



AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

14 MARCH 2017

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 14 March 2017 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
7 March 2017

Next Meeting Date: 18.04.17

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)
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 Chief Executive Officer
Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

Leave of absence granted to the Mayor, Councillor Margaret Strelow to attend meetings with the management of Adani in India.

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 14 February 2017

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 ROCKHAMPTON AIRPORT - MONTHLY OPERATIONS REPORT - FEBRUARY 2017

File No: 7927
Attachments: 1. Monthly Report - Airport
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Scott Waters - General Manager Regional Development and Aviation

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport as at 28 February 2017 is presented for Councillors information.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Airport Operations and Annual Performance Plan Report as at 28 February 2017 be "received".

COMMENTARY

The monthly operations and annual performance plan report for the Rockhampton Airport of the Regional Development and Aviation 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 28 February 2017 be received.

ROCKHAMPTON AIRPORT - MONTHLY OPERATIONS REPORT - FEBRUARY 2017

Monthly Report - Airport

Meeting Date: 14 March 2017

Attachment No: 1

MONTHLY OPERATIONS REPORT

Rockhampton Airport

Period Ended 28 February 2017

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

Nil.

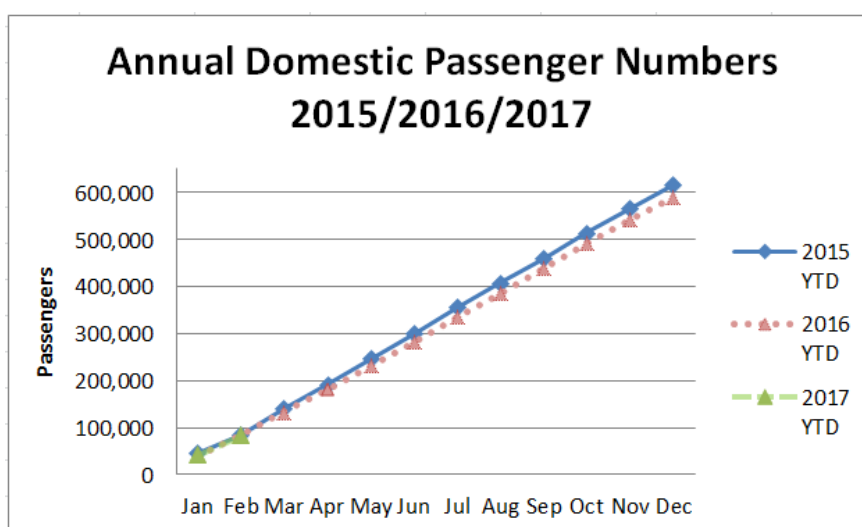
Improvements / Deterioration in Levels of Services or Cost Drivers

The new terminal standby generator switchboard was delivered and installed.

AIRPORT COMMERCIAL

Passenger Numbers

Domestic passenger numbers for February 2017 were 41,890 compared to February 2016 42,738.



Patient Travel Subsidy Scheme Car Park Waiver

During February 172 patients had \$6,486 in car park fees waived. The total period of time these vehicles were in the Airport car parks was 303 days with an average of 1.76 days stay per passenger.

AIRPORT OPERATIONS

Audit and Compliance

There are no outstanding audit or compliance matters to report.

The Office of Transport Security conducted a two day audit in February. The report is yet to be received. It is understood there will be no findings as a result of the audit.

Planning commenced for Exercise Wallaby 2017 with the IPC in Brisbane and several site reces at Rockhampton Airport.

Capricorn Helicopter Rescue Service continued construction of their new hangar facility on Canoona Road.

Airport Lighting System

The final submission has been sent to CASA for approval prior to commissioning.

AIRPORT FACILITIES

Asset Management

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

Terminal Standby Power System

There is a plan in place to commission the new system by early March 2017. A variation to the original contract has been made with the installation of fences around the new standby generators. The contractor for the removal of the redundant generator in-ground fuel tank has been engaged and planning has commenced.

Two major power outages have been programmed for the terminal. The first major power outage to connect and conduct final commissioning of the new generators is scheduled for the 04 and 05 March 2017. The second major power outage will be to remove the redundant switchgear and has been planned for March/April 2017.

Terminal Concourse Toilets Refurbishment

An invitation to quote for the removal of existing entry doors to all four main toilets was issued. Quotes have been received and are currently being evaluated.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for February 2017 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	● 4.00	● 5.00	● 3.58	1.38
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		
	January	February	March
Number of Lost Time Injuries	0	0	
Number of Days Lost Due to Injury	0	0	
Total Number of Injuries	0	0	
Number of Completed Hazard Inspections	n/a	n/a	

Risk Management Summary 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: 30/06/2014 Stage 2: 30/06/2015 Stage 3: 30/04/2017	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 July 2017.
Security breach or threat at the airport resulting in possible death	Moderate 6	Replace hard key system on all gates	30/06/2015	90%	High risk gates in Main apron installed New locks now being rolled out in GA area.

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
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		and access points with proximity card electronic card system so lost cards can have access withdrawn.			Further locks to be installed on perimeter fence. Program should be complete by 28/2/2017.
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	Redevelop the airport terminal to increase retail revenue.	Terminal 1/07/2018	80%	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	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 completed. HV Transformers condition evaluation completed. Roads pavement condition assessment completed Airport Council owned buildings condition assessment completed and priority 1 defects being addressed.

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
		standards. Review of Asset Management Plan			FRW has undertaken condition report on mains water and replacement of priority section completed final section in Capex program.
<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 Airport Technical Inspection	November 2016	90%	Aerodrome Operation Support Pty Ltd conducted an inspection of the aerodrome facilities, equipment, procedures and OLS. The draft report indicates that no findings during the inspection would require immediate remediation for continued safe aircraft operations. Awaiting receipt of the finalised report.
Annual Runway Friction Testing	March 2017	0%	An external contractor is engaged to undertake this specialised testing.
Emergency Exercise (Table-Top Exercise)	May 2017	10%	A 'Table-top' exercise is conducted on alternate years to the field exercise or whenever there is a change of major participants. An Aerodrome Emergency Sub-Committee meeting was held 28 February 2017 to commence planning for the Table-Top exercise.
Biannual Review of Airport Security Risk Register	September 2017	0%	Review assesses security measures and procedures to consider if they are adequate to meet the requirements of the local security risk context statement.
Annual Review of Airport SMS Risk Register	October 2017	0%	Review is conducted at least annually to determine whether the nominated risk treatments/controls remain valid for the risks identified. The RRC Risk Calculator is used to quantify the current risk rating.
Annual Airport Electrical Inspection	November 2017	0%	Aerodrome Operation Support Pty Ltd conducted an inspection of the key aviation related electrical components at the aerodrome.

ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAMECapital Program

The 16/17 FY Capital Program has been revised to ensure achievable delivery within the financial year.

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	<u>Complete</u> All Terminal disability toilet doors have been reconfigured.	\$6,000	\$2,700
<p>Commentary: Implementation of systems and equipment that will assist people with disabilities to access the Airport terminal building and facilities.</p>					
959133 – RPT Apron Lighting	29/08/13	Project Concept Plan & Scope of Works - June 2017	<u>WIP</u> Installation of six new switchboards at each apron light pole, three complete, 3 remaining. Replacement and upgrade of electrical supply cables to ensure continued operation and to support future upgrade, completed. Conduct design review to consider LED Lighting and review aircraft parking requirements prior to installation.	\$105,000	\$85,260
<p>Commentary: To obtain regulatory compliance a condition assessment was conducted in 2014 with upgrade recommendations identified one area remaining non-compliant. Engineering assessment confirmed additional lights could be installed on existing poles. Original concept design under review to investigate options of LED installation and review parking layout. Testing of electrical supply cables identified that they were close to failure. Project to be delivered in two stages, Stage 1 16/17 – Replace and upgrade electrical supply cables, Lighting Design Review and Project Concept, Stage 2 17/18 – Implement compliant system.</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
959135 – GA Apron Lighting	17/02/12	Project Concept Plan & Scope of Works - June 2017	<p><u>WIP</u> Stage 1 – Install three lights to allow RFDS to operate new Patient Transfer Facility, completed 2015. Remainder of project postponed to allow reconfiguration of cross runway. Conduct design review to consider LED Lighting and review of aircraft parking requirements prior to installation.</p>	\$2,100	\$0
<p>Commentary:</p> <p>To obtain regulatory compliance a condition assessment was conducted in 2014 with upgrade recommendation. Original concept design under review to investigate options of an LED installation and review aircraft parking layout. System remains non-compliant due to inability to infringe the airspace of Runway 04/22, this will be rectified in Stage 3 following Runway 04/22 displacement. Project to be delivered in three stages, Stage 1 15/16 – Install three lights for RFDS Operations, Stage 2 16/17 – Lighting Design Review and Project Concept, Stage 3 18/19 – Implement compliant system.</p>					
987694 – Refurbish Terminal Concourse Toilets	Early 2015	Stage 1 – May 2017	<p><u>WIP</u> Planning implementation of Stage 1 – Removal of entry doors from all four main toilets.</p>	\$80,000	\$0
<p>Commentary:</p> <p>It has been identified that the terminal toilets are not meeting the current passenger needs and impede passenger flow through the terminal. Toilets need to be refurbished and reconfigured to improve customer service levels. Project to be delivered in three stages, Stage 1 – Removal of toilet entry doors, Stage 2 – Reconfigure Southern toilet facilities, Stage 3 – Reconfigure Northern toilet facilities.</p>					
987712 – Replace General Aviation Power Switchboards	Early 2015	Phase 1 - April 2017	<p><u>Complete</u> Area 3 (Aeroworx) Switchboard replacement</p>	\$17,250	\$4,010

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
			design has been finalised in preparation for implementation in FY 17/18.		
<p>Commentary:</p> <p>A condition assessment conducted in 2015 has identified that several General Aviation switchboards are in various stages of deterioration and will require replacement. Project Concept Design has been developed to accommodate future potential business growth and system upgrade requirements. Replacement of Area 3 (Aeroworx) Switchboard identified as a priority due to age and non-compliance, design 16/17 (\$17,250), implement 17/18 (\$60,000). Remaining switchboards replacements have been postponed until to 2026/27.</p>					
1047109 – Replace existing storage-workshop-office-lunchroom (site BD)	Sept 15	Stage 1 – June 2017	<p>WIP</p> <p>Design is complete; finalising consultation with tenant as to the scope of works.</p>	\$65,000	\$2,640
<p>Commentary:</p> <p>Several issues with the buildings within the Aeroworx complex were identified in the RRC Asset Building Inspection in 2014. Electrical switchboard issues were identified in condition assessment conducted in 2015. Office building and electrical switchboards are beyond repair therefore requiring replacement. The project is to be delivered in two stages, Stage 1 16/17 - extend hanger and renew electrical connection (\$65,000), Stage 2 17/18 – Replace office and lunchroom (\$100,000).</p>					
987926 – Upgrade terminal standby power generator	Sept 15	June 2017	<p>WIP</p> <p>Construction works are progressing to plan. New system planned to be operational by March 2017. Additional works required installation of fencing around the new generators and switchboard, removal of redundant switchgear and removal of redundant generator and in-ground fuel tank (\$150,000).</p>	\$427,400	\$391,121

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
<p>Commentary:</p> <p>Current generator only supplies a portion of the Terminal, it failed during cyclone Marcia and failed again not long after and replaced with a hire generator. The replacement generators are an essential component of the Airport Business Continuity Plan.</p>					
987723 – Replace Air Conditioning Chilled Water Unit	Jan 17	Concept Plan & Scope of Works - May 2017	<p>WIP</p> <p>Preparing to engage consultancy services to assist in Developing a Project Concept Plan & Scope of Works for the complete Terminal Air Conditioning System, for approval.</p>	\$15,000	\$0
<p>Commentary:</p> <p>The Chiller unit has reached the end its expected life. This has been quantified by several 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>					
983769 – Replacement CBS (Security) Equipment	July 2016	Mar 2017	<p>WIP</p> <p>Time Sync server installed, waiting delivery of replacement servers and analyst work stations.</p>	\$145,000	\$144,800
<p>Commentary:</p> <p>Replacement of the Matrix Server to extend equipment operational life.</p>					
987727 –Master planning and reconfiguration	Late 2015	Dec 16	<p>WIP</p> <p>Completion of Airport Masterplan</p>	\$66,430	\$41,030

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
<p>Commentary: Ongoing engagement with LEAPP.</p>					
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing	<p>WIP Finalising design requirements to install automatic vehicle gate at Airside Security Gate 1.</p>	\$55,314	\$0
<p>Commentary: Operational need identified to replace Airside Security Gate 1 due to emergency access requirements and high usage during military exercises.</p>					
959150 – Runway Lighting System Replacement	18/12/11	31/08/17	<p>WIP</p> <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 available to repair defects. Current on-site contractor have commenced defect rectification. • Stage 3 – Currently working through the commissioning and regulatory process. Decommissioning of current system to commence pending regulatory approval. 	\$823,539	\$533,789 (Excluding committals)
<p>Commentary: Major Projects are managing this project; please refer to the Major Projects Monthly Report for more detail. 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>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
CAPITAL WORKS PROGRAM					
<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>					

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

As at period ended February 2017 – 67.67% of year lapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Drainage Study for Future Developments	\$47 916	\$38 067.60	79%	<p style="text-align: center;"><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>

4. 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

	<u>Monthly Target</u>	<u>Result</u> <u>Monthly / YTD</u>
Passenger Numbers**	+1%	-1.9% / -2.2%
Aircraft Movements*	+1%	-2.3% / -6.1%
Bird Strikes	3 per month	4 / 27
Lost Time Days – workplace injuries	0	0 / 0
Reported Public Injuries on Airport Precinct	0	1 / 1
Customer Requests Actioned	100%	100% / 100%
Airline Engagement Meetings	Every 3 months	Yes / Yes
Military Exercise Briefings Attended	100%	Yes / Yes

*Aircraft Movements – February 2017 figures were not available on Airservices Australia website at the time of lodging the report. January figures were utilised for statistical data and therefore year to date (YTD) data is only up until January 2017.

AIRPORT FINANCIAL

This report details the financial position and other strategic matters for Rockhampton Airport. Percentage of year elapsed 67.67%.

Summary

Total revenue is slightly below the percentage of year elapsed at 65.38% with operating expenditure lower than the percentage of year elapsed at 59.89% resulting in a current 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 26.34% of the revised September budget. When committals are included for works yet to be completed this equates to 58.51%. 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

As At End Of February 2017

Report Run: 03-Mar-2017 10:44:33 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance
	\$	\$	\$	\$	\$	%
REGIONAL DEVELOPMENT & AVIATION						
AIRPORT						
<i>Airport Operations</i>						
Revenues	(10,100)	(10,100)	0	(6,417)	(6,417)	64% ✘
Expenses	2,320,244	2,079,733	46,192	977,060	1,023,253	47% ✓
Transfer / Overhead Allocation	155,750	155,750	0	82,488	82,488	53% ✓
Total Unit: Airport Operations	2,465,894	2,225,382	46,192	1,053,132	1,099,324	47% ✓
<i>Airport Facilities</i>						
Revenues	(596,300)	(596,300)	0	(357,984)	(357,984)	60% ✘
Expenses	4,076,659	4,149,527	584,545	2,349,708	2,934,252	57% ✓
Transfer / Overhead Allocation	88,930	88,930	0	4,764	4,764	5% ✓
Total Unit: Airport Facilities	3,569,289	3,642,157	584,545	1,996,488	2,581,032	55% ✓
<i>Airport Administration</i>						
Revenues	(55,000)	(55,000)	0	(66,657)	(66,657)	121% ✓
Expenses	3,700,513	4,067,209	2,150	2,639,708	2,641,859	65% ✓
Transfer / Overhead Allocation	5,086,626	4,524,814	0	3,013,769	3,013,769	67% ✓
Total Unit: Airport Administration	8,732,139	8,537,024	2,150	5,586,821	5,588,971	65% ✓
<i>Airport Commercial</i>						
Revenues	(15,182,255)	(14,804,770)	0	(9,680,018)	(9,680,018)	65% ✘
Expenses	412,894	398,167	45,250	194,608	239,859	49% ✓
Transfer / Overhead Allocation	2,040	2,040	0	71	71	3% ✓
Total Unit: Airport Commercial	(14,767,321)	(14,404,563)	45,250	(9,485,338)	(9,440,088)	66% ✘
Total Section: AIRPORT	0	0	678,137	(848,898)	(170,760)	-486131674466921000% ✓

8.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN AS AT 28 FEBRUARY 2017

File No: 7927

Attachments: 1. RRWR Operations and Annual Performance Plan Monthly Report February 2017

Authorising Officer: Peter Kofod - General Manager Regional Services

Author: Craig Dunlison - 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 February 2017.

OFFICER'S RECOMMENDATION

THAT the RRWR Operations and Annual Performance Plan report for February 2017 be received.

**ROCKHAMPTON REGIONAL WASTE
AND RECYCLING MONTHLY
OPERATIONS AND ANNUAL
PERFORMANCE PLAN AS AT
28 FEBRUARY 2017**

**RRWR Operations and Annual
Performance Plan Monthly Report
February 2017**

Meeting Date: 14 March 2017

Attachment No: 1

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

Period Ended 28 February 2017

VARIATIONS, ISSUES AND INNOVATIONS

Lakes Creek Road, Bird Management

Bird management activities at Lakes Creek Road continued throughout the month of February, in-line with our Bird Management Plan prepared by Avisure. Earthworks continued along northern boundary of Lakes Creek Road Landfill, to create a free draining environment and to remove the breeding habitat for Ibis. Landscaping works will follow once the earthworks are appropriately progressed.

Mount Morgan Transfer Station, Bushfire Preparedness

Recent fire breaks had been established around the Mount Morgan Transfer Station to prepare for any bushfire event. Back burning is planned for early March in consultation with QFES.



Education visits

With the new education year now underway, we are very pleased with the interest already being received from teaching staff for recycling education visits. This has included both enquiries and pre bookings for RRWR visits to schools and education centres, as well as school tour visits to the Rockhampton MRF.

To assist with future enquiries and further promote the message of our visits, RRWR are currently working on the rebrand and packaging of all recycling education recourses as part of our new look recycling heroes campaign. This includes facts sheets, key points in relation to specific curriculum requirements, school newsletter write up drafts, media consent forms, classroom print outs, certificates and artworks, web links and additional resources.

The recourses packages will be completed and delivered to each school and education centre in the Region at the beginning of term 2.



Electric car

The RRWR team are extremely happy to be allocated use of the smart vehicle, as donated by Ergon Energy.

Sincere thanks goes to Councillors, Council staff and Ergon Energy for this.

Our team have had the opportunity to drive the smart car to various locations over the past fortnight and we are very pleased to report it runs smoothly. The use of this vehicle supports the messages we take to the community about being environmentally conscious and will assist greatly in our education visits and future promotions.



Rocky Swap

As discussed in earlier reports, RRWR are pleased to again be supporting the annual Rocky Swap event. Our inaugural involvement last year included covering the costs of bin servicing for the event, as well as an audit and waste report following.

The report outlined a number of opportunities to increase recycling and further minimise waste consumption on the day. We have recently met with the event coordinators and are working together on the list of recommendations outlined in the report.

Further details will follow as work progresses.

Comments from the community

A mention of special thanks was received from the Rockhampton and District Softball Association during February:

“.... I would also like to thank the swift response from Council in terms of getting the bins emptied on Friday. Admittedly they hadn't been emptied all week but I do realise actioning this with such short notice is really appreciated. All the bins are lined up ready to be emptied again this week after being used on the weekend.”

Green / Resource Team

The initial meeting of this team was held this month. The aim of this 5 person team is to collect a range of data about Council such as waste generation, recycling production, electricity consumption, water consumption and fuel consumption and report back to the Peak Strategic Team. The data concerning waste and recycling will be utilised to report on Council's generation rate as required under the Waste Reduction and Recycling Plan and to look for opportunities to reduce the consumption of these other resources for Council.

Entry to Lakes Creek Road – Recycling Drop Off Area

Plans are being developed to slightly alter the entrance into the Recycling Drop Off Area at the Lakes Creek Road Landfill to encourage all small vehicles to drive through this area so as to encourage recycling and the drop off of saleable items for the Landfill Shop. Providing a discount for passing through this area is also being considered.

Kershaw Gardens – Receiving Environment Monitoring Program (REMP)

As a result of the impact of the 2015 cyclone upon the Kershaw Gardens, EHP placed a requirement upon Council requiring that Council undertake additional monitoring around Kershaw Gardens as the area is a closed landfill. This program has been underway for over 12 months. The results of the monitoring program have fluctuated with some results higher than the standards and at other times lower than the REMP requirements. A meeting will be held shortly with the EHP to discuss these outcomes and the future of this monitoring requirement on Council.

Local Government Waste Management Action Committee (LAWMAC) Meeting 23rd / 24th February

On the 23 February the Manager Rockhampton Regional Waste and Recycling (RRWR) attended this LAWMAC meeting as an observer. An invitation had been received for a Manager RRWR to attend. This group which has been in operation for over 20 years is a meeting of Council officers and Councillors from Local Governments from Mackay north and west to the Northern Territory border – North Queensland and Far North Queensland. This Committee is a sub-committee of the North Queensland Local Government Association (NQLGA).



The focus of this group is the exchange of knowledge and the presentation of a united front on matters in regards to waste management amongst its members and industry groups.

From discussions at the meeting the group is considering to offer membership to Rockhampton Regional Council and some other Local Governments in the Central Queensland area.

The attendance at the meeting was informative and attendance at future meeting of this group by officers of Council is recommended for information gathering and networking especially from the larger and similar Councils present such as Mackay, Townsville and Cairns as these Councils are at the same level of development as RRC in the waste management area.

The matter in regards to membership is a matter for Council to consider when the offer is presented.

Gracemere Waste Facility – mulch fire – 27 February

On the 27 February a stockpile of mulch at the Gracemere Waste Facility spontaneously combusted but was swiftly controlled. The fire was initially sighted at 6pm and was extinguished within 1 hour.

Another fire in the same stockpile then ignited sometime just prior to 11pm. This fire took several hours to control and to be fully extinguished. The matter has been reported to the EHP as required under the site's licence. No complaints were received. The stockpile has been altered to lower the height to below 2 metres which will prevent further outbreaks. The stockpile should be removed off site by the end of the first week in March.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

RRWR Traffic Light Report February 2017

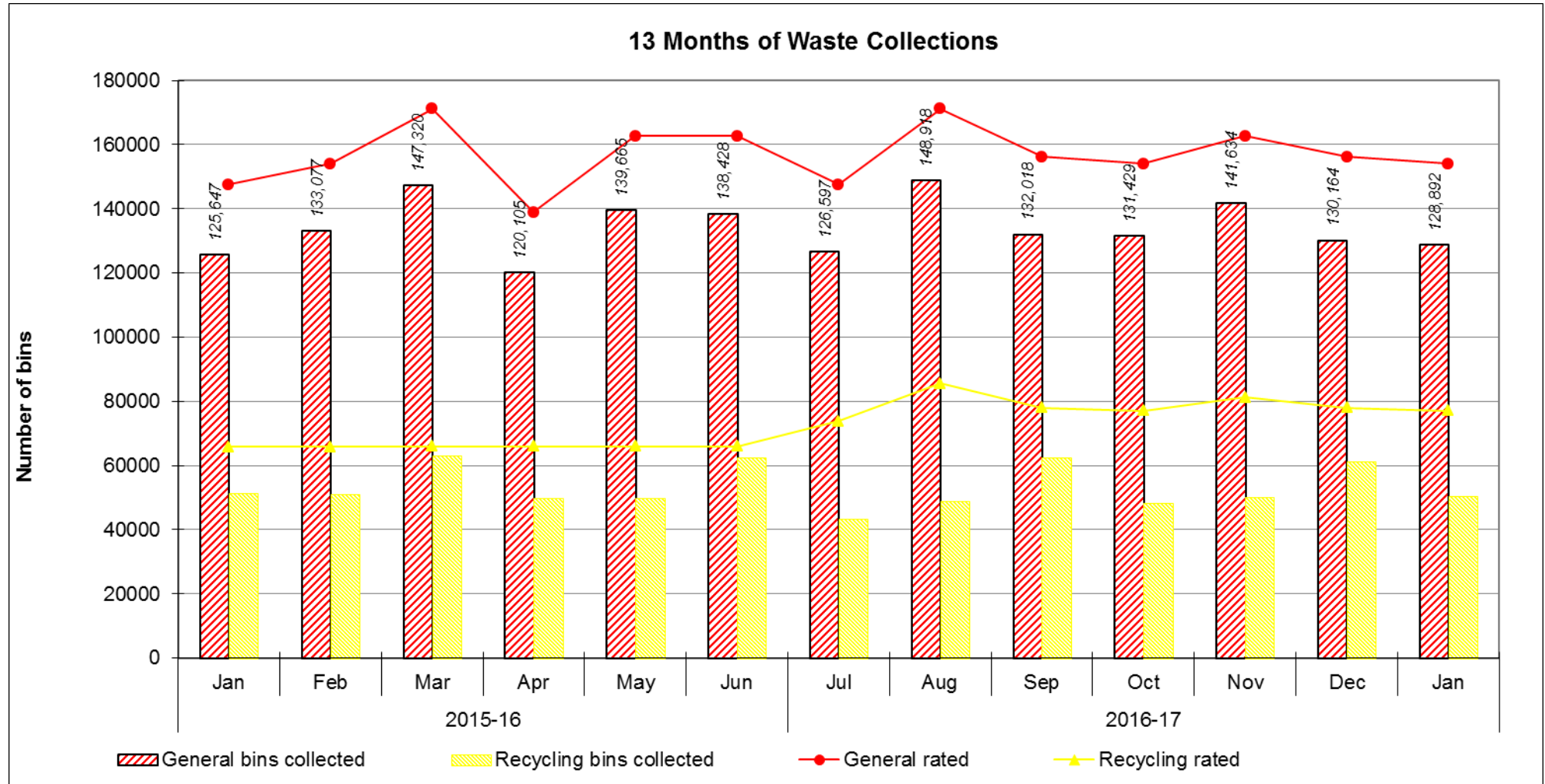


All Monthly Requests (Priority 3)
RRW&R 'Traffic Light' report
February 2017

	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	1	1	4	4	0	0	10	● 5.00	● 3.60	● 2.92	1.55
Additional Recycling Service (Fee applies) JJ RICH	0	0	2	1	1	0	2	● 1.00	● 1.45	● 1.33	0.38
Additional Waste Service (Fee applies) RRC	0	0	11	9	2	0	2	● 0.44	● 0.50	● 0.44	0.28
Park Bins (RRC Park/Reserve areas)	0	0	5	4	1	0	23	● 1.00	● 2.39	● 7.71	7.09
Change to Existing Bins (JJ RICHARDS)	4	4	15	14	1	0	5	● 2.14	● 3.25	● 2.22	1.22
Change to Existing Bins (RRC)	1	1	19	18	1	0	2	● 1.50	● 1.58	● 1.60	0.82
Missed Service Recycling - SAME DAY JJ RICHARDS	0	0	7	5	2	0	2	● 1.20	● 1.65	● 1.51	0.75
Missed Service Waste - SAME DAY ENQUIRY RRC	3	3	31	30	1	0	2	● 0.47	● 0.55	● 0.56	0.48
Missed Recycling Bin JJ (Not out or Truck Missed)	1	1	24	19	5	0	2	● 1.21	● 1.48	● 1.36	0.76
Missed General RRC (Bin Not Out or Truck Missed)	5	5	23	22	1	0	2	● 0.41	● 0.49	● 0.51	0.45
New (First) Bin Set Up (Domestic/Recycle & Comm)	3	3	28	22	3	0	5	● 1.91	● 2.46	● 2.57	1.86
Repair JJ Richards Recycle (Bin To Be Empty)	1	1	1	1	0	0	5	● 1.00	● 2.22	● 3.17	1.65
Repair RRC General Waste Bin (Bin To Be Empty)	3	3	24	20	2	0	2	● 1.05	● 1.50	● 1.23	0.97
Replacement Bin JJ (Damaged/Lost/Stolen)	1	1	11	8	3	0	5	● 2.25	● 3.06	● 3.07	2.16
Replacement Bin RRC (Damaged/Lost/Stolen)	4	4	63	56	2	0	2	● 0.64	● 1.45	● 1.22	1.46
Special Event Bins (Parks/Halls etc)	0	0	3	1	1	0	2	● 0.00	● 0.86	● 1.16	0.55
Landfills & Transfer Station - Waste Facilities	1	1	7	5	1	0	1	● 1.00	● 1.53	● 2.07	2.44
Waste and Recycling General Query	6	4	84	32	7	0	5	● 1.53	● 3.56	● 2.79	6.54
Compliment or Complaint RRC or JJ Richards	0	0	2	2	0	0	2	● 0.50	● 2.21	● 1.74	0.48

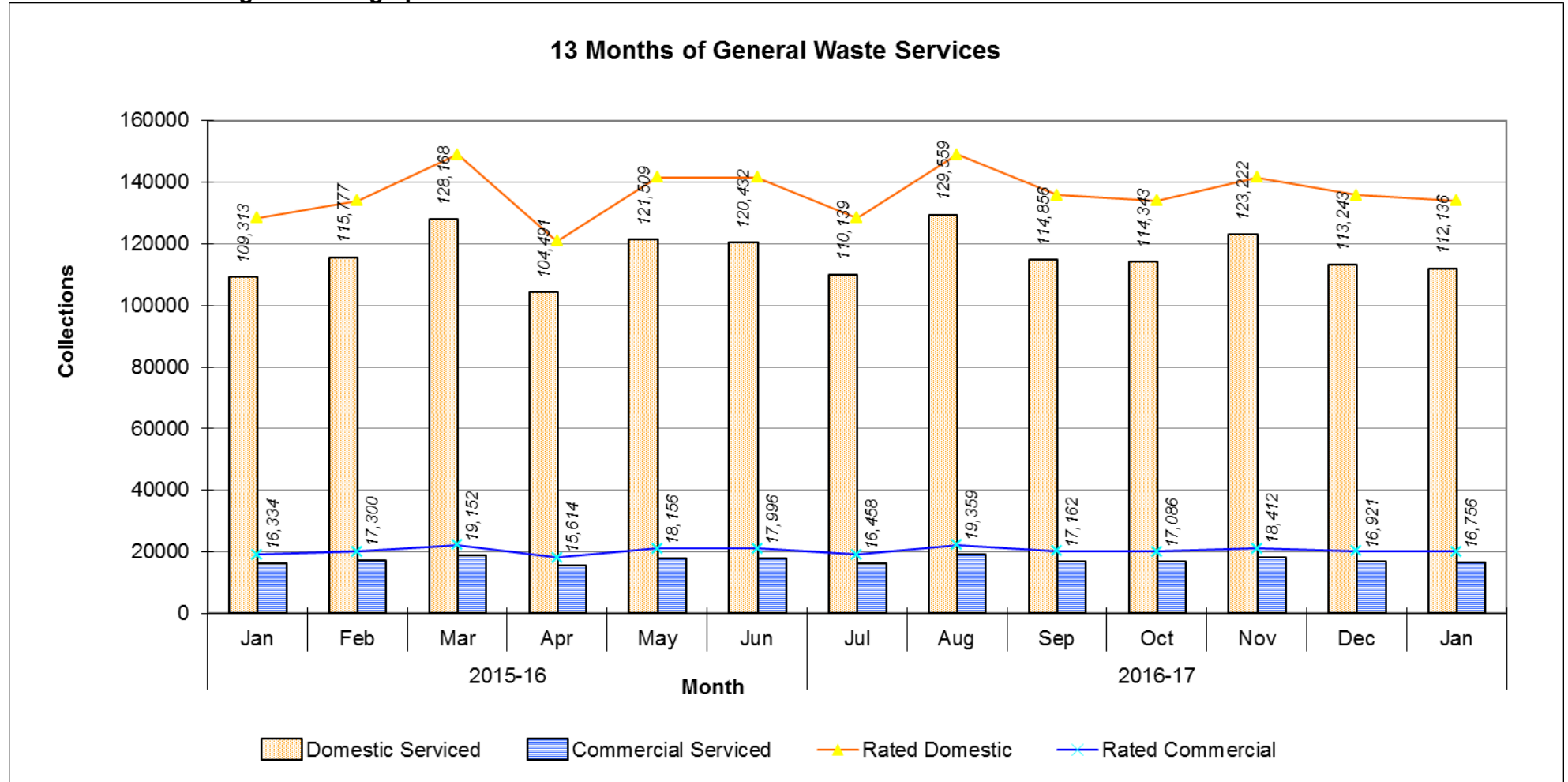
Comment: Nil

Waste collections rolling 13 month graph



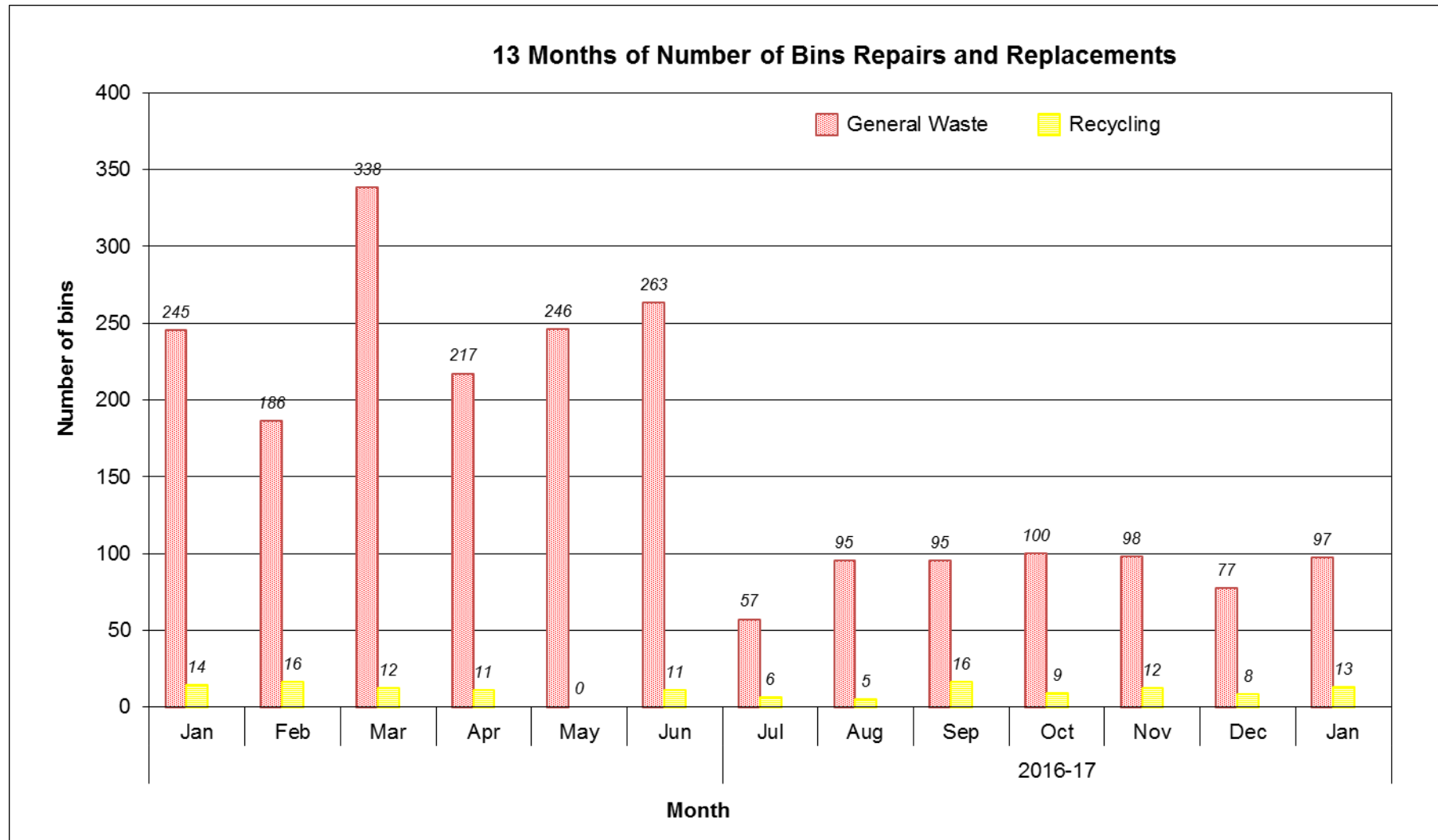
The graphs above shows the number of General Waste and Recycling bins serviced on a monthly basis during the past 13 month period.

Waste services rolling 13 month graph



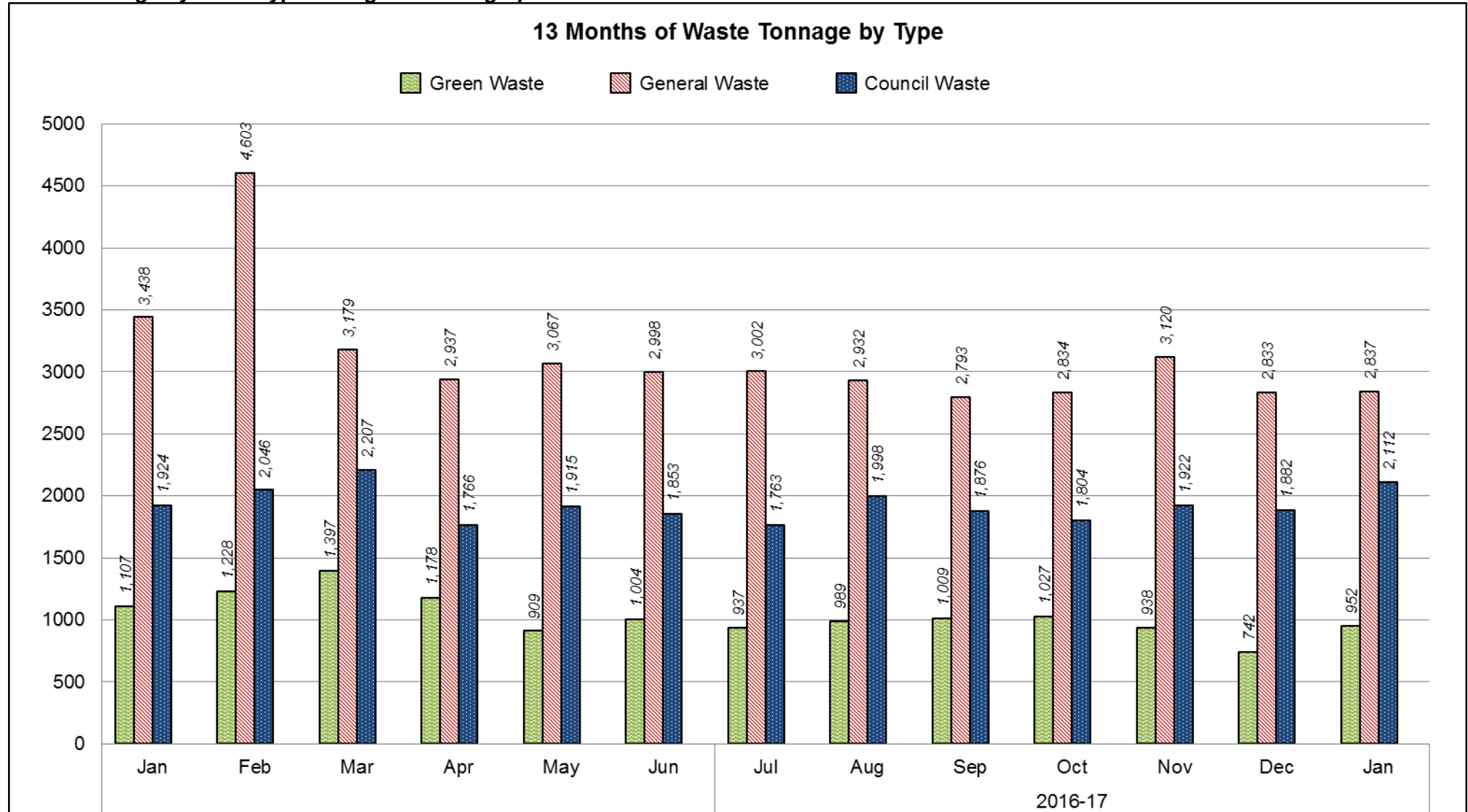
The graph above depicts the division of domestic and commercial waste collection services on a monthly basis during the past 13 month period. Fluctuations from month to month are true to months showing four and five week periods.

Wheelie bin repair and replacement rolling 13 month graph



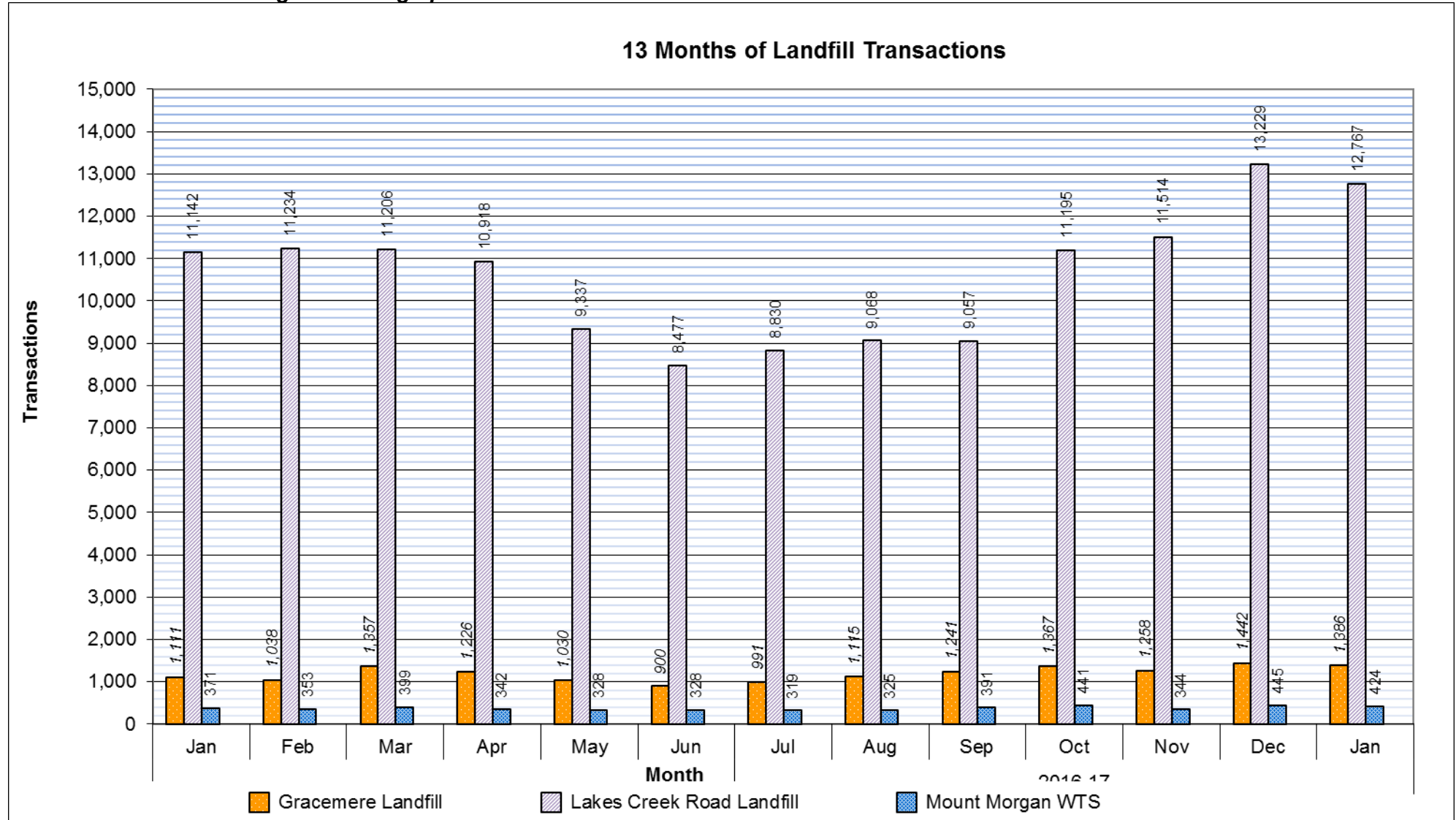
The graph above shows the number of wheelie bins replaced on a monthly basis during the past 13 month period. There has been a significant drop off with bin replacement requests due to enforcing policy which requires payment or police report for stolen or damaged bins.

Waste tonnage by waste type rolling 13 month graph



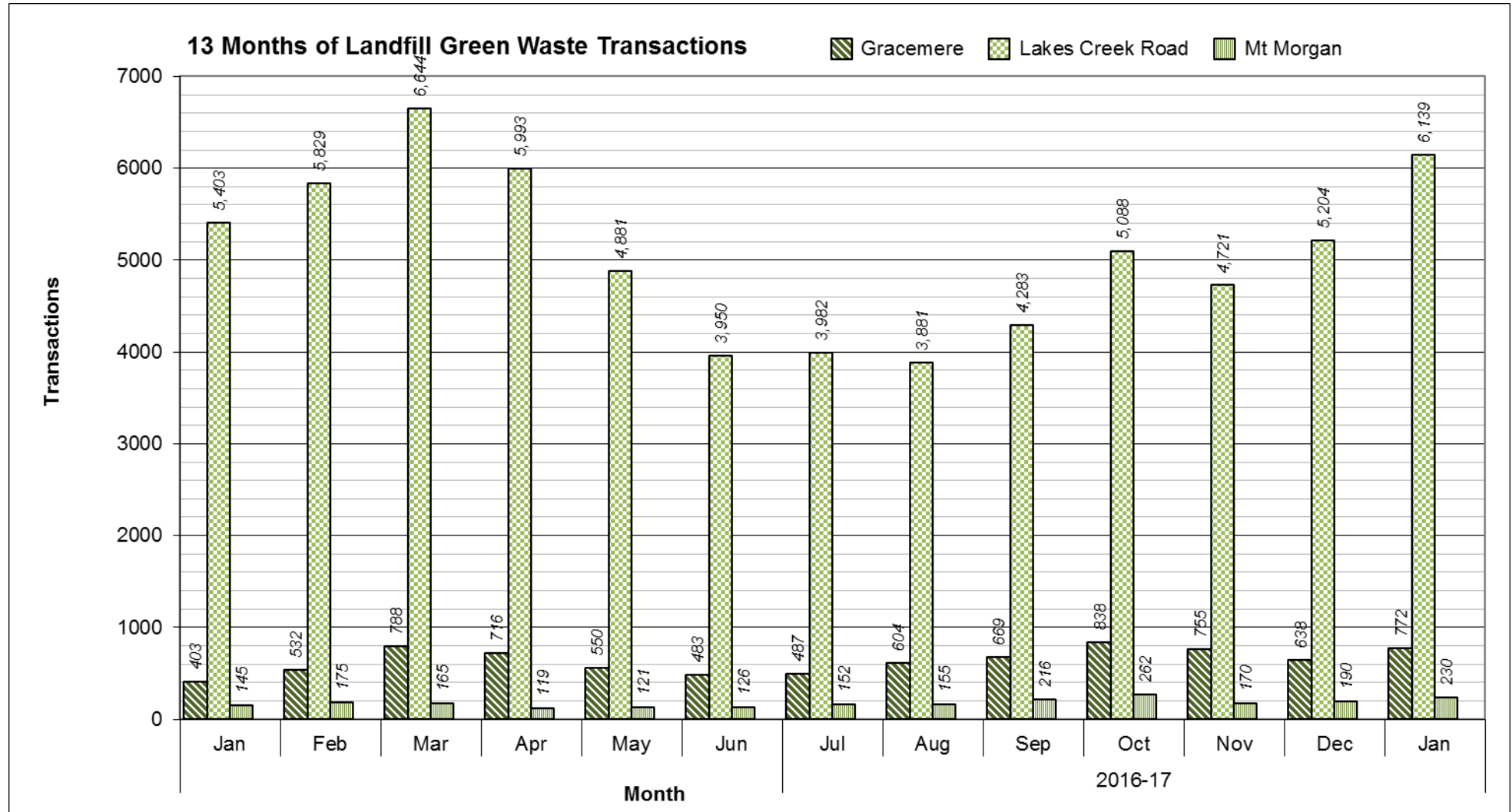
The graphs above show waste tonnage by waste types accepted at all facilities on a monthly basis during the past 13 month period.

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:

	THIRD QUARTER 2016/17		
	JANUARY	FEBRUARY	MARCH
Number of Lost Time Injuries	0	0	
Number of Days Lost Due to Injury	0	18	
Total Number of Incidents Reported	1	3	
Number of Incomplete Hazard Inspections	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.	Low 7	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 complete.
National Pollutant Inventory	30/09/16	100%	Annual reporting has been completed and was submitted in September 2016.
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
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.
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 170 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

ROCKHAMPTON REGIONAL WASTE & RECYCLING CAPITAL WORKS PROGRAM					
2016/2017					
Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
LCRL – Remediation	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	80%	\$874,778	\$554,315
Comment: Capping and remediation of LCR landfill is ongoing with majority of funding allocated to finalising Stage 1. Commenced with capping of legacy waste areas as well.					
Gracemere WTS Design and Construct	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	10%	\$75,000	\$625
Comment: Engaged consultant to progress with concept layout plans.					
240Litre Mobile Garbage Bin (Wheelie Bin) Purchases	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	50%	\$259,971	\$63,485
Comment: Purchase plan being developed for the remainder of the year					
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	5%	\$28,977	\$0

Comment: Engaged consultant to finalise the design. The proposed design is to consider phyto capping.

LCRL Augmentation	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	65%	\$4,168,540	\$1,706,618

Comment: Consultant finalised the concept design and RRWR reviewing documents. Consultant commenced with the detail design and issued draft drawings. Anticipate inviting tenders around mid-March 2017.

LCR Landfill Push pit cover	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	100%	\$0	\$12,637

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	\$14,140

Comment: Install footpath between administration office and WTS to mitigate risk for pedestrians traversing between locations. Contractor appointed.

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	\$1,487

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	\$60,896

Comment: Commenced with concept plans to improve traffic flow through the Recycle Drop Off Area in order to improve safety and increase recycling.

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	\$79,035

Comment: Construction of new stormwater pipes and outlets to minimise volume of contaminated surface water

LCR Pond B and Pond E overflow	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	0%	\$0	\$862

Comment: Create an overflow structure to formalise environmental release point. This work forms part of LCR augmentation project and is required to increase the holding capacities of the existing ponds. Expenditure will be transferred to the appropriate capital works number.

LCR Recycle New Roof Structures	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	20%	\$0	\$7,183

Comment: Contractor appointed to proceed with installation of structures

Automatic Tarping Machine	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	100%	\$0	\$109,600

Comment: Purchase equipment to reduce the uncovered main face area in order to control bird numbers in line with the Lakes Creek Landfill Bird Management Plan.

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%	99.98%
Weekly collection of commercial waste	95%	99.98%
Fortnightly Collection of domestic recyclable waste	98%	99.96%
Fortnightly Collection of commercial recyclable waste	98%	99.96%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	90%
Collection services will be made available within four working days upon application by owner	98%	79%
Provision of assisted services within ten working days from application by owner	100%	94%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	86%

as at 28 February 2017

6. FINANCIAL MATTERS

Percentage of year elapsed 66.67%

**End of Month General Ledger - (Operating Only) - REGIONAL SERVICES****As At End Of February 2017**

Report Run: 03-Mar-2017 10:58:12 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance
	\$	\$	\$	\$	\$	%
REGIONAL SERVICES						
WASTE & RECYCLING SERVICES						
<i>RRWR Waste Operations</i>						
Revenues	(5,271,399)	(4,220,552)	0	(2,482,558)	(2,482,558)	59% ✘
Expenses	5,060,329	4,983,233	682,192	2,806,270	3,488,462	56% ✔
Transfer / Overhead Allocation	(579,500)	(579,500)	0	(698,344)	(698,344)	121% ✔
Total Unit: RRWR Waste Operations	(790,570)	183,180	682,192	(374,632)	307,560	-205% ✔
<i>RRWR Collections</i>						
Revenues	(96,770)	(96,770)	0	(25,769)	(25,769)	27% ✘
Expenses	3,860,514	3,758,914	2,321	2,088,408	2,090,728	56% ✔
Transfer / Overhead Allocation	2,164,276	2,079,061	0	1,245,471	1,245,471	60% ✔
Total Unit: RRWR Collections	5,928,020	5,741,205	2,321	3,308,110	3,310,431	58% ✔
<i>RRWR Management</i>						
Revenues	(13,323,774)	(13,180,912)	0	(13,369,158)	(13,369,158)	101% ✔
Expenses	3,163,797	2,708,895	20,682	1,894,667	1,915,349	70% ✘
Transfer / Overhead Allocation	2,289,310	2,147,016	0	1,473,616	1,473,616	69% ✘
Total Unit: RRWR Management	(7,870,666)	(8,325,001)	20,682	(10,000,874)	(9,980,192)	120% ✔
Total Section: WASTE & RECYCLING SERVICES	(2,733,217)	(2,400,616)	705,194	(7,067,396)	(6,362,202)	294% ✔

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 90.74% as a result of the second half of the rating cycle for the year now being issued. Operating expenditure is lower than the percentage of year elapsed at 58.35% resulting in a current surplus position.

All percentages are exclusive of committals unless specifically mentioned.

Capital Summary

RRWR capital project expenditure is slightly above the percentage of year elapsed at 68.16% of the revised September budget. When committals are included for works yet to be completed this equates to 112.47%. The majority of RRWR's capital expenditure to date relates to the LCR landfill life extension, LCR capping project, purchase of the automatic tarping machine, rubbish bin replacement project, LCR stormwater outlets and LCR traffic layout redesign.

8.3 FRW MONTHLY OPERATIONS REPORT - FEBRUARY 2017

File No: 1466
Attachments: 1. FRW Monthly Operations Report - February 2017
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 28 February 2017.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for February 2017 be received.

FRW MONTHLY OPERATIONS REPORT - FEBRUARY 2017

FRW Monthly Operations Report - February 2017

Meeting Date: 14 March 2017

Attachment No: 1

MONTHLY OPERATIONS REPORT
FITZROY RIVER WATER
Period Ended 28 February 2017

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil

Improvements / Deterioration in Levels of Services or Cost Drivers

FRW has recently assisted residents in Kabra by supplying bottled water and then arranging for the delivery of potable water via water tanker to fill up rainwater tanks at 15 properties that have been impacted by the local population of flying foxes. The potential for contamination of rainwater tanks by flying fox activity together with the unusually dry weather has meant that supplies of rainwater in this community are relatively low for this time of the year. Given the likelihood of this issue occurring in the future, it may be worth undertaking some planning to determine whether the nearby water supply infrastructure along Somerset Road can be extended in order to supply potable water when required to the Kabra community.

FRW is currently commencing construction of the new rising main from Jardine Park Sewerage Pump Station through to Arthur St Sewerage Pump Station. This project will be completed over the next 2-3 years and will eventually enable the ageing West Rockhampton Sewage Treatment Plant to be decommissioned with all sewage flows to be treated at the South Rockhampton Sewage Treatment Plant. The construction project is expected to cost approximately \$3 million and will pass through parts of the Wandal area before following Murray St down to the main drain then on to the Arthur St Sewerage Pump Station.

The month of February and the entire summer period was unusually dry for Central Queensland compared to long-term average rainfall figures, with some locations (e.g. Yeppoon) recording their driest February on record. For Rockhampton the long-term average rainfall for the month of February is 145.8 mm and this year only 17 mm was recorded at the Rockhampton Airport monitoring site. The continued hot dry weather has seen water consumption continue at relatively high levels, although water production year to date for 2016/17 is still slightly lower than the same period for 2015/16. Despite the relatively dry summer, the Fitzroy Barrage storage is at 100% of full storage level with a minor passing flow from the upper catchment areas expected to keep the Barrage full for another 1-2 months.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 28 February 2017 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	0	0	0	0	0	0.00	2	●	0.00	●	3.20	●	2.73	0.83
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.32	1	●	0.00	●	5.00	●	1.86	1.86
Network Construction - Planned Works (Scheduled Re	0	0	1	1	0	0	0	0.33	1	●	0.00	●	0.50	●	1.28	0.21
Customer Service - Rebate Residential FRW USE ONLY	4	3	8	7	2	0	0	0.00	30	●	0.29	●	3.59	●	3.62	3.07
Customer Service - Rebate Undetected Leaks	3	3	7	2	4	0	0	0.00	20	●	9.50	●	18.79	●	28.80	27.61
Customer Service - Standpipe Enquiry/Read	0	0	1	1	0	0	0	0.00	2	●	1.00	●	2.00	●	4.29	1.00
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	●	0.00	●	0.00	●	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	0	0	6	3	1	0	0	0.00	7	●	4.80	●	2.94	●	2.43	1.82
Network Systems (Network Analysis Water or Sewer)	0	0	0	0	0	0	0	0.00	7	●	0.00	●	6.25	●	5.40	1.00
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	●	0.00	●	1.00	●	1.33	1.33
Development - Strategic Water	0	0	1	1	0	0	0	0.00	10	●	0.00	●	0.00	●	7.00	4.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	●	0.00	●	5.00	●	5.00	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	2	2	0	0	0	132.66	7	●	6.00	●	4.11	●	6.20	5.62
Network Services - No Water (Asset)	0	0	5	4	0	0	0	-0.03	1	●	0.40	●	0.54	●	0.44	0.34
Network Services - Reactive Sewerage Block (Asset)	10	9	41	40	2	0	0	2.58	1	●	1.96	●	30.28	●	16.80	18.98
Network Services - Sewer Reimbursements	3	3	0	0	0	0	0	0.06	7	●	0.00	●	6.76	●	3.76	3.67
Network Services - Sewer Inflow Inspection/Enquiry	2	2	4	3	1	0	0	1.66	7	●	2.33	●	1.28	●	1.21	7.32
Network Services - Water Leaks (Asset)	2	2	111	103	5	0	0	1.34	1	●	0.67	●	0.97	●	1.18	0.90
Network Services- Poor Water Pressure (Asset)	0	0	2	2	0	0	0	2.37	1	●	1.33	●	0.93	●	1.13	0.55
Process - Tradewaste	0	0	8	8	0	0	0	-0.46	7	●	5.27	●	3.60	●	3.39	2.39
Network Services - Lids/Cover (Asset)	0	0	5	4	1	0	0	-1.50	1	●	3.00	●	1.67	●	1.57	1.27
Network Services - Meter Maintenance (Asset)	10	9	39	32	8	3	0	1.02	1	●	0.47	●	3.11	●	1.83	1.41
Network Services Private Works/Standard Connection	0	0	1	1	0	0	0	0.00	5	●	1.00	●	1.67	●	2.56	2.00
Network Services - Reinstatements (Asset)	2	1	8	8	1	0	0	1.69	1	●	2.33	●	4.21	●	2.88	2.40
Network Services Special Read Enquiry (Pty Groh)	0	0	0	0	0	0	0	0.00	10	●	0.00	●	4.88	●	3.92	1.22
Network Services - Water Meter Reading Enquiry	0	0	10	8	2	0	0	24.45	5	●	2.38	●	4.15	●	4.93	4.18
Process - Odour (Sewer Only) (Asset)	0	0	1	0	1	0	0	1.09	1	●	0.00	●	1.81	●	2.64	0.65
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	7	6	1	0	0	2.00	1	●	0.50	●	1.13	●	1.13	0.49
Water Meter Read Search - *NOT FOR CSO*	18	18	99	85	14	0	0	0.00	90	●	3.85	●	4.68	●	4.72	4.71

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:

	THIRD QUARTER 2016/17		
	January	February	March
Number of Lost Time Injuries	3	2	
Number of Days Lost Due to Injury	39	28	
Total Number of Incidents Reported	8	10	
Number of Incomplete Hazard Inspections	0	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

- Two lost time injuries for the month.
- One employee is currently on long term lost time injury.
- Four safety incidents were reported for the month.

The two lost time injuries and one of the other incidents involved employees sustaining musculoskeletal injuries during the completion of manual handling tasks. The other incident involved an Electrician receiving a small electric shock from a faulty safety switch.

Network Operations

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

Two of the above incidents involved employees sustaining musculoskeletal injuries during the completion of manual handling tasks. One incident involved a minor cut/abrasion while the remaining two resulted in asset damage.

Business and Project Services

- No lost time injuries for the month
- No employees on long term lost time injuries
- No incidents reported for the month.

Risk Management Summary

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Nil					

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					
Edgar Street (Main – Hogan) 150mm water main replacement.	February 2017	March 2017	95%	\$129,097	\$79,423
Comments: 150mm AC main replacement project.					
Brae Street (Penlington – Davis) 100mm water main replacement	February 2017	May 2017	10%	\$216,870	\$39,777
Comments: 100mm AC main replacement project.					
Kerr Street (Main – Bruce Highway) 150mm water main replacement.	January 2017	February 2017	100%	\$86,158	\$90,561
Comments: 150mm CI main replacement project. Project completed.					
Connor Street (Rockonia – Rhodes) 100mm water main replacement	January 2017	February 2017	100%	\$83,203	\$69,541
Comments: 100mm CI main replacement project. Project completed.					
West Street (Derby – Caroline) 150mm water main replacement.	November 2016	February 2017	95%	\$374,984	\$434,028
Comments: 150mm CI main replacement project. Scope of project increased considerable with the additional of a number of large underbores to avoid existing storm water infrastructure.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
Mount Morgan Water					
MacFarlane Street (Coronation Drive – End) 100mm water main replacement.	January 2017	March 2017	75%	\$47,591	\$33,039
Comments: 100mm AC main replacement project.					
Rockhampton/Gracemere Sewer					
Sewer rehabilitation program (including Building over Sewer)	July 2016	June 2017	87%	\$700,000	\$609,985
Comments: Rehabilitation and renewals annual program of works.					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer Construction (Stages 2 & 3 incl. SPS)	July 2015	January 2018	65%	\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$2,009,864
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. Construction of Stage 3 section within TMR reserve completed January 2017 to allow for scheduled reseal project. Stage 3 constructions in progress.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
Pipeline from West to South STP – Design Phase	July 2014	June 2017	20%	\$700,000	\$117,087
Comments: Stage 1 construction work to commence in mid-March. Stage 2 design work currently underway.					
GSTP Augmentation	July 2016	June 2019	15%	\$543,644	\$43,000
Comments: Tenders for mechanical dewatering upgrade evaluated with project being awarded to preferred contractor.					
M W Dam No 7 CCTV Installation	July 2014	March 2017	30%	\$30,000	\$2700
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Qld Government for access to their communications tower. Procurement of CCTV and communications equipment underway.					
M WTP CCTV Installation	July 2014	March 2017	30%	\$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.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
M W Dam No 7 Raw Lift Pump Upgrade	July 2016	April 2017	90%	\$25,000	\$6,500
Comments: New inlet flow meter installed and installation of new pump impellers planned for lower consumption period after summer rainfall.					
R GWTP Chemical Oxidation dosing system	Sep 2016	July 2017	20%	\$350,000	\$0
Comments: Tender evaluation completed and project awarded to preferred contractor.					
M East St Ext. WPS Upgrade	Dec 2016	March 2017	100%	\$30,000	\$21,864
Comments: New switchboard, control system and communications equipment installed. Project now complete.					
R Frenchville Rd WPS control upgrade	Dec 2016	March 2017	100%	\$30,000	\$20,000
Comments: New control system installed and communications provided to enable remote monitoring. Project now complete.					
R – S NRSTP Aerator Replacement	July 2015	March 2017	90%	\$50,000	\$50,875
Comments: New aerator paddles installed on aerator No. 3 and further work to be completed on aerator No. 2 in March.					
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 2016	March 2017	70%	\$70,000	\$49,968
Comments: Project delayed slightly by heavy rainfall events causing changes to the raw water quality. Work to recommence again during a period of lower consumption.					
R – North Rockhampton SPS No. 1 and 2 electrical upgrade	July 2016	June 2017	40%	\$850,000	\$296,448
Comments: Construction work now underway with new electrical switchroom building currently being constructed. Project will now include the installation of four new pumps which will arrive in April.					
R – NRSTP RAS pump renewal	July 2016	April 2017	50%	\$25,000	\$27,301
Comments: Pumps delivered and ready for installation works to commence.					
R – SCADA Upgrade	July 2016	March 2017	30%	\$250,000	\$4,028

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
Comments: Project work well underway with site installation works to commence in March.					
M – WTP and STP UV Disinfection Installation	Dec 2016	July 2017	10%	\$175,000	\$0
Comments: Quotes now evaluated with project currently being awarded to the preferred contractor.					
R – WPS Thozet Rd Generator Installation	October 2016	April 2017	60%	\$300,000	\$112,099
Comments: Generator now being delivered to FRW following a slight delay. Installation works currently being planned to commence in late March.					
R – SRSTP Replace Handrails	October 2016	February 2017	100%	\$25,000	\$0
Comments: Complete.					
R – SRSTP Anoxic Mixers Renewal	Dec 2016	July 2017	10%	\$40,000	\$0
Comments: Quotes currently being evaluated with awarding of contract expected within March.					
R – SRSTP New Inlet Screen	Dec 2016	July 2017	10%	\$80,000	\$571
Comments: Quotes currently being evaluated with awarding of contract expected within March.					
R, MM – Physical Security Upgrade (Fencing)	December 2016	February 2017	100%	\$380,000	\$405,000
Comments: Project completed.					
MM – STP construct additional drying bed storage	August 2015	December 2016	100%	\$40,000	\$23,855
Comments: Complete.					

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

As at period ended 28 February 2017.

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	0.15

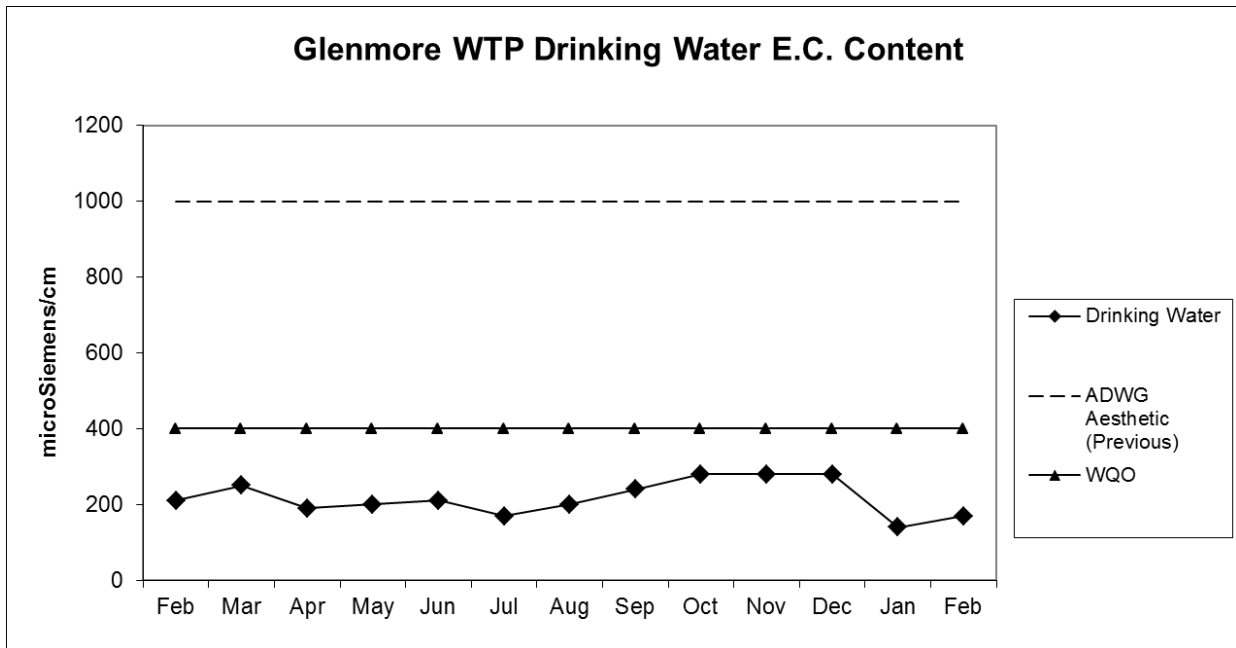
	connections	
Total water and sewerage complaints	N/A	228
Glenmore WTP drinking water E.C Content	<500 µS/cm	170 µS/cm
Glenmore WTP drinking water sodium content	<50 mg/L	12 mg/L
Average daily water consumption – Rockhampton	N/A	63.91 ML
Average daily water consumption – Gracemere	N/A	7.72 ML
Average daily water consumption – Mount Morgan	N/A	1.23 ML
Average daily bulk supply to LSC	N/A	9.91 ML
Drinking water quality incidents	0	0
Sewer odour complaints	<1 per 1000 connections	0.02
Total service leaks and breaks	80	91
Total water main breaks	15	9
Total sewerage main breaks and chokes	32	5
Total unplanned interruptions – water	N/A	42
Average response time for water incidents (burst and leaks)	N/A	103 min
Average response time for sewerage incidents (including main breaks and chokes)	N/A	65 min
Rockhampton regional sewer connection blockages	42	27

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

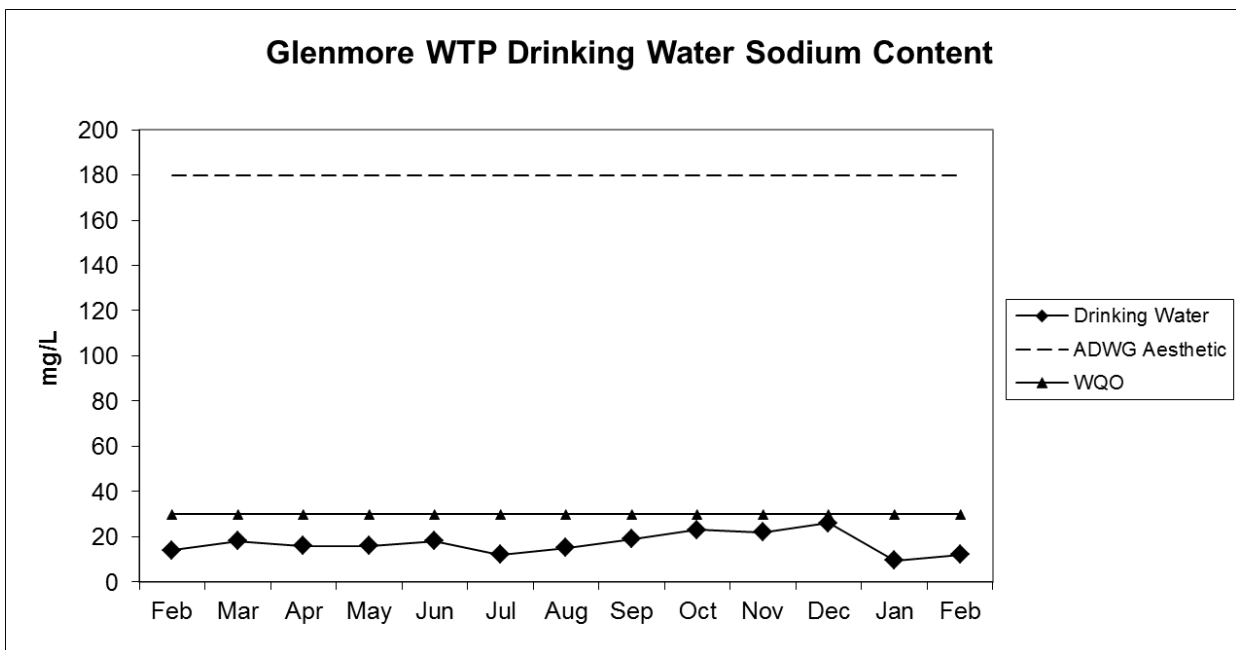
Refer to the individual graphs and information below.

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 February increased to be 140 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 February increased to be 12 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.

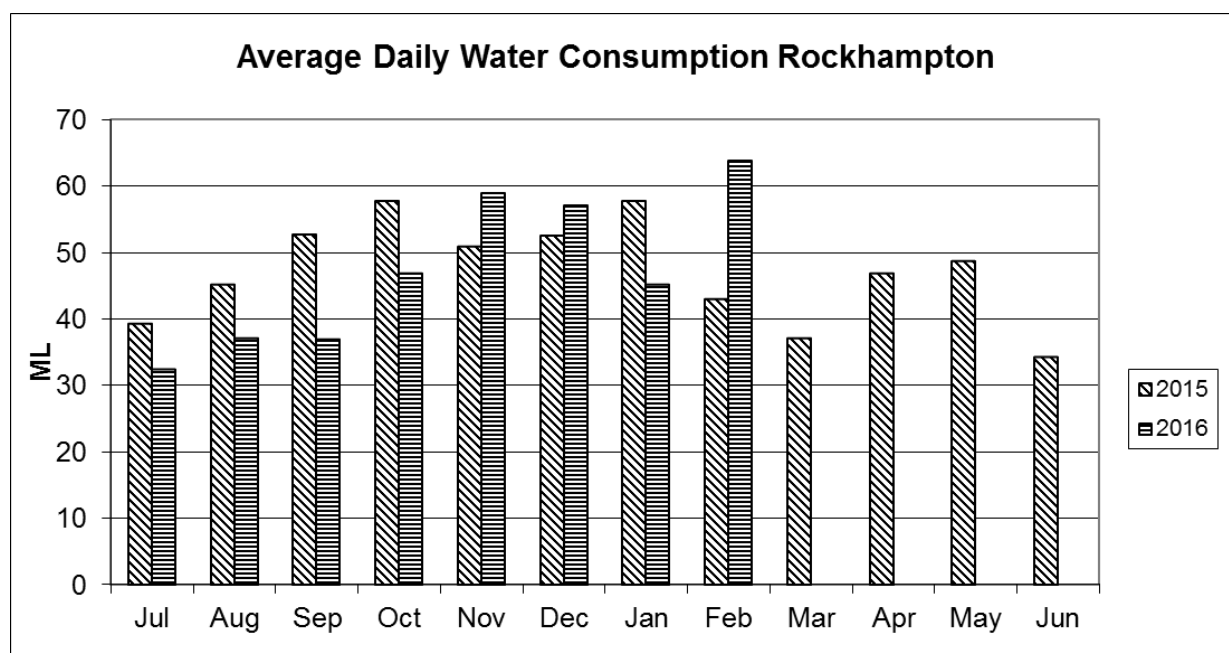
Drinking Water Quality as at 8 February 2017		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	100	180
Sodium (mg/L)	12	35
Electrical Conductivity (μ S/cm)	170	330
Hardness (mg/L)	42	67
pH	7.55	7.48

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

Drinking Water Supplied

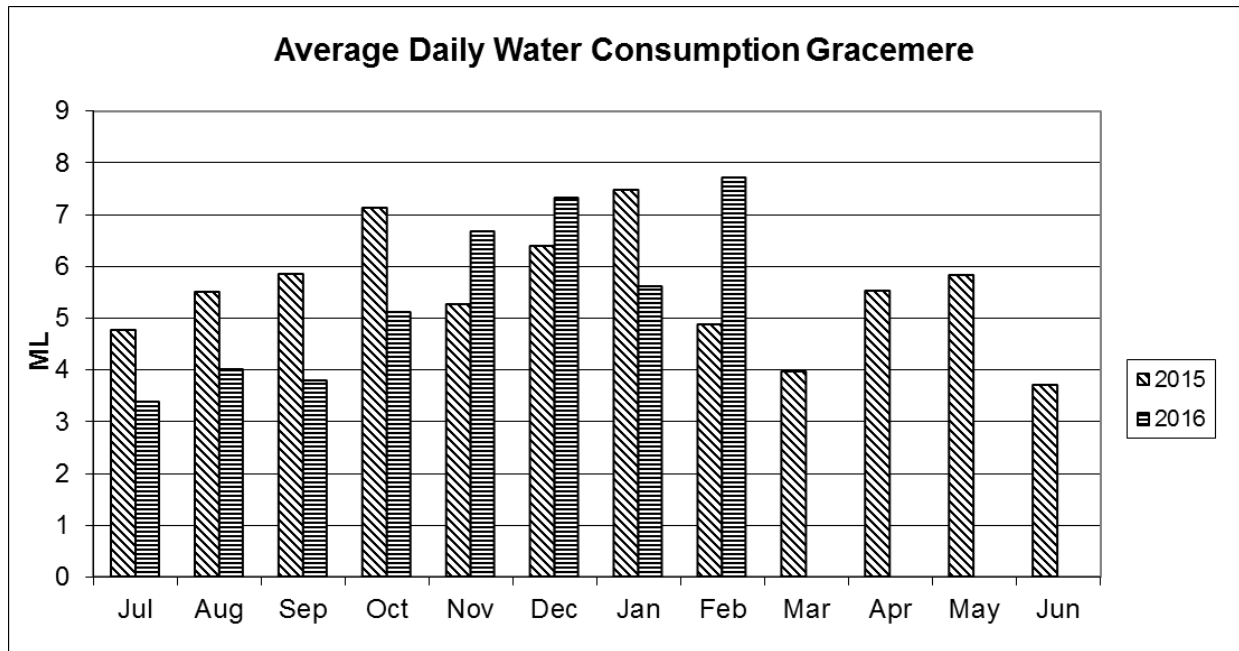
Data is presented in graphs for each water year (e.g. 2016 is the period from July 2016 to June 2017).

Rockhampton



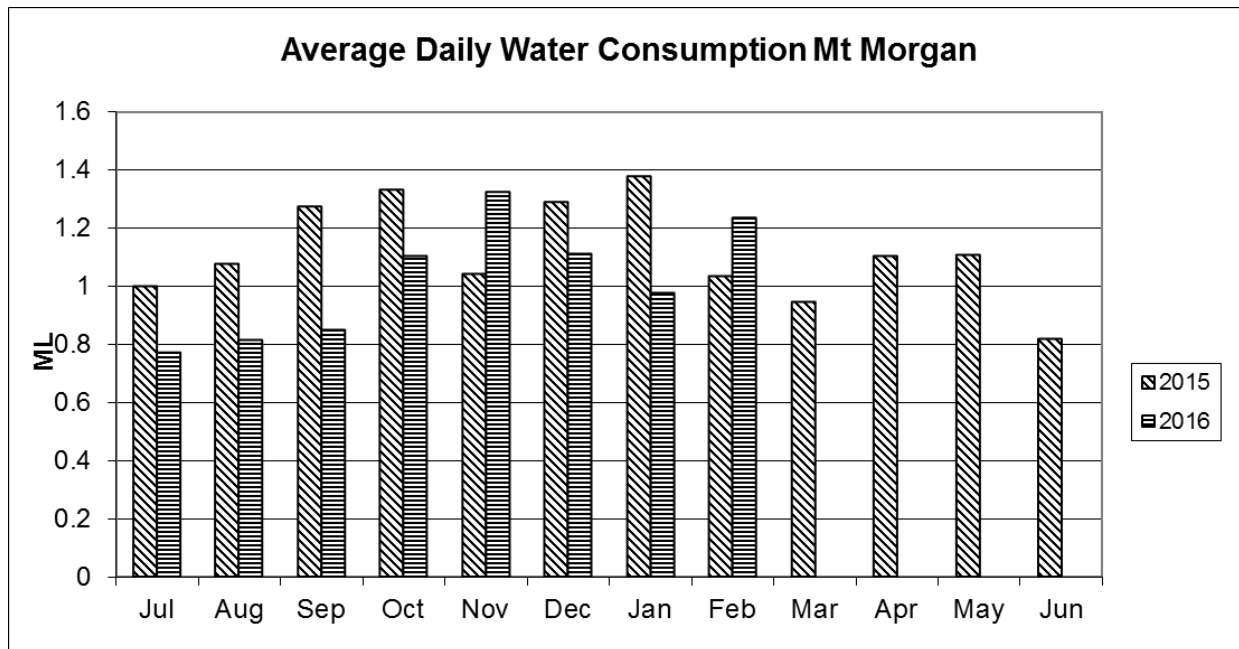
Average daily water consumption in Rockhampton during February (63.91 ML/d) increased from that recorded in January and was significantly greater than that reported in the same period last year. The higher consumption was due to the continued hot and dry weather during the month. The Fitzroy Barrage 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



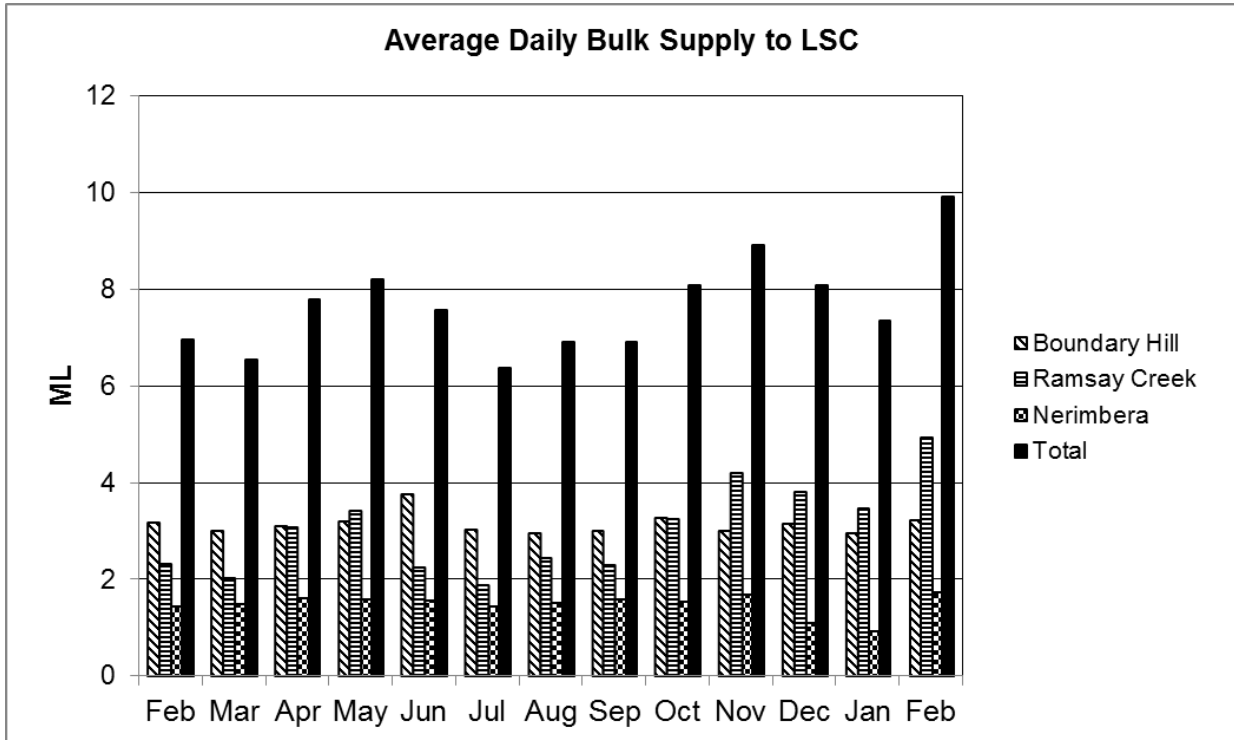
Average daily water consumption in Gracemere during February (7.72 ML/d) increased compared to that recorded in January and was greater than that reported in the same period last year. The higher consumption was due to the continued hot dry weather during the month. The Fitzroy Barrage Storage is currently 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



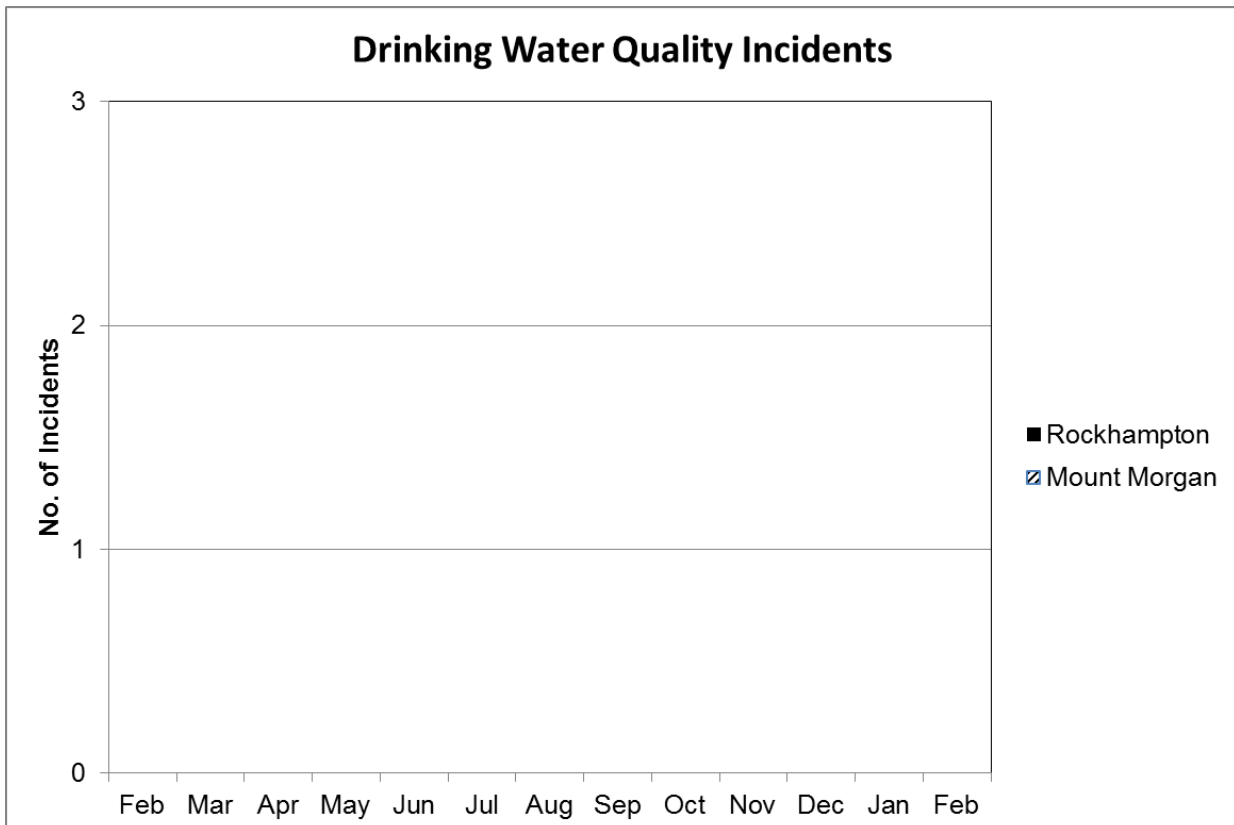
Average daily water consumption in Mount Morgan during February (1.23 ML/d) increased compared to that recorded in January and was lower than that reported for the same period last year. The higher consumption was due to the continued hot dry weather during the month. The No. 7 Dam is currently at 73% 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



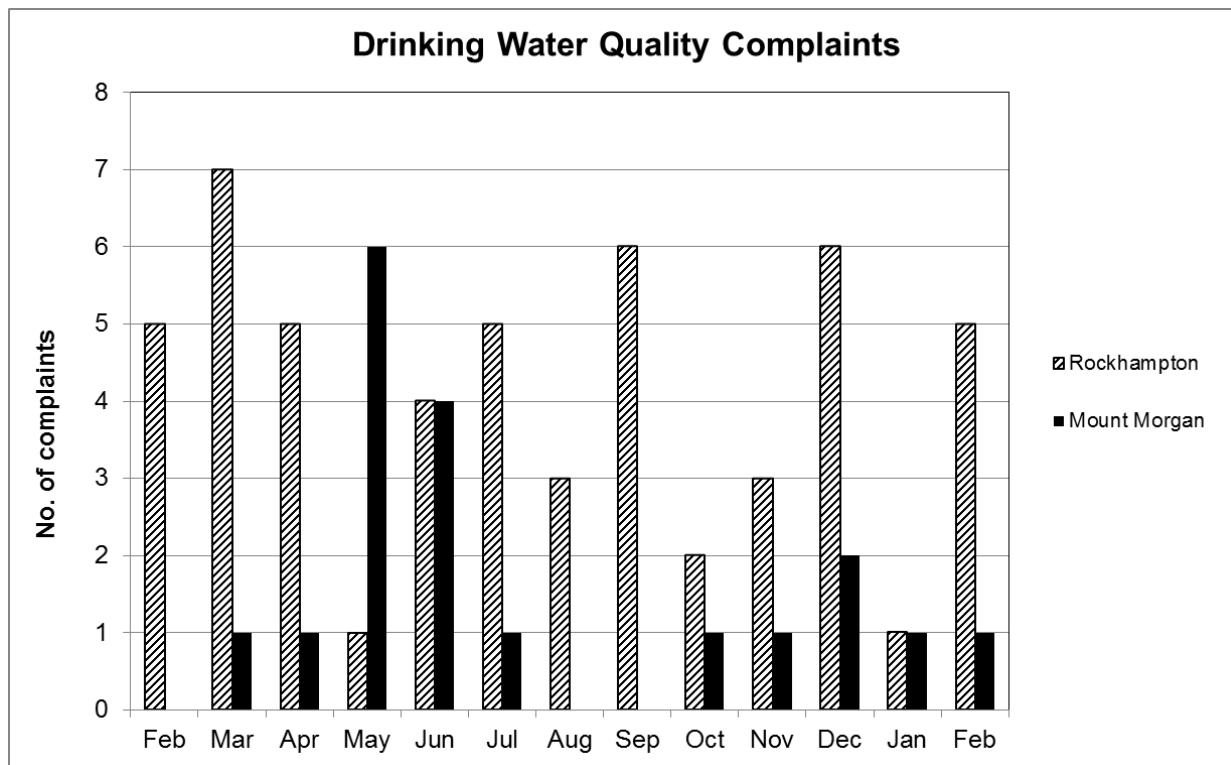
The average daily volume of water supplied to LSC during February increased compared to that recorded in January to be 9.91 ML/d. This volume is significantly greater than that recorded for the same period last year. The increase was mainly due to higher volumes supplied via the Ramsay Creek and Nerimbera bulk water sites.

Drinking Water Quality Incidents



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

Drinking Water Quality Complaints

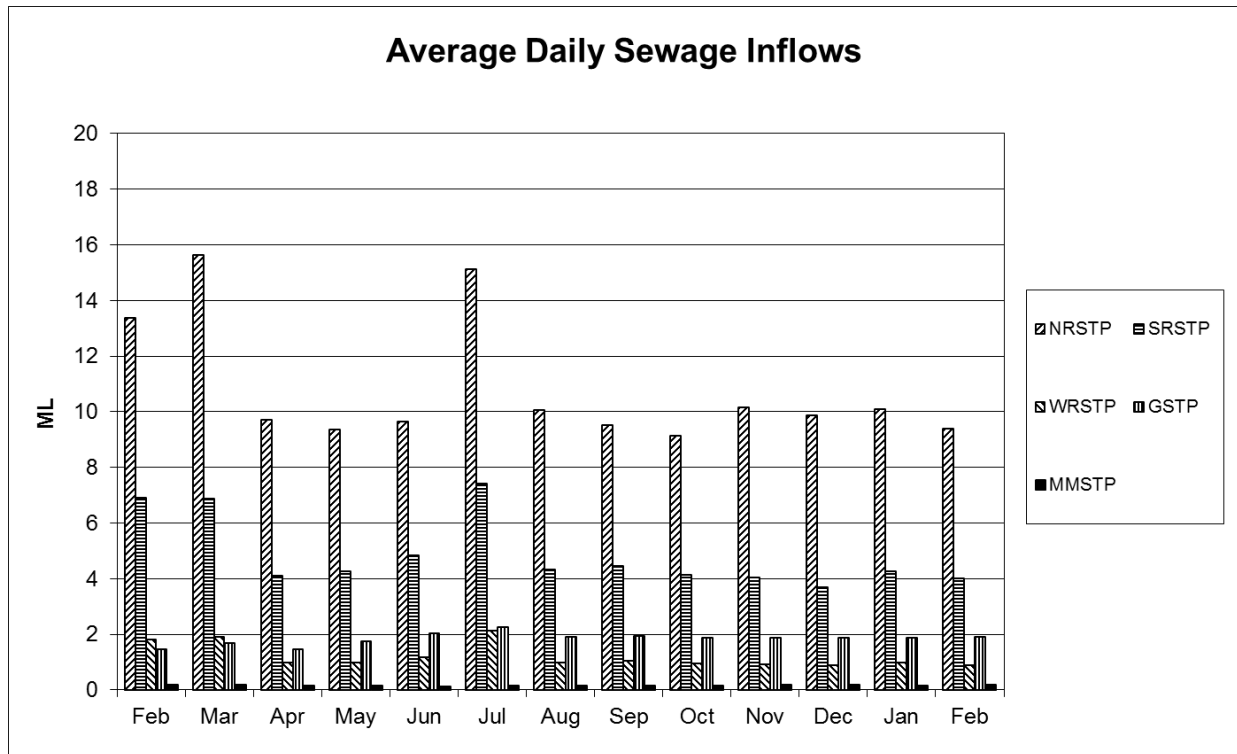


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	1	4	1

The total number of drinking water quality complaints (6 complaints) received during February increased from the number of complaints received in January.

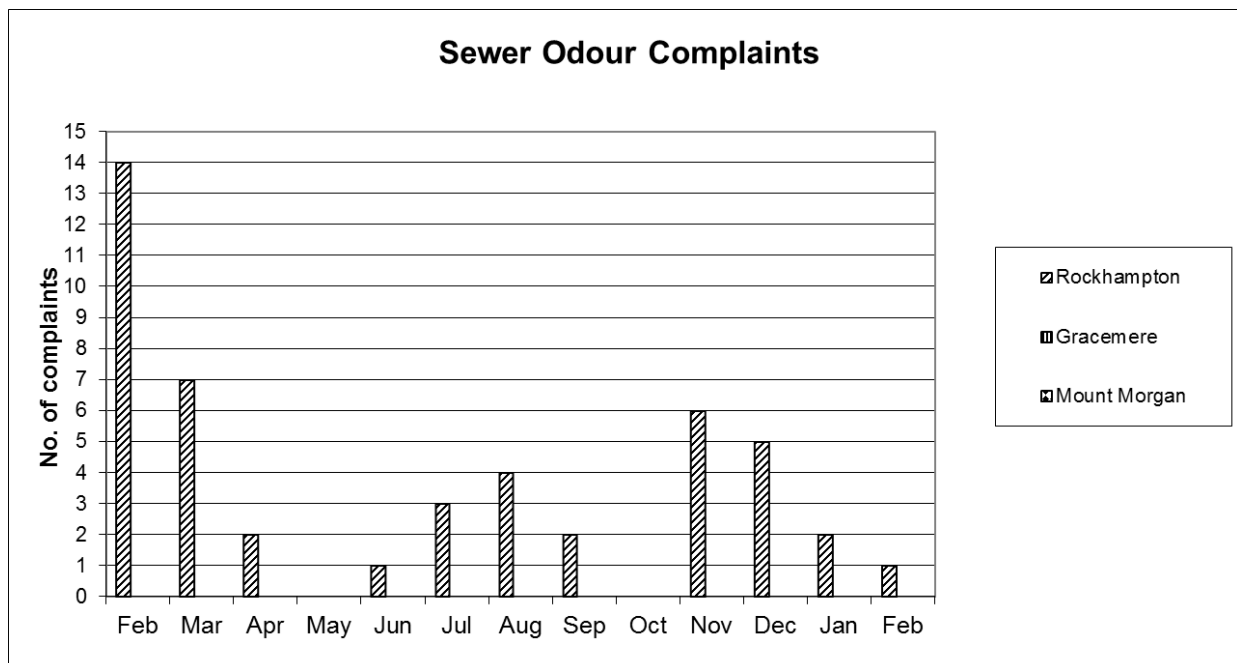
Five of the complaints were received from customers in Rockhampton and the other complaint from a customer in Mount Morgan. Four of the complaints were associated with discoloured, one associated with an odour, and the other associated with air in the water. Two of the complaints were probably associated with the completion of construction activities by FRW in the nearby area. In each instance, FRW responded and the complaints were resolved by flushing the water mains to clear or refresh the water provided to the customer.

Sewage Inflows to Treatment Plants



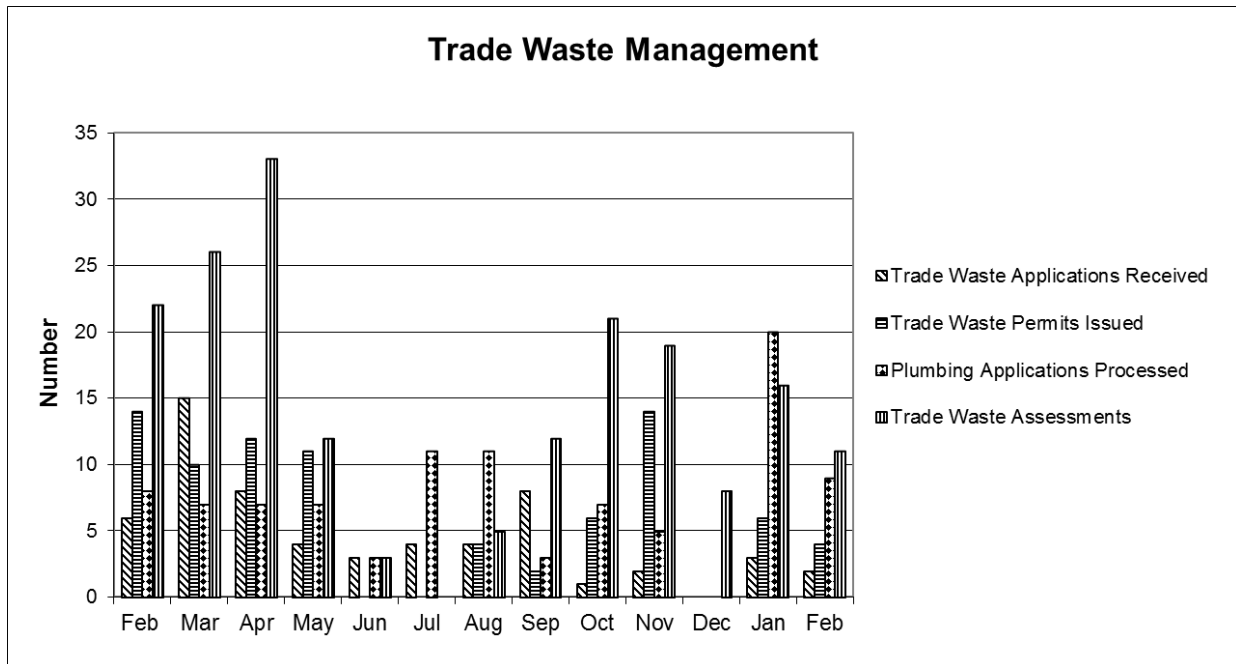
Average daily sewage inflows during February were slightly lower than those recorded in January. The decrease in inflows was due to the hot dry weather during the month. The current inflows are significantly lower than that reported during the same period last year.

Sewer Odour Complaints



One sewer odour complaint was received during the month of February. The complaint was received from a customer in Rockhampton and was associated with an odour emanating from the sewerage network. In this case, FRW crews investigated the complaint and took action where possible to address the source of the odour.

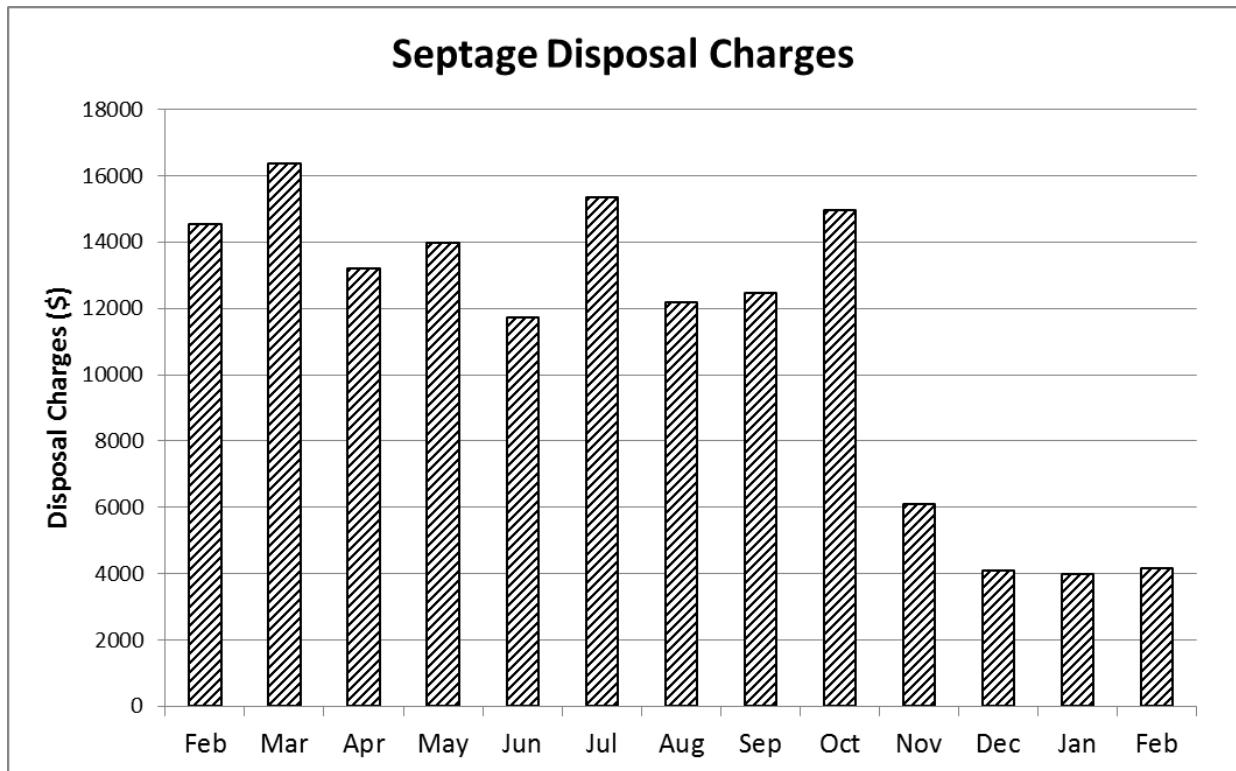
Trade Waste and Septage Management Activities



Two Trade Waste applications were received and four Trade Waste permits were issued during the month of February. A total of 9 Plumbing Applications were processed and another 11 Trade Waste assessments or inspections, 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
Fast Food Restaurant	Current	1	Refurbish grease trap	Nil
Supermarket	Renewal	1	Refurbish grease trap	Nil
Butcher	Amendment	1	Install grease trap	1500 L grease trap installed
Café/Restaurant	Renewal	1	Install grease trap	550 L grease trap installed

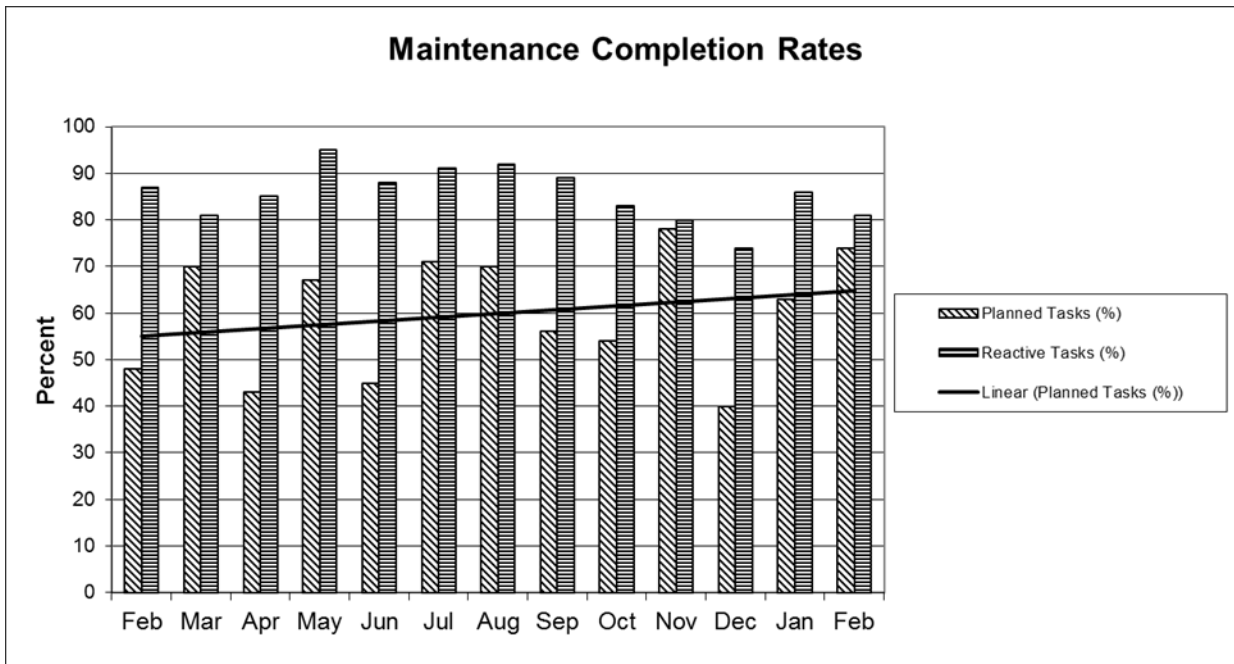


Charges for the disposal of septage liquid waste at the North Rockhampton STP remained relatively low compared to the majority of 2016. The decrease probably reflects the slight downturn in industrial works but also the disposal of these wastes at other locations.

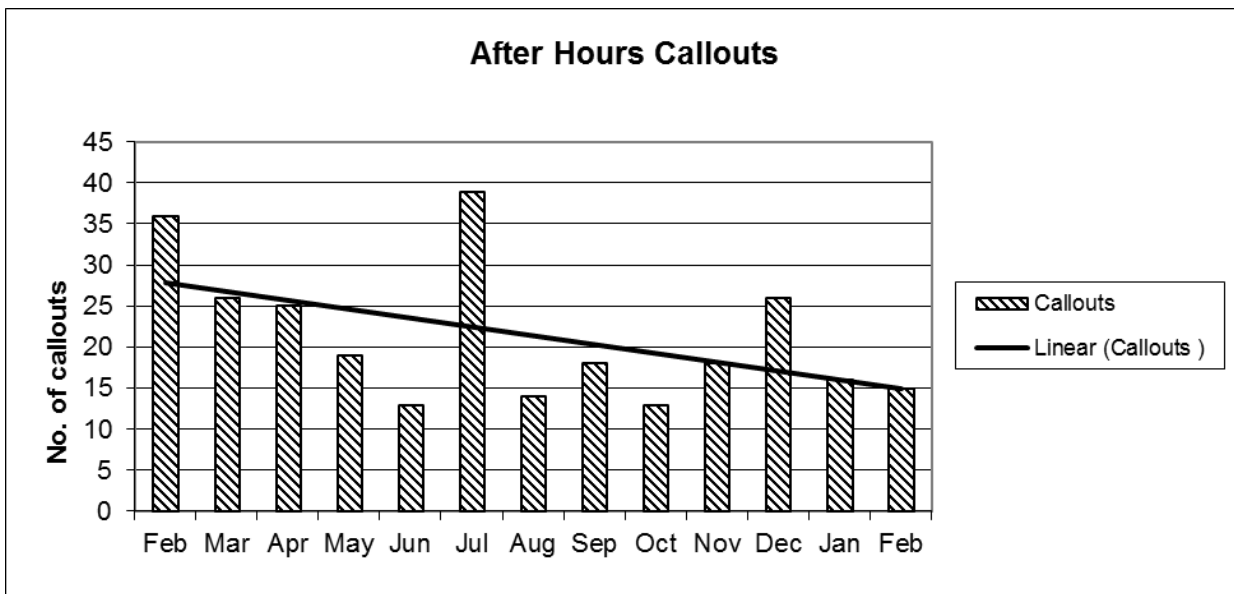
Treatment and Supply Maintenance Activities

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	85	69	52	N/A
Reactive	59	37	1	0
After hours callouts	9	6	0	0
Capital	4	0	0	N/A
Safety and Compliance	68	21	2	6



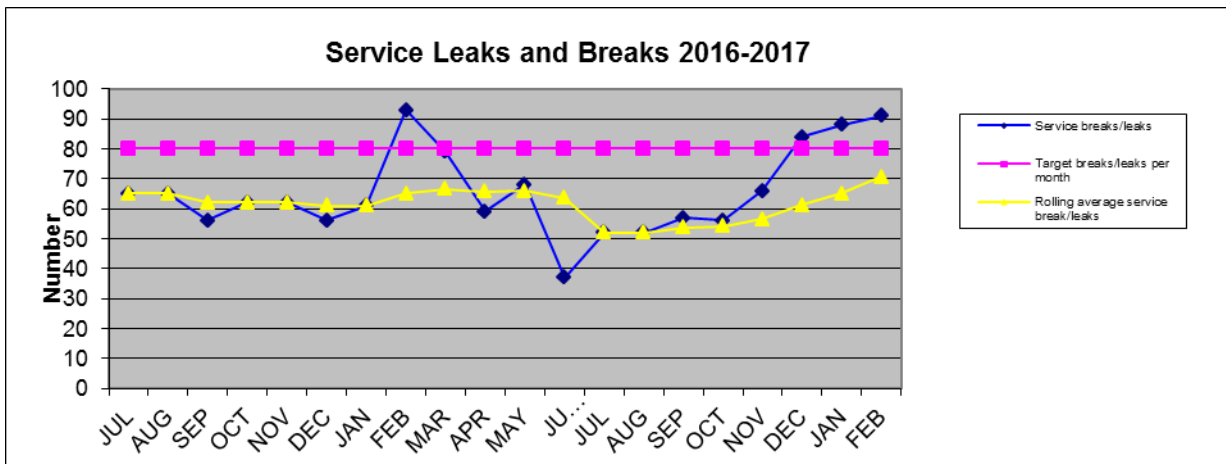
A total of 280 preventative maintenance activities were scheduled and 134 reactive maintenance activities were requested during the month of February. Completion rates for each type of maintenance activity by the end of the month were 74% and 81% respectively. The majority of reactive maintenance tasks were completed within in a timely manner to meet rectification time targets. The long term trend line shows continued improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (15 call-outs) decreased during February compared to January. The number of callouts was less than the 12 month rolling average of 20 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

Regional Service Leaks and Breaks



Performance

Target not met, large number of class 12 poly service failures continues to be an issue, continued increase in failure of threaded poly sections installed during water meter installations. A \$200,000 16/17 water service replacement program is currently being implemented based on service failure data.

Issues and Status

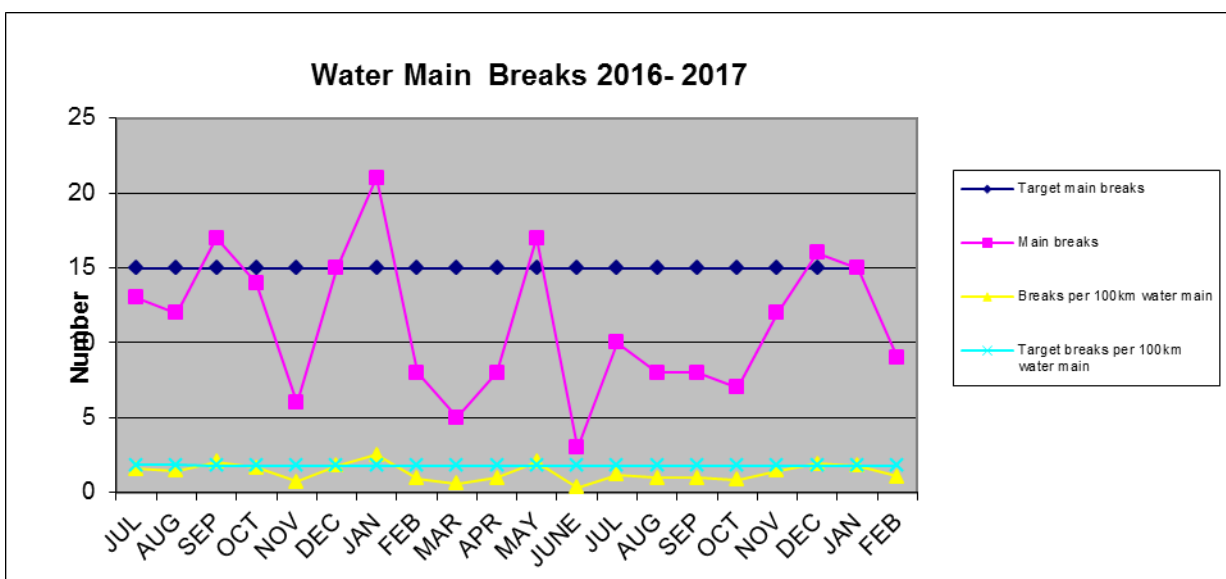
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly services.

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	86
Mount Morgan	5
Regional Total	91

Regional Water Main Breaks



Performance

Target achieved, significant decrease in water main breaks in Rockhampton when compared to previous months. This is in line with the overall trending decrease in water main failures as a result of the implementation of a strategic Capital Water Main Replacement Program.

Issues and Status

The following table shows the number of breaks per month.

Water Main Type	December 2016	January 2017	February 2017
Cast Iron	2	1	0
AC	13	11	7
PVC	0	3	1
GWI	0	0	0
Mild Steel	0	0	0
Poly	1	0	1
TOTAL	16	15	9

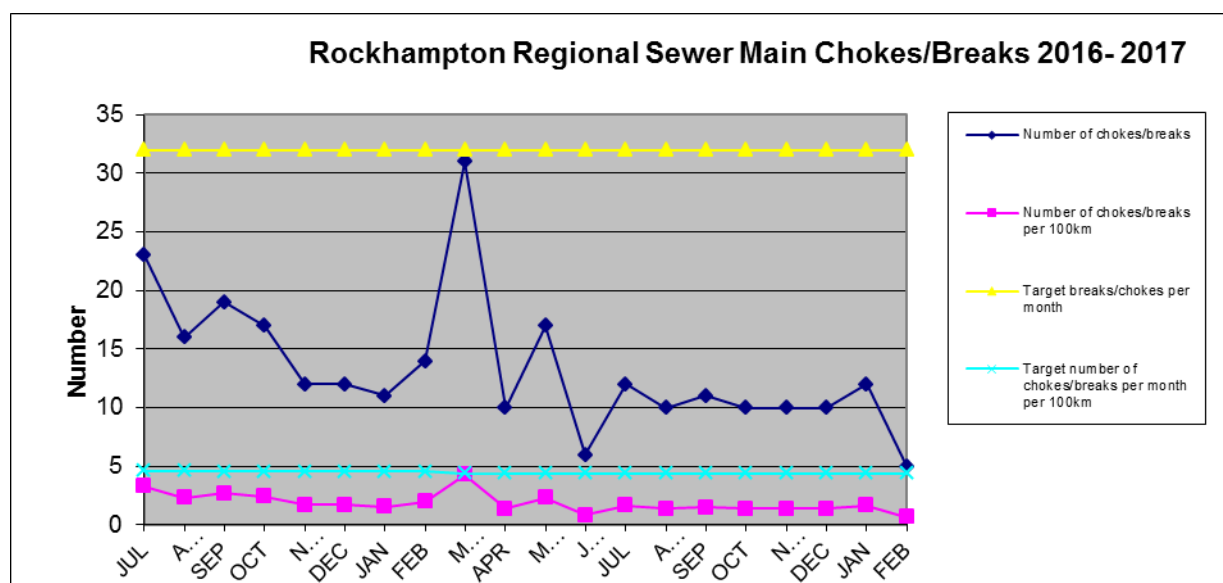
Response to Issues

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 Breaks	Main Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
February	9	15	1.09	1.80	1.28

Locality	Main Breaks
Rockhampton	9
Mount Morgan	0
Regional Total	9

Rockhampton Regional Sewer Main Chokes/Breaks



Performance

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

Issues and Status

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

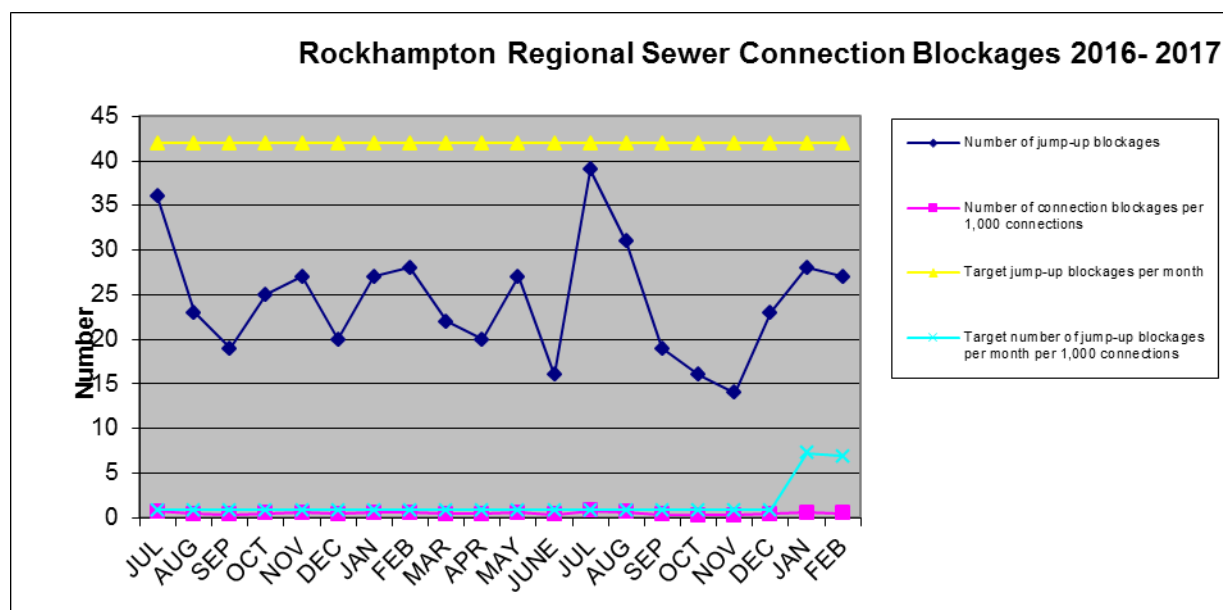
Response to Issues

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 month per 100km	Rolling 12 month average per 100 km chokes / breaks
February	5	32	0.7	4.41	1.38

Locality	Surcharges	Mainline Blockages
Rockhampton	5	5
Mount Morgan	0	0
Regional Total	5	5

Rockhampton Regional Sewer Connection Blockages



Performance

Target achieved with a slight decrease in blockages when compared to last month. It's evident that sewer connection blockages are continuing to trend down in line with capital sewer 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
February	27	42	0.53	0.83	0.49

Locality	Connection Blockages
Rockhampton	27
Mount Morgan	0
Regional Total	27

Sewer Rehabilitation Program

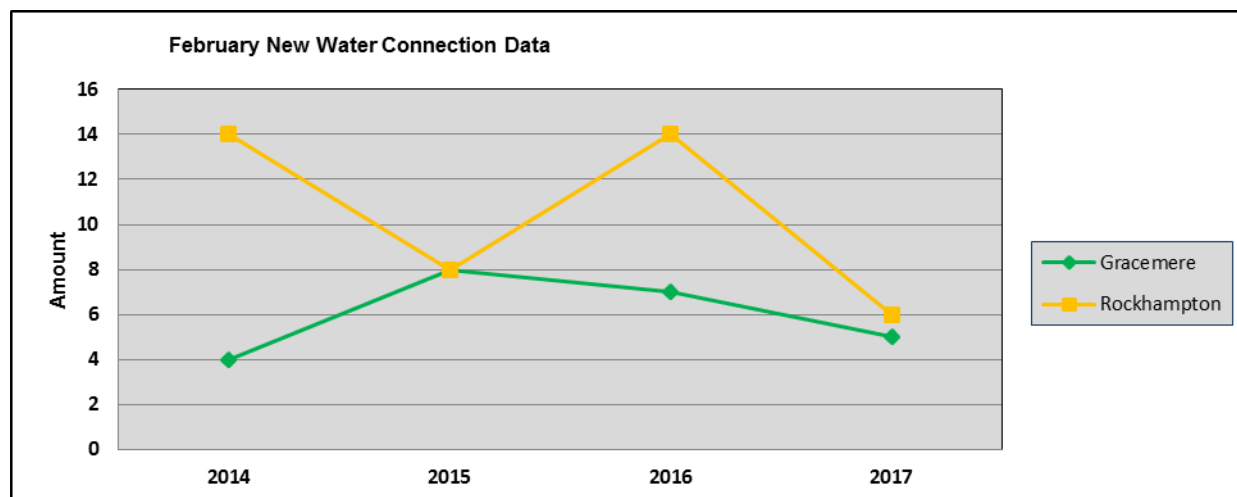
	Number completed for February	FY to date totals
Access Chambers raised	7	47
Sewers repaired	20	134

Private WorksNew Water Connections

Region	February	FY to Date 2016	FY to Date 2015	FY to Date 2014	FY to Date 2013
Gracemere	5	47	44	43	64
Rockhampton	6	75	92	126	177
Mount Morgan	n/a	n/a	n/a	n/a	n/a
Regional Total	11	122	136	305	241

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

Region	February 2017	February 2016	February 2015	February 2014
Gracemere	5	7	8	4
Rockhampton	6	14	8	14
Mount Morgan	n/a	n/a	n/a	n/a
Total	11	21	16	18

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.

	February	Amount	FYTD	FYTD Amount
Quotes Prepared	11	\$76,558.68	91	\$414,342.73
Quotes Accepted	4	\$15,157.01	68	\$304,360.19
Jobs Completed	5	\$40,908.40	60	\$257,665.22

Water Meters

Third quarter reads for February totaled 15,104 water meters read during the month. Approximately 11,200 water accounts were issued during the month.

Sectors Read for February	5	6	7	8	9	10	Total
No. of meters in Sector	2,666	2,581	2,751	2,216	2,868	2,022	15,104
No-Reads	8	8	5	9	16	18	64
% Of No-Reads	0.3%	0.3%	0.2%	0.4%	0.5%	0.9%	0.4%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$29 per read	71	\$2,130
Water Account Search - On-Site Readings \$152 per read	32	\$4,960
Total \$ Value for February		\$7,090
Total \$ Value Financial Year to Date		\$47,685

Building Over Sewers

The following summary is an overview of this 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

	February	FYTD
General enquiries	16	100
Site investigations	29	122
Approval Permits issued	2	11
Permits closed	1	10
Total	48	243

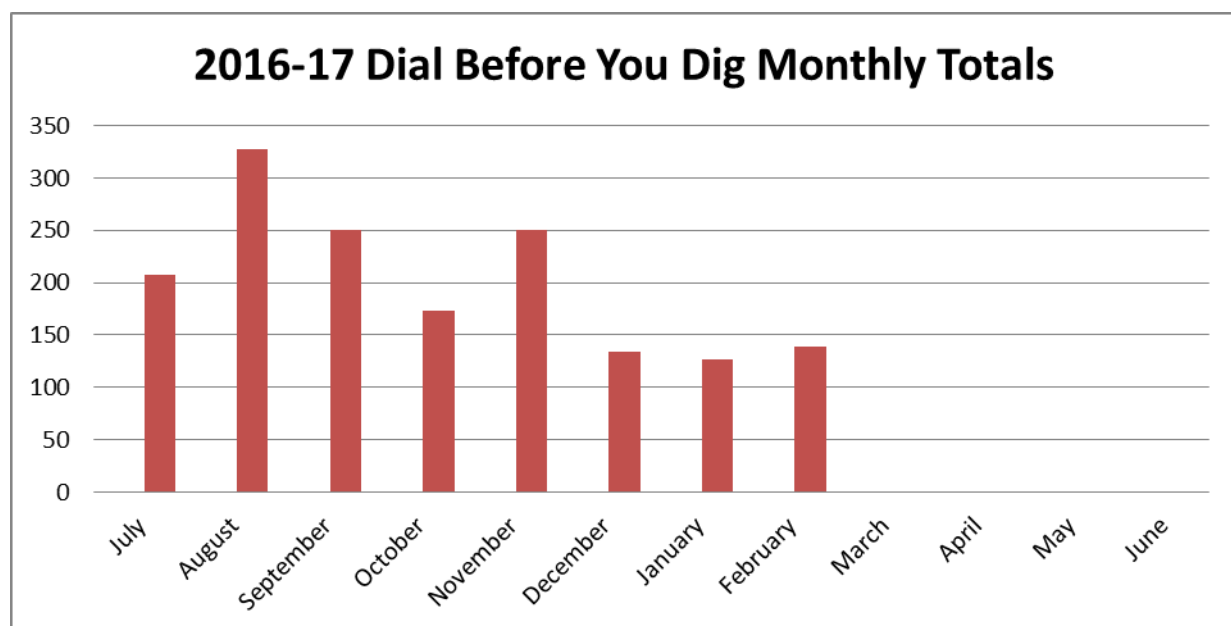
Building Over Sewer Applications under Assessment

There are five permits currently under assessment as at 28 February 2017.

ADMINISTRATIONDial Before You Dig (DBYD)

The average number of requests received per day for February was 4.96, a slight increase from 4.06 in January.

	December 2016	January 2017	February 2017	FY Total
Requests Processed	134	126	139	1,608

Site Tours

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

Undetected Leaks (Residential)

	February	FYTD
New requests	4	60
Number declined	0	10
Number approved	5	63
Require more info	0	5
Total KL rebated	2,101	26,597
Total value approved	\$4,668.07	\$52,178.25

Undetected Leaks (Commercial)

	February	FYTD
New requests	0	7
Number declined	0	1
Number approved	0	7
Require more info	0	0
Total KL rebated	0	13,043
Total value approved	\$0.00	\$5,390.79

Residential Rebates

	February	Total Applications	FYTD	Total FYTD \$
Washing machines	10	122		\$12,200
Stand alone tank	0	0		\$0
Integrated tank	0	1		\$500
Dual flush toilet	0	4		\$200
Shower rose	0	1		\$25
Total	10	128		\$12,925

Communication and Education*Media Releases*

The recently improved security at three strategic water infrastructure sites; Birkbeck Drive Reservoir, Athelstane Range Reservoirs and Mount Morgan Water Treatment Plant was promoted via a media release.

Community Cabinet

The team assisted with a media response that came from a community member at the State Government Community Cabinet meeting that was held at the start of February. The Community member was concerned with the water quality in the Fitzroy River.

Social media

Over summer, a range of water saving tips were posted on Council's Facebook page as part of the planned communications strategy.

Barrage Open Day

Planning and preparation commenced for the 2017 Barrage Open Day event. The event aims to promote, the Fitzroy River (our Region's largest water source), the role of the Barrage and Fitzroy River Water in providing the community with quality and reliable water sources, and raising awareness in the community to make changes to our day-to-day lives to protect this essential resource.

INFRASTRUCTURE PLANNINGSewer Network Investigations*PFTI Review*

A review of Priority Future Trunk Infrastructure (PFTI) projects has been carried out to highlight any projects that may be triggered within the next three years. Three sewer pump stations in Gracemere namely Capricorn Street, Fisher Street and Rahima Court have been identified. Further documentation is to be provided to support the proposed infrastructure upgrades.

Inflow / Infiltration

A detailed review into the validity of each sewer overflow point has commenced. The analysis has initially focused on those areas where detailed house inspections have been conducted. For the associated sewer overflow points the initial analysis suggests more sources of inflow must exist in addition to those identified through the inspection program.

It has long been suspected that some sewer points effectively operate in reverse with the stormwater connections actually contributing to the problem rather than alleviating it. Preliminary analysis has confirmed at least some stormwater pipes would be already surcharging by the time a particular sewer over flow point began to surcharge.

Parkhurst Sewerage Pump Station Implementation Strategy

The review of the sewer strategy for the Edenbrook Estate has been expanded to identify the development triggers for the PFTI projects for the whole of the Parkhurst Sewerage Pump Station Implementation Strategy.

The raw analysis data is being compiled to highlight where the associated infrastructure becomes compromised and how the respective triggers have been established for each of the PFTI projects

Water Network Investigations*PFTI Review*

A review of Priority Future Trunk Infrastructure (PFTI) projects has been carried out to highlight any projects that may be triggered within the next three years.

Although it is not specifically identified as a PFTI project, the upgrade of the Old Capricorn Highway water pump station is required in order to improve the capacity to supply the Lucas Street reservoir.

This project is highlighted to meet existing periods of high demand and to delay the inevitable duplication of the Lucas Street reservoir and bulk supply main required to meet future development forecasts.

FINANCIAL MATTERS

Operational

Revenue is currently 84.1% of the 2016/2017 September revised budget due to the advance impact of half yearly rating cycle. Some revenue streams are below target and some above target.

Gross water consumption revenue is 52.0% of September revised budget. This represents a full half year of water consumption billed and half of the third quarter billed. Billed gross water consumption continues to be down compared to the same period in 2015/2016. Kilolitres consumed is down by 11.7%, however water consumption has increased during February in all three zones. Gross water and sewerage access charges are on target. Bulk water sales are on target. Private Works is below target at 47.3% with water jobs not meeting expected year to date percentages. Fees and charges are below target attributed to trade waste fees, lower new water connection charges and lower bulk liquid waste charges. Trade waste fees are anticipated to meet target; however bulk liquid waste charges appear to have been impacted by construction downturn and particularly due to some major projects ceasing such as the Yeppen bypass and Yarrabee Coal Company. Interest revenue is well above target; however this should even out once the capital program accelerates. Other income is well below target due to a credit note being raised in this financial year and the income in a prior financial year.

Expenditure year to date is 68.1% of the 2016/2017 September revised budget. Most expenditure streams are on target. Materials and plant and competitive neutrality adjustments are above target. Competitive neutrality adjustments are over target due to the timing of income tax equivalents payments. Treatment and Supply is currently experiencing budget stress in within the materials and plant, chemicals and administrative expense streams. All units are on target, with FRW Management slightly above due to competitive neutrality adjustments.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 48.8% in comparison to the September revised budget. Expenditure during February has increased compared to January by \$535k. This is attributed a mixture reasons such as payments for contracted works and internal projects ramping up following the holiday season.

Water YTD 43.2% and Sewer YTD 55.5%.

Networks YTD 69.0% and Treatment YTD 28.7%.

The areas of prominent activity are the pipeline from WRSTP to SRSTP, North Rockhampton SPS No 1 & 2 pump upgrades, Mt Morgan sewer Stage 3, Physical security upgrades, Sewer main refurbishment and Water Main Replacement programs. Several projects have had tenders awarded in February and the Yaamba Rd trunk water main materials procurement has commenced.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of February 2017. 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	196	59	61	70	35
Total Value	\$139,305.10	\$67,668.29	\$19,262.75	\$17,463.48	\$34,910.58

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

90+ days	Comments
\$4,836.74	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated.
\$6,706.87	Liquidators/Administrators appointed – recovery unlikely.
\$480.25	Long Term Payment Plans - Mount Morgan Sewerage Connections - Recovery will occur.
\$15,814.60	Other Payment Plans – Private Works/Standpipe/Trade Waste.
\$7,072.12	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency works – Overdue letter issued.
60-90 Days	Comments
\$4,396.38	Standpipes (includes \$3,504.07 from 2 debtors that have 90+ days)
\$13,067.10	Other - Trade Waste
30-60 Days	Comments
\$19,262.75	Other – Trade waste, Raw water

A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES							
As At End Of February 2017							
Report Run: 06-Mar-2017 09:50:23 Excludes Nat Accts: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 66.7% 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	472,706	6,019,543	6,492,249	70%	✘
Transfer / Overhead Allocation	322,312	322,312	0	224,903	224,903	70%	✘
Total Unit: Treatment & Supply	9,725,949	9,539,073	472,706	6,242,985	6,715,691	70%	✘
<i>Network Services</i>							
Revenues	(495,000)	(392,200)	0	(185,902)	(185,902)	47%	✘
Expenses	3,387,171	2,878,582	1,147,526	1,733,178	2,880,705	100%	✘
Transfer / Overhead Allocation	588,782	588,782	0	404,203	404,203	69%	✘
Total Unit: Network Services	3,480,954	3,075,164	1,147,526	1,951,479	3,099,006	101%	✘
<i>FRW Management</i>							
Revenues	(61,302,114)	(61,262,212)	0	(51,653,311)	(51,653,311)	84%	✓
Expenses	16,370,854	16,634,912	81,875	11,090,440	11,172,315	67%	✘
Transfer / Overhead Allocation	25,876,326	25,840,665	0	18,363,466	18,363,466	71%	✘
Total Unit: FRW Management	(19,054,934)	(18,786,635)	81,875	(22,199,406)	(22,117,530)	118%	✓
<i>Business & Project Services</i>							
Revenues	0	0	0	(1,364)	(1,364)	0%	✓
Expenses	612,016	651,747	6,893	413,785	420,679	65%	✓
Transfer / Overhead Allocation	50,895	50,895	0	34,142	34,142	67%	✘
Total Unit: Business & Project Services	662,911	702,642	6,893	446,564	453,457	65%	✓
Total Section: FITZROY RIVER WATER	(5,185,121)	(5,469,756)	1,709,001	(13,558,377)	(11,849,376)	217%	✓

8.4 REVISION OF UNDETECTED LEAK REBATE POLICY RESIDENTIAL

File No: 11979
Attachments: 1. Undetected Leak Rebate Policy Residential
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

The Undetected Leak Rebate Policy for residential properties has been amended to take into account circumstances of higher than usual water consumption due to reasons other than a water leak.

OFFICER'S RECOMMENDATION

THAT the Undetected Leak Rebate Policy – Residential as presented, be adopted.

COMMENTARY

A report went to Council on 24 January 2017 regarding a circumstance where a ratepayer received a large water bill for an unoccupied property. The large bill came about when the property was broken into and the person/s that broke in left a tap running which went unnoticed. As this circumstance is not covered under the Undetected Leak Rebate Policy, the Council resolved to place the account on hold until the Policy is reviewed to incorporate other types of undetected water consumption.

The Policy has now been revised to cover circumstances of undetected high water consumption due to reasons other than a water leak. Other minor amendments have also been made to provide some additional clarification to the Policy, which is attached for consideration.

BACKGROUND

Rockhampton Regional Council introduced the Undetected Leak Rebate Policy in November 2005 in order to assist ratepayers who have a higher than average water bill due to an undetected leak on their property. Council has now requested that the Policy be widened to incorporate other circumstances of extraordinary high water consumption.

PREVIOUS DECISIONS

On 24 January 2017 the Council considered a case where a ratepayer incurred a large water bill for an unoccupied property, which was not as a result of an undetected leak. Council resolved as follows:

“That no Collection Action be taken against the Water Account until a review of the Undetected Leak Rebate Policy is reviewed and widened to incorporate other types of undetected water usages.”

Moved by: Councillor Swadling

Seconded by: Councillor Wickerson

MOTION CARRIED

BUDGET IMPLICATIONS

Typically each year FRW provides undetected leak rebates to residential customers that total approximately \$100,000.

RISK ASSESSMENT

The proposed amendments to the Policy serve to reduce some risk associated with customer circumstances that may not fall within the specifics of the original Policy but that are within the original intent of what the Policy was developed to cover.

CONCLUSION

The Undetected Leak Rebate Policy has been widened to incorporate circumstances other than undetected leaks which have resulted in extraordinary water consumption. The revised Policy is now attached for Council's consideration and adoption.

REVISION OF UNDETECTED LEAK REBATE POLICY RESIDENTIAL

Undetected Leak Rebate Policy Residential

Meeting Date: 14 March 2017

Attachment No: 1



UNDETECTED LEAK REBATE POLICY – RESIDENTIAL (COMMUNITY POLICY)

1 Scope:

This policy applies to residential properties in the Rockhampton Regional Council Region that are connected to Fitzroy River Water's water reticulation network and have registered a water meter reading higher than usual water consumption due to an undetected leak or other exceptional water loss within the property.

2 Purpose:

To provide clear and concise guidelines on seeking consideration of a rebate in respect of a water account received, due to an undetected leak or other exceptional water loss on a residential property.

3 Related Documents:

Primary

Nil

Secondary

Undetected Leak Rebate Application Form
Residential Water Meters Fact Sheet

4 Definitions:

To assist in interpretation, the following definitions apply:

Billing period	In accordance with Council's adopted budget.
Council	Rockhampton Regional Council
Customer	An individual, business, organisation or a member of the public.
FRW	Fitzroy River Water is a commercialised business unit of Rockhampton Regional Council.
Residential	Land used as the owner's principal place of residence, or vacant land where the intended use is for residential purposes.
Undetected Leak	Where a leak has occurred in the property's plumbing (for example: the water service line from the water meter to property).

5 Policy Statement:

FRW receives regular requests for water accounts to be waived or rebated due to undetected water leaks on the customer's side of the water meter. These requests result from unexpected increases in the water rate consumption amount payable by the customer.

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5.1 Applying for a Rebate

To apply for a rebate, complete an Undetected Leak Rebate Application Form and submit to Council along with all other required documentation (as per section 5.2).

5.2 Criteria

The following criteria will be assessed prior to approving a rebate application:

- The application must be for a residential property;
- All requests must be in writing;
- The customer must provide a statement signed by a licensed plumber who repaired the leak certifying that an undetected leak had occurred and was undetectable by the customer;
- The leak must have been associated with either underground or internal plumbing that is not normally visible to the customer. Such a leak does not include leaking taps, or plumbing fixtures or fittings that have not been maintained adequately;
- An exceptional water loss by a customer due to unauthorised use or activity (for example break and enter, water theft), during a period where the property is unattended for a period of greater than two weeks may be considered for a rebate subject to the provision of satisfactory evidence and demonstrated financial hardship. Evidence must include a Police report, demonstrated absence from the property for greater than two weeks, the inability to claim insurance cover, and genuine circumstances of financial hardship.
- A request for a rebate must be received by Council within a reasonable timeframe from the date that the leak was discovered or within 30 days of receipt of the water consumption account;
- Requests must include a receipted invoice from a licensed plumber, as confirmation that a suitable repair has been carried out. All leaks must be repaired by a licensed plumber at the property owner's cost; and
- The leak must be repaired within a reasonable timeframe from the date that the leak was discovered.

5.3 Conditions

- Rebates sought under the provisions of this policy will only be considered from the billing period commenced on or after 1 January 2015.
- Rebates for water consumption charges are granted on a 'one off' basis per residential property and are not eligible, if previously approved.
- If the customer is not eligible for a rebate due to previously receiving an undetected leak rebate payment, however the criteria in section 5.2 are satisfied, the Manager FRW may approve payment of the rebate if the customer can demonstrate genuine circumstances of financial hardship.
- Rebates can be applied over two billing periods where there is evidence that the leak may affect the consumption charges over more than one reading cycle.
- Where a rebate is granted, the following will apply:
 - Customers will be charged based on their average consumption for the period that the leak occurred;
 - The average consumption is calculated by averaging the previous three billing periods or previous three equivalent seasonal billing periods

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depending upon the usage pattern that is evident. The most consistent record is used to calculate the average use; and

- Rebates are applied to the billing period in which the leak occurred up to a maximum of two billing periods.

The Manager FRW is responsible for ensuring compliance with this policy and will determine all rebates.

6 Review Timelines:

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

- 6.1. The related information is amended or replaced; or
- 6.2. Other circumstances as determined from time to time by Council.

7 Responsibilities:

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

EVAN PARDON
CHIEF EXECUTIVE OFFICER

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8.5 PIGGY BACK EXPANSION OF THE LAKES CREEK ROAD LANDFILL PROJECT UPDATE AND CONCEPT

File No: 12276
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Craig Dunglison - Manager RRWR

SUMMARY

The majority of Rockhampton Regional Council's (RRC) waste is disposed of at the Lakes Creek Road (LCR) Landfill. As the LCR Landfill is approaching the approved regulatory capacity, Council investigated various alternative options in the region for the disposal of waste. However with the development of new liner materials, the vertical expansion of LCR landfill became a viable option and in 2015 Council resolved to proceed with the development of new landfill cells to allow for the vertical expansion of the existing LCR Landfill, hereafter referred to as LCR Piggy Back Project. One of the objectives of the project is to provide a facility that would be able to accept waste for at least the next 20 years.

Council engaged Golder Associates Pty Ltd to develop:

- *an overall landfill concept plan;*
- *detail design for the first cell, Cell A;*
- *construction tender documents.*

Golder has delivered the first draft of the concept and detail design documents and the purpose of this report is to provide Councillors with an overview of the concept

OFFICER'S RECOMMENDATION

THAT the report be received for Council's information.

COMMENTARY

The consultant was commissioned to design the proposed landfill to a height of 36m, as approved by DEHP, however a further requirement was that all infrastructure must be designed to accommodate an ultimate landfill height of 45m in order to allow Council the option of increasing the height of the landfill in future.

Footprint

The footprint was maximised considering several constrains, i.e. limited to areas where existing waste has been placed in the past (with the exception of Pond A in the south western corner of the site), proximity to Frenchman's Creek and allowance for stormwater structures. The northern boundary of the proposed landfill was not extended to the edge of existing waste due to the proximity of residential properties fronting Lakes Creek Road. The proposed footprint and landform and cross sections are shown in Figures 1, 2 and 3.

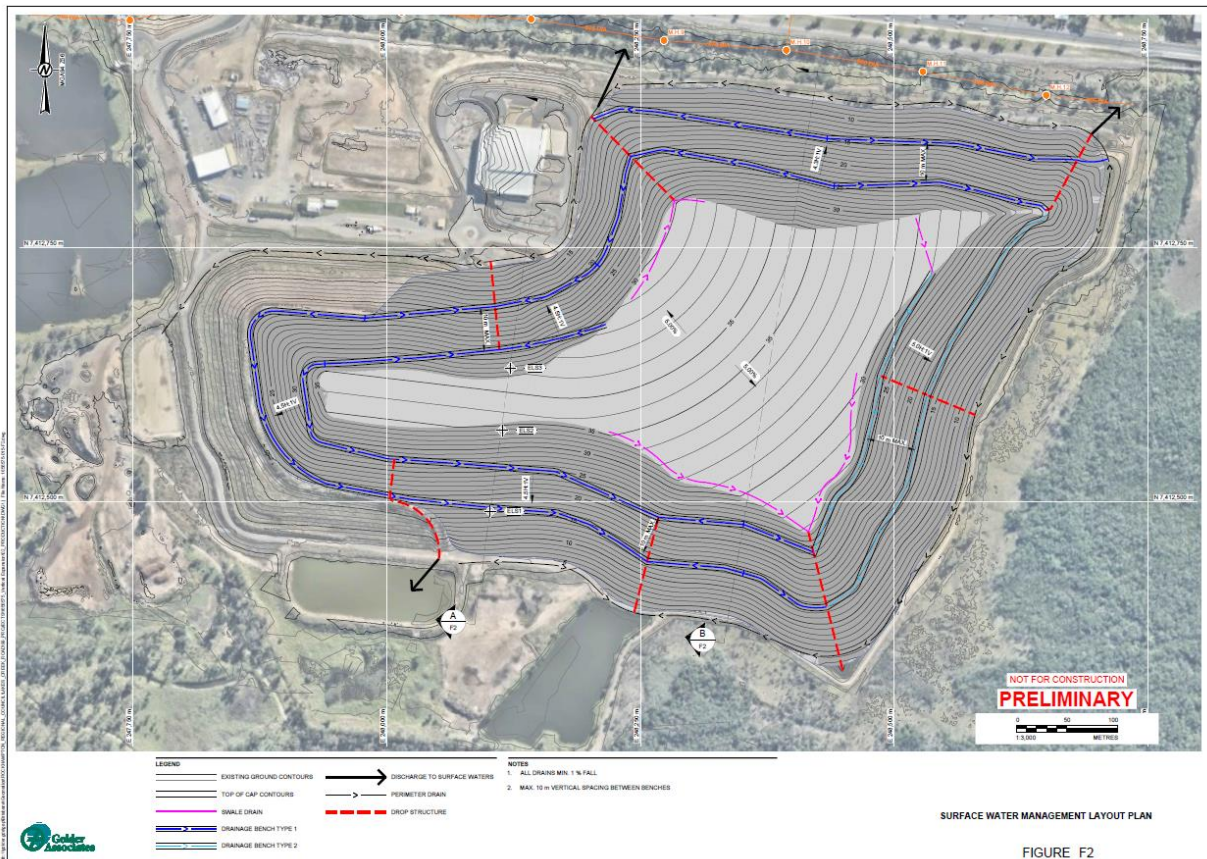
Figure 1 Footprint



Figure

2

Landform



Landform

The ultimate form of the proposed landfill is determined by the underlying soil conditions. The external slope of a landfill is normally 1 in 4 (1m vertical for every 4m horizontal) however due to the underlying soft soils 5m wide benches will be installed every 10m vertical interval (1 in 4.5 slope effectively) except for the eastern boundary where 10m wide benches will be installed every 10m (1 in 5 slope effectively). Although the introduction of these benches reduced the available airspace, the overall airspace is still more than the airspace anticipated in the original scoping documents due to an increase in the footprint area.

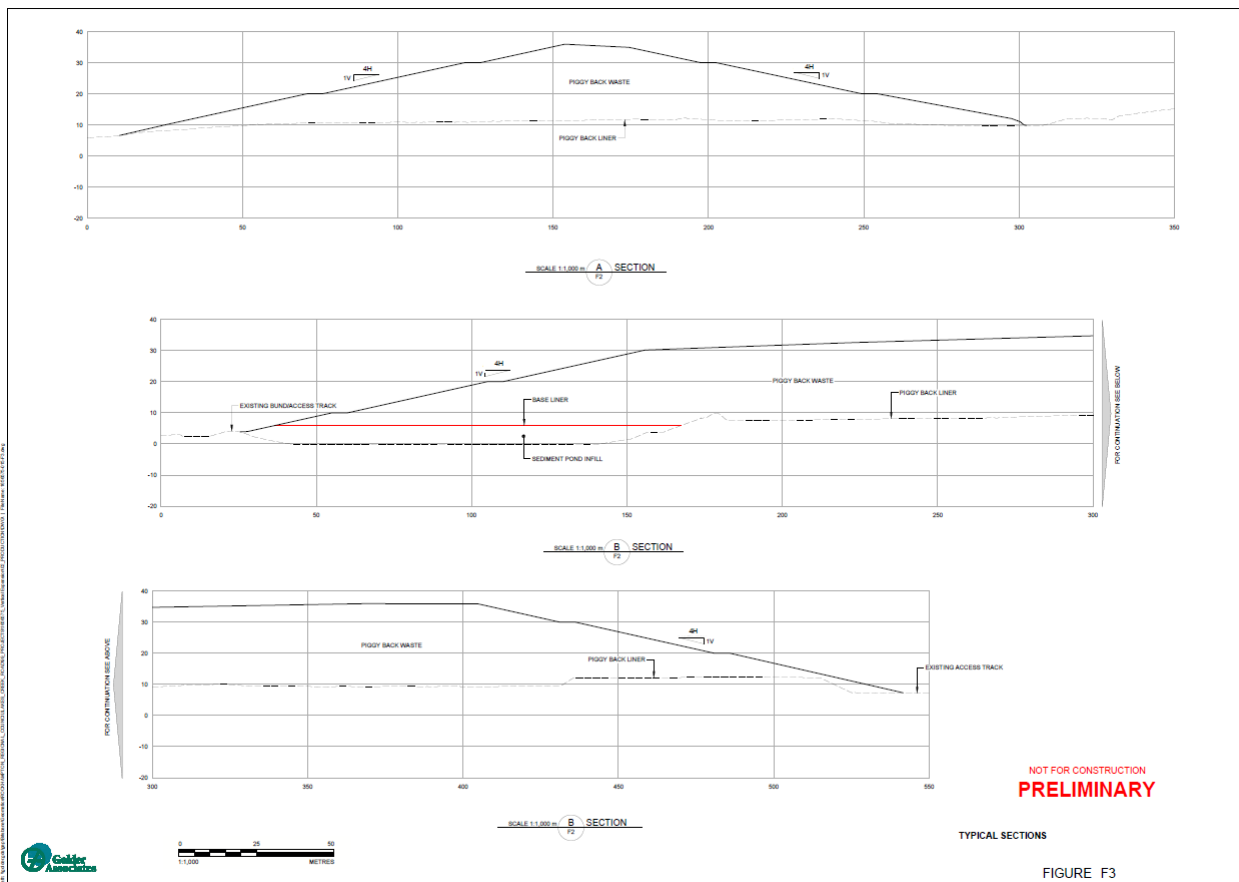
Visual Impact

Visual impact of the landform was also a key constraint, and the staging has been approached by commencing filling in the north followed by capping and vegetation of the northern batter in order to screen subsequent filling in the south from the view of the northern neighbours.

The expense associated with adjusting the landform to create a curved, flowing landform is not justifiable therefore minimising the visual impact will be mainly managed through some earthworks and extensive landscaping. The majority of the earthworks/landscaping will be done on the northern boundary, especially the north eastern corner which is a focal point. Further landscaping will be done on site to reduce the visual impact from other vantage points, example at the entrance road and on Stage 1.

Earthworks/landscaping in some form will commence immediately to allow for vegetation to establish and to gain height.

Figure 3 Cross sections



Landfill Gas

The concept design includes a landfill gas venting system to provide for drainage of gas present immediately beneath the Piggy Back liner.

Council is in the process of developing a separate tender document to appoint a landfill gas operator to not only extract and manage gas from Cell A, but also extract and manage gas from Stage 1 and future Piggy Back cells. The provision of this service will be at no cost to Council and might include royalties associated with electricity generation in the future if the quality and quantity of the landfill gas permits.

Capping

The primary purpose of the final capping system is to provide a continuous barrier to limit rainwater infiltration into the landfill, thus reducing the potential for leachate generation. The infiltration barrier also serves to limit movement of atmospheric oxygen into the landfill thus reducing fire potential and increasing landfill gas collection efficiency. The provision of Phyto capping was considered but deemed not appropriate for the Piggy Back scenario where leachate is a high risk due to differential settlement. Phyto capping is also not conducive for optimising gas extraction and maximising airspace.

General

In the scoping documents it was estimated that the Piggy Back project will add 2,070,000m³ of airspace to Lakes Creek Road landfill. Through optimisation of the footprint the estimated additional airspace created through vertical expansion is 3,400,000m³. Preliminary results from the field investigation show that the soft soil strength gain might be more than what was modelled and that the bench widths might be reduced and the areas identified for surcharging decrease. The outcome of the investigation will impact on the information provided in the report.

Council is in the process of reviewing the concept design report and detail design drawings with the intention to invite tenders for the construction of Cell A towards the end of March 2017.

BACKGROUND

Due to improvements in landfill liner material Council obtained approval from DEHP for the vertical expansion of the existing landfill at Lakes Creek Road.

PREVIOUS DECISIONS

Rockhampton Regional Council at its Ordinary Meeting of 15 June 2015 confirmed the minutes of the Business Enterprise Committee and the following resolution:

1. THAT the Piggy Back Expansion of the Lakes Creek Road Landfill be adopted as the preferred medium term waste disposal option; and
2. THAT discussions be conducted with Gladstone Regional Council with a view to a collaborative approach to the long term waste issues and activities of both Council areas.

BUDGET IMPLICATIONS

Funding has been allowed for in 2016/17 and 2017/18 financial year capital works budgets to design and construct Cell A.

CORPORATE/OPERATIONAL PLAN

In the Queensland State Plan mention is made of "Sustainable waste and resource management services".

Council's Corporate Plan states:

Our Goal

A modern thinking, community outcome focused organisation that effectively balances the community's aspirations with the resources available now and into the future.

Community Expectation – A Customer Focused Organisation

Corporate Outcomes

- 4.1 Customer focused services
- 4.2 Practical and values based compliance frameworks
- 4.3 Sustainable waste and resource management services

CONCLUSION

The expansion of the Lakes Creak Road Landfill is the best option for Council to provide landfill airspace to the community for their waste disposal. This design will provide Council and the community it serves well over 20 years of airspace. Also Council officers will continue to liaise with Gladstone Regional Council on the potential for a joint facility for both Councils as a further long term solution.

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