will respond ~~to the customer service request.~~
- If the private plumber's assessment is correct and the blockage/fault is within Council's sewer infrastructure, FRW will make reimbursement of up to a maximum of one hour of the cost incurred by the private plumber to identify the blockage. ~~This will be limited to one standard hour of the private plumber's rates.~~ Being based on reasonable rates and

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timeframes, this is deemed to provide sufficient time to allow for an accurate assessment to be carried out and the likely location of the blockage determined.- In order to be eligible for reimbursement, Council must be notified immediately of the blockage/fault so that its location can be verified, any rectification works completed and service restored. Reimbursement requested for sums greater than ~~one hour~~this amount will be investigated and the ~~extenuating~~—circumstances given consideration by the Manager Fitzroy River Water.

- Any additional costs will not be reimbursed, such as but not limited to; maintenance work or modifications to the privately owned drain, machine hire, blockage/sewage plans, plumbing materials or any reinstatement costs.
- Council will recover all costs incurred if the private plumber's assessment is found to be incorrect and the blockage/fault is within the house drain. Privately owned drainAll charges will be in accordance with FRW's private works charges.

5.2.2 FRW Reactive Maintenance Called

- FRW Reactive Maintenance employees will carry out an assessment upon arrival to the job site and proceed accordingly.
- If the blockage is in Council's sewer infrastructure they will proceed to restore service at no cost to the customer affected.
- If there is doubt about the location of the blockage (private drain or Council infrastructure), the FRW service crew will advise the customer and an Emergency Private Works Form must be completed prior to the commencement of any works.
- The maintenance crew must contact their supervisor or manager if nobody is available to sign an Emergency Private Works Form and there is a health concern.

6. Review Timelines:

This procedure will be reviewed when any of the following occur:

- 6.1 The related information is amended or replaced.
- 6.2 Other circumstances as determined from time to time by the General Manager.

7. Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Procedure Owner	Manager Fitzroy River Water
Procedure Compliance	Corporate Improvement and Strategy

PETER KOFOD
GENERAL MANAGER REGIONAL SERVICES

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9 NOTICES OF MOTION

Nil

10 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

11 CLOSURE OF MEETING