



AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

21 AUGUST 2018

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 21 August 2018 commencing at 3.00pm for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be the initials "CR" followed by a long horizontal stroke.

CHIEF EXECUTIVE OFFICER
15 August 2018

Next Meeting Date: 18.09.18

Please note:

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

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1 OPENING

2 PRESENT

Members Present:

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

In Attendance:

Mr R Cheesman – Deputy Chief Executive Officer
Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 17 July 2018

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 - JULY 2018

File No: 7927
Attachments: 1. [Monthly Report](#)
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Tracey Baxter - Manager Airport

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport for July 2018 is presented for Councillors information.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Airport Operations and Annual Performance Plan Report for July 2018 be 'received'.

COMMENTARY

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

CONCLUSION

It is recommended that the monthly operations and annual performance plan report for the Rockhampton Airport for period ending July 2018 be received.

ROCKHAMPTON AIRPORT MONTHLY OPERATIONS REPORT - JULY 2018

Monthly Report

Meeting Date: 21 August 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

AIRPORT

PERIOD ENDED JULY 2018



1. Operational Summary

QFES Audit

The Queensland Fire and Emergency Service conducted a Fire Safety Audit. The audit did not identify any non-compliances.

Lost Time Injury Free

The Airport is celebrating being Lost Time Injury (LTI) free for 924 days with the last recorded LTI being 20/01/2016.

Car Park Signage

There are new weatherproof, UV proof signs installed throughout the Airport car parks. The old signs had to be replaced frequently due to fading or damage from the weather. The new signage will not fade, saving money on replacements and will be easier for car park users to read.



Landing Fee Reimbursement

Rockhampton Regional Council's commitment to delivering the services Rockhampton residents need and deserve was highlighted when Capricorn Helicopter Rescue Service (CHRS) and Royal Flying Doctors Service (RFDS) were reimbursed 100% of the landing fees for the period 1 March 2017 to 28 February 2018. CHRS received \$19,396.55 and RFDS received \$106,132.99.



2. Customer Service Requests

Response times for completing customer requests in this reporting period for July are within the set timeframes.




All Monthly Requests (Priority 3)
Airport 'Traffic Light' report
July 2018

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	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	● 1.00	● 2.50	● 5.28	3.71
Airport Services General Enquiries	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00	0.00



3. Capital Projects


Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended July – 8.3% of year elapsed.




In terms of scope, schedule and budget, the project is;






on track generally on track, with minor issues off track

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
959135 – GA Apron Lighting	17/02/12	December 2018		\$159,000	\$0
Comments	<p><u>Commentary</u></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> <p><u>Status</u></p> <p>Remainder of project postponed to allow reconfiguration of cross runway.</p> <p>Operations to review of aircraft parking requirements prior to conducting design review to consider LED Lighting and installation.</p>				
959133 – RPT Apron Lighting	29/08/13	June 2018		\$572,000	\$0

<p>Comments</p>	<p><u>Commentary</u></p> <p>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> <p><u>Status</u></p> <p>Installation of six new switchboards at each apron light pole - four complete and two remaining.</p> <p>Operations to review aircraft parking requirements prior to conducting design review to consider LED Lighting and installation.</p>				
<p>1047109 – Replace existing storage-workshop-office-lunchroom (site BD)</p>	<p>September 2015</p>	<p>June 2018</p>		<p>\$0</p>	<p>\$0</p>
<p>Comments</p>	<p><u>Commentary</u></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 scope is to extend hanger, renew electrical connection and replace office and lunchroom.</p> <p><u>Status</u></p> <p>A Development Application has been drafted.</p> <p>Option to extend existing hanger to include all facilities is being investigated.</p> <p>Sewer connection infrastructure – completed.</p> <p>Currently undergoing Council approvals.</p> <p>Documents are currently being prepared for Public Tender to complete work.</p>				

987926 – Upgrade terminal standby power generator	September 2015	February 2018		\$0	\$1,665
Comments	<p><u>Commentary</u></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> <p><u>Status</u></p> <p>Construction works are complete, as-cons yet to be provided. New system now operational. Terminal BMS being connected for monitoring.</p> <p>Additional works to remove the in-ground fuel tank have been completed.</p>				
987704 – Improve Airside Stormwater Management	July 2017	June 2018		\$20,000	\$11,500
Comments	<p><u>Commentary</u></p> <p>The Rockhampton Airport has recently experienced several cases of subsidence within flight area of the airport. The drainage of the Airport is a key factor in the continued aeronautical operation during extreme weather. The intention of this project is to evaluate the causes of this subsidence and the effectiveness of current drainage systems. This will include implementing strategies to improve drainage and remedial work on existing drainage systems. Inspection of storm water inlets and adjoining pipe work is currently being carried out.</p> <p><u>Status</u></p> <p>Management framework for project to be finalised.</p>				
989183 – Terminal Refurbishment – Auto Doors	July 2017	June 2018		\$0	\$97,650
Comments	<p><u>Commentary</u></p> <p>Terminal automatic entry doors are approaching the end of their useful life. Project scope has been revised to initially upgrade the control system and drive mechanisms on the nine oldest doors. The replacement of door</p>				

	controls is planned to start 09/07/18.				
	<u>Status</u> Tenders closed early April and has been awarded. Construction has commenced. Project 50% complete.				
987727 – Terminal master planning and reconfiguration	Late 2015	July 2017		\$0	\$0
Comments	<u>Commentary</u> Completed and adopted by Council. The plan will now be distributed for consultation. <u>Status</u> Individual meetings offered for Target Group B (Defence, Freight, Fuel) in May 2018. Council Resolution 16.2 on 10 July 2018 - 'That Council resolve not to proceed with the Stage 2'. Further consultation to be undertaken into early 2019.				
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing		\$0	\$22,656
Comments	<u>Commentary</u> Operational need identified to replace Airside Security Gate 1 due to emergency access requirements and high usage during military exercises. <u>Status</u> Construction on the installation of the automatic vehicle gate at Airside Security Gate 1 has been completed.				
959150 – Runway Lighting System Replacement	18/12/11	31/11/17		\$0	\$142,043
Comments	<u>Commentary</u> Major Projects are managing this project; please refer to the Major Projects Monthly Report for more detail. The Airport Lighting System was commissioned on the 5th June, ongoing rectification works to be undertaken in				

the coming months.




Status


- 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 and close out of remaining defects.

4. Operational Projects

As at period ended July – 8.3 % of year elapsed.

In terms of scope, schedule and budget, the project is;

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
0983763 - Rockhampton Airport Pavement Project	Feb 2018	Mar 2019		<p><u>Commentary</u></p> <p>Council secured \$5 million funding from the Building Better Regions Fund for the Rockhampton Airport Pavement Project. The Rockhampton Airport Pavement Upgrade Project will deliver asphalt resurfacing to the main runway plus surface enrichment to the taxiways, runway shoulders, and both the military and regular public transport aprons.</p> <p><u>Status</u></p> <p>Work on the site and the overlay component of the project is well underway with approximately 35% of the overlay works</p>	\$13,987,770	\$12,623,721

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
				<p>completed in the month of July. The overlay has been to both the 15 and 33 ends up to displaced thresholds and mainly during day shifts since commencing on the 16 July. Night shifts have commenced at the end of July and will roll into August until the balance of the centre portion of the runway is complete.</p> <p>A number of latent conditions have become apparent however these have been appropriately dealt with during the course of the works. The application of JetBlack rejuvenation treatment has been carried out on runway shoulders, taxiways, parking bays and aprons in conjunction with overlay shifts. Linemarking is being applied as works progress.</p>		

5. Budget

AIRPORT FINANCIAL

This report details the financial position and other strategic matters for Rockhampton Airport.

Percentage of year elapsed 8.3%.

Operational Summary

Total revenue is in line with budget at 8.2%. Expenditure is currently only 6.2% of budget.

Capital Summary

Airport's capital expenditure for the month is 1% of total annual budget, being entirely booked against the runway pavement renewal project.



End of Month General Ledger - (Operating Only) - ADVANCED ROCKHAMPTON

As At End Of July 2018

Report Run: 07-Aug-2018 12:39:11 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 8.3% of Year Gone
ADVANCE ROCKHAMPTON						
AIRPORT						
<i><u>Airport Operations</u></i>						
Revenues	(10,385)	0	0	0	0%	✓
Expenses	2,109,185	95,262	95,262	190,524	5%	✘
Transfer / Overhead Allocation	161,755	7,055	7,055	14,111	4%	✘
Total Unit: Airport Operations	2,260,555	102,318	102,318	204,635	5%	✘
<i><u>Airport Facilities</u></i>						
Revenues	(579,500)	(20,655)	(20,655)	(41,311)	4%	✓
Expenses	4,301,336	220,753	220,753	441,507	5%	✘
Transfer / Overhead Allocation	89,816	851	851	1,703	1%	✘
Total Unit: Airport Facilities	3,811,652	200,949	200,949	401,899	5%	✘
<i><u>Airport Administration</u></i>						
Revenues	(41,594)	(9,988)	(9,988)	(19,976)	24%	✓
Expenses	4,262,342	316,414	316,414	632,828	7%	✘
Transfer / Overhead Allocation	4,428,987	371,545	371,545	743,089	8%	✘
Total Unit: Airport Administration	8,649,735	677,970	677,970	1,355,941	8%	✘
<i><u>Airport Commercial</u></i>						
Revenues	(15,377,893)	(1,289,249)	(1,289,249)	(2,578,498)	8%	✓
Expenses	653,829	(23,019)	(23,019)	(46,037)	-4%	✓
Transfer / Overhead Allocation	2,122	0	0	0	0%	✓
Total Unit: Airport Commercial	(14,721,942)	(1,312,268)	(1,312,268)	(2,624,535)	9%	✓
Total Section: AIRPORT	0	(331,030)	(331,030)	(662,061)	-165441670450588000%	✓

6. Section Statistics


AIRPORT COMMERCIAL

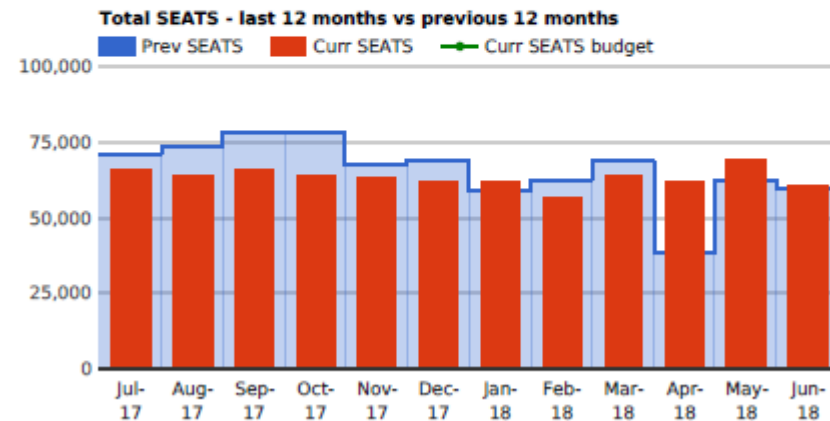
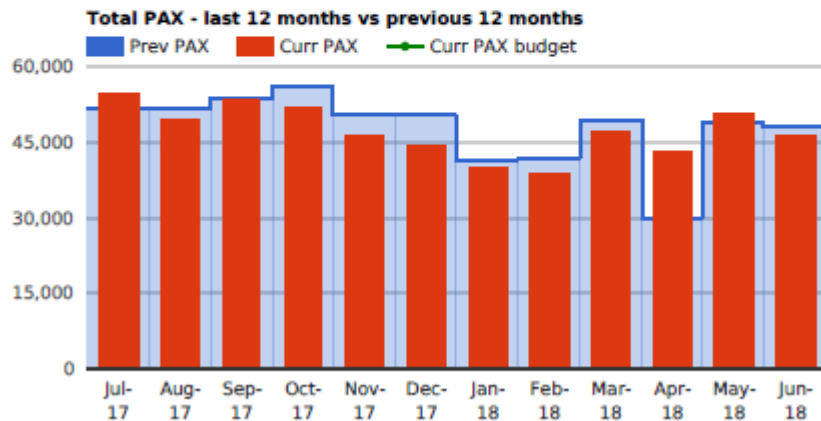
Patient Travel Subsidy Scheme Car Park Waiver

During July 2018, 203 vehicles had \$8,442 in car park fees waived. The total period of time these vehicles were in the Airport car parks was an average of 1.82 days stay per passenger.

17/18 Financial Year Passenger Numbers

Overall passenger numbers for the Airport were down 1% for the 2017/2018 financial year compared to 2016/2017 financial year.


 **Flight Dashboard**
12 months results ending June 2018



July Passenger Numbers

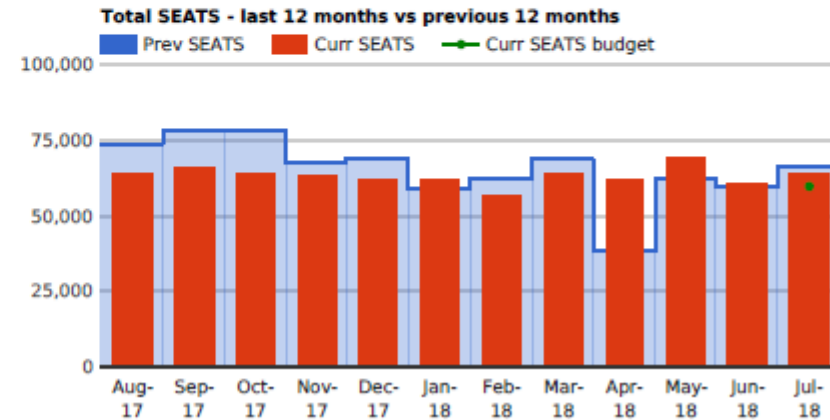
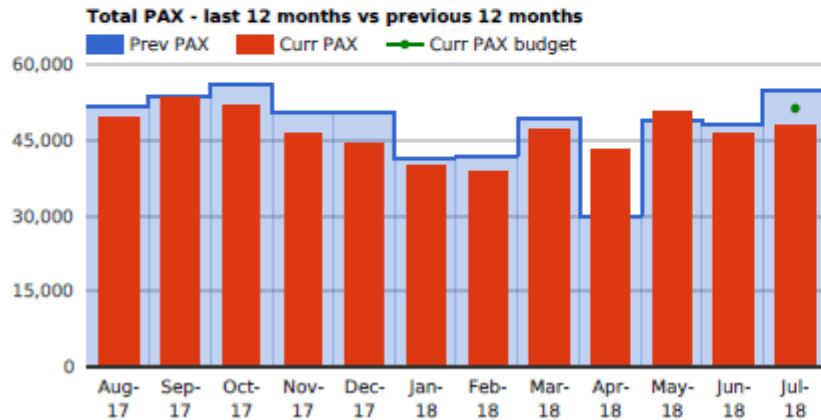
Domestic passenger numbers for July 2018 were 44,509 compared to 52,834 in July 2017. The decrease in passenger numbers in comparison to 2017 is the result of:

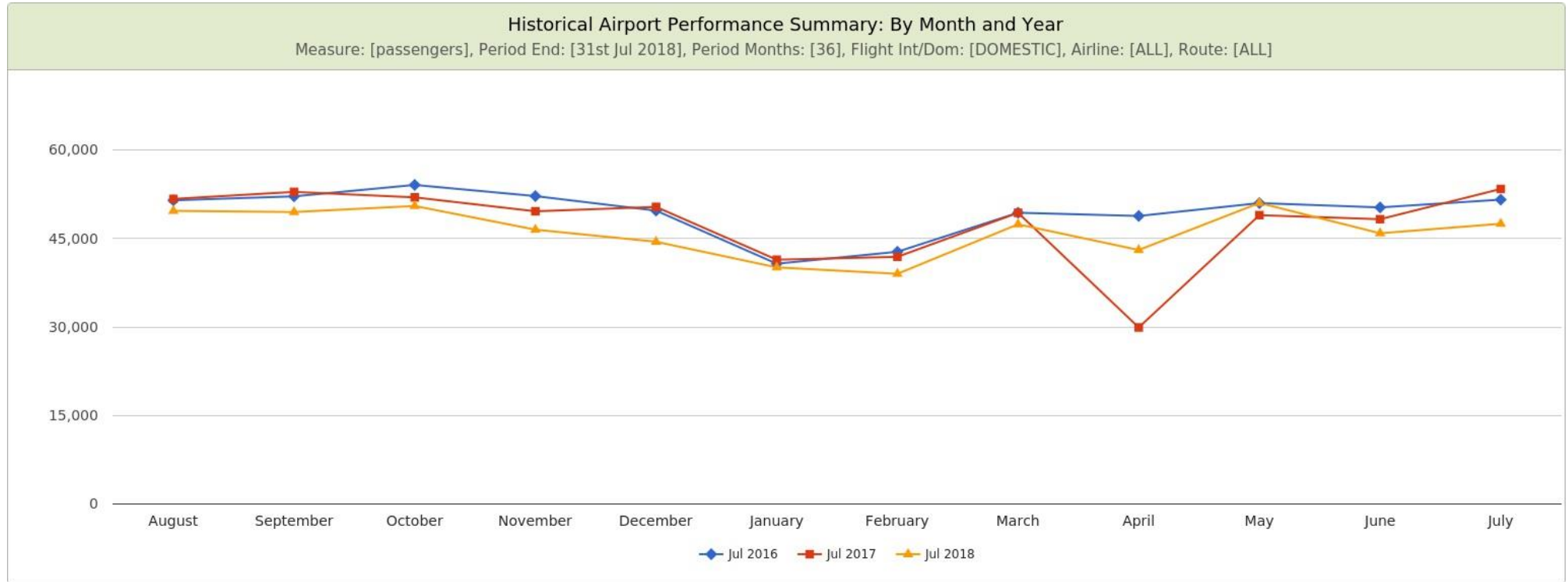
- The continued suspension of JetGo Australia services
- There was an influx of passengers travelling on RPT flights in July 2017 due to Exercise Talisman Sabre



Flight Dashboard

Monthly results ending July 2018





Patient Travel Subsidy Scheme Car Park Waiver

During July 2018, 203 vehicles had \$8,442 in car park fees waived. The total period of time these vehicles were in the Airport car parks was an average of 1.82 days stay per passenger.

AIRPORT FACILITIES

Hertz Office – Site BH

Quotes have been sourced for a replacement demountable office. The quotes are currently being reviewed to ensure compliance with the relevant Australian Standards. M&P Services have been engaged to replace the damaged Hertz Office.

AIRPORT OPERATIONS

Military Exercises

Planning continues for Military Exercise Wallaby 2018, which will commence in early September with the Rockhampton Airport playing a large part in the facilitation of air services to support military air traffic movements.

AIRPORT COMMERCIAL

Reviewing all commercial contracts within the airport to ensure they are up to date, in doing this we are also touching base with the stakeholders to ensure everything is running smooth. Some of the commercial contracts have expired and we are in negotiations with those parties to renew.

Lime Intelligence have been contracted to input the commercial data into their system for the airport as well. They have been doing this for our flight data but not the commercial side up until now.

We have started negotiations with the airline clients in renewing their Aeronautical Agreements for the next five years, in doing this we have also drafted a formal Aeronautical agreement up that covers both the Rockhampton Airport and the Airline Clients over the next agreed term. In the past this agreement was just a letter outlining the fee structure.

The East West link has also been a topic of discussion with all the airlines, from those discussions there seems to be a stand out Airline Client that is interested in looking at this route. The major Airline Clients are not interested at his point in time and they have not got the aircraft to support the route. We are progressing with discussions and are now preparing the next stage of the business case to present to the stakeholders.

8.2 FRW MONTHLY OPERATIONS REPORT - JULY 2018

File No: 1466
Attachments: 1. FRW Monthly Operations Report - July 2018 [↓](#)
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 30 June 2018.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for July 2018 be received.

FRW MONTHLY OPERATIONS REPORT - JULY 2018

FRW Monthly Operations Report - July 2018

Meeting Date: 21 August 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

FITZROY RIVER WATER

PERIOD ENDED JULY 2018



1. Operational Summary

Lost Time Injury Sustained After 416 Days

An FRW team member recently sustained a Lost Time Injury while completing some construction activities associated with repair of a sewerage jump-up. The injury resulted in the team member being away from work for a bit more than 1 week, bringing to an end an extended period of LTI work by FRW. Whilst this incident is disappointing given the good recent performance over the last year, it highlights the need for greater vigilance and focus on avoiding injuries at the workplace by ensuring that all work hazards are controlled accordingly. FRW has now set itself a target of exceeding the 416 days record set in July.

Barrage Gate Height Raising Project Progresses

FRW has now completed two important parts of the project work associated with the possible raising of the height of the gates on the Barrage to achieve an increase in the storage capacity of the Barrage impoundment. A feasibility report into this project opportunity together with a Failure Impact Assessment (FIA) were completed in recent months by external consultants. Each of these two items of work have demonstrated that raising the height of the Barrage gates by up to a maximum of 0.5 metres is possible with the resultant increase in water storage volume of approximately 10,000 ML. This outcome is slight better than previously expected at the start of the project, and with this work now complete, FRW is working with the Queensland Government to ensure any relevant approvals are obtained prior to finalising design and commencing construction works in the coming months.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for July are below. FRW uses Pathway escalations to monitor service performance compliance to the Customer Service Standards.

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	On Hold	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 incomplete)
			Received	Completed									
Water/Sewer Location or New Main Enquiries Only	0	0	0	0	0	0	0	0.00	2	0.00	0.50	0.33	0.33
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.00	1	0.00	0.00	0.00	0.00
Network Construction - Planned Works (Scheduled Re	0	0	0	0	0	0	0	0.00	1	0.00	0.00	0.00	0.00
Residential Rebates on Products FRW USE ONLY	0	0	26	24	2	0	0	0.00	7	1.24	3.88	4.79	3.01
FRW Undetected Leak Rebate FRW USE ONLY	3	1	8	7	3	0	0	48.51	10	4.43	17.80	15.54	9.91
FRW Standpipe Enquiry / Read	0	0	0	0	0	0	0	0.00	2	0.00	5.25	7.89	0.50
FRW Water Exemption Request	0	0	0	0	0	0	0	0.00	5	9.00	4.25	3.60	2.25
Development - Applications	0	0	0	0	0	0	0	0.00	10	0.00	0.00	0.00	0.00
Network Systems (Network Analysis Water or Sewer)	0	0	2	1	1	0	0	0.00	7	1.00	6.83	5.75	4.14
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	0.00	9.00	3.60	1.75
Development - Strategic Water	0	0	1	0	1	0	0	-0.25	10	0.00	14.00	6.40	4.00
Environment and Water Conservation Enquiry	1	0	0	0	1	0	0	1.09	5	0.00	18.00	14.40	17.80
Finance - Irrigators/Water Allocations	0	0	5	3	1	0	0	142.35	7	2.33	4.27	4.33	2.42
Network Services - No Water (Asset)	0	0	10	10	0	0	0	1.36	1	0.50	0.23	0.15	0.07
Network Services - Reactive Sewerage Block (Asset)	6	6	60	55	4	0	0	-2.72	1	0.21	3.95	4.66	4.32
Network Services - Sewer/Water Leak Reimbursement	0	0	7	5	2	0	0	2.31	7	4.83	4.57	4.35	2.50
Network Services - Sewer Inflow Inspection/Enquiry	1	1	2	1	1	1	0	0.00	7	0.00	5.72	4.14	1.65
Network Services - Water Leaks (Asset)	1	1	62	56	4	0	0	0.01	1	0.54	0.81	1.04	0.52
Network Services- Poor Water Pressure (Asset)	0	0	3	3	0	0	0	4.10	1	0.00	0.63	1.49	0.18
Process - Tradewaste	1	1	4	1	3	0	0	0.00	7	10.50	7.09	4.87	2.62
Network Services - Lids/Cover (Asset)	2	0	4	3	3	1	0	2.72	1	0.86	1.53	1.28	4.36
Network Services - Meter Maintenance (Asset)	173	119	53	24	83	27	0	2.41	3	8.62	29.01	25.64	28.54
Network Services Private Works/Standard Connection	0	0	4	4	0	0	0	0.00	5	0.75	4.62	4.37	3.19
Network Services - Reinstatements (Asset)	2	0	10	6	6	4	0	9.20	1	2.78	3.93	3.92	5.83
Network Services Special Read Enquiry (Pty Groh)	0	0	0	0	0	0	0	0.00	10	0.00	1.00	1.00	1.00
Network Services - Water Meter Reading Enquiry	2	2	6	5	0	0	0	61.99	5	0.80	3.64	312.36	2.54
Process - Odour (Sewer Only) (Asset)	0	0	1	1	0	0	0	-0.28	1	1.33	1.63	2.43	0.86
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	0.00	2.00	0.00
Process - Drinking Water Quality (Asset)	0	0	3	3	0	0	0	32.46	1	1.00	0.84	0.76	0.29
Water Meter Read Search FRW USE ONLY	13	13	74	60	14	0	0	0.00	14	4.82	4.85	5.07	4.82

3. Capital Projects

Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended 31 July 2018 – 8.33 % of year elapsed

The following abbreviations have been used within the table below:

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

In terms of scope, schedule and budget, the project is:







On track














Generally on track, with minor issues








Off track

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
NETWORK OPERATIONS CAPITAL WORKS PROGRAM					
Rockhampton /Gracemere Water					
Yaamba Road Trunk Water Main Relocation Project 600mm water main replacement	February 2017	October 2018		\$7,655,007	\$6,055,367
Comments: 600mm DICL main replacement project. Water main construction as part of Department of Transport and Main Roads RNAU Project. Stage 2 water main construction in progress with major scope/alignment changes to within the Norman Road corridor between Yeppoon Road and Olive Streets. Construction of Stage 2.2 complete, with construction of Stage 2.3 now in progress. Construction of 200mm reticulation mains on western side of highway now in progress.					
Main Street (Haynes – Bertram) 150mm water main construction	July 2017	July 2018		\$225,060	\$223,191
Comments: 150mm CI main replacement project. Approval received for underbore within the QR reserve, works scheduled with contractor, QR and Vision stream for 4/7/18. Construction complete.					
William Street (Athelstane – Canning) 300mm water main construction	June 2018	August 2018		\$246,907.77	\$212,251
Comments: 200mm CI main replacement project. Construction complete.					
Western Street (Hunter – Rundle) 200mm water main replacement	June 2018	September 2018		\$443,178	\$273,990
Comments: 200/250mm AC main replacement project.					

Rockhampton/Gracemere Sewer					
West Rockhampton Sewage Catchment Diversion Project Jardine Park 300mm SRM construction	April 2017	October 2018		\$3,500,000	\$4,152,385
Comments: Significant design changes from original design, resulting in increased construction depths in excess of 5m along with increased underboring. Increased depth and ground conditions has presented the need for shoring of all trenches in excess of 2m depth. Cardno have been engaged to complete all works associated with the QR crossing approval. Construction of all sections except for the QR crossing is now complete, Wayleave Agreement signed 9/8/18. For construction plans for this crossing have now been received and procurement of contractors can begin.					
Sewer rehabilitation program (including Building over Sewer)	July 2017	June 2018		\$408,000	\$23,651
Comments: Rehabilitation and renewals - annual program of works consisting of emergent replacements.					
Mount Morgan Sewer					
Railway Parade New 225mm Gravity Sewer Construction (Stages 2 & 3 incl. SPS)	July 2015	September 2018		\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$3,140,349
Comments: On Schedule. Significant increase in cost due to stabilised backfill requirements specified within TMR reserve. Scope of project increased to service additional properties. Railway Parade SPS construction is progressing well, civil portion nearing completion with mechanical and electrical to follow. Construction of the James Street extension is now complete and construction on the Neil Street extension to commence in the coming weeks.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
GSTP Augmentation	July 2016	June 2019		\$543,644	\$358,640
Comments: Stage 2. Installation of mechanical dewatering complete with commissioning underway. Design for construction of new bioreactors well underway.					
M W Dam No 7 CCTV Installation	July 2014	August 2018		\$30,000	\$12,000




Comments: Procurement of CCTV and communications equipment completed. Agreement signed with Qld Government after significant delay for access to a communications tower. Installation works underway.					
M WTP CCTV Installation	July 2014	August 2018		\$15,000	\$5,000
Comments: Procurement of CCTV and communications equipment completed. Agreement signed with Qld Government after significant delay for access to a communications tower. Installation works underway.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2016	August 2018		\$25,000	\$6,500
Comments: Work to be finalised after commissioning of the new UV Disinfection system at the WTP in early August. This project has been delayed slightly due to the late completion of the UV disinfection project and associated treatment upgrades.					
R – GWTP Low Lift Pump 2 and 3 Renewal	August 2017	October 2018		\$550,000	\$152,566
Comments: Design and procurement of pumps and electrical equipment completed with installation to commence within 1-2 months.					
R – Barrage Gate Height Raising	July 2017	June 2019		\$200,000	\$50,911
Comments: Failure Impact Assessment and Feasibility Report now complete with detailed design and Qld government approvals commencing.					
R – S NRSTP Aerator Replacement	July 2017	September 2018		\$90,000	\$114,000
Comments: Renewal of No. 6 aerator now complete and refurbishment of No. 2 aerator complete. Additional works planned for No. 1 and No. 5 aerators as part of ongoing renewal program.					
MMWTP Coagulant Dosing Upgrade	January 2016	April 2018		\$132,000	\$152,000
Comments: Complete					


R – SRSTP Anoxic Mixers Renewal	Dec 2016	August 2018		\$40,000	\$38,000
Comments: Project awarded to contractor with design work underway and equipment ordered. Equipment now received from overseas with installation planned for the coming months. This project has been delayed slightly by the later than expected completion of the secondary sludge pump renewal project (see below).					
R – NRSTP Complete Electrical Renewal	August 2017	December 2018		\$2,500,000	\$984,878
Comments: Site installation works well underway.					
R – SRSTP Anaerobic digester flare renewal	August 2017	November 2018		\$230,000	\$153,558
Comments: Design nearing completion for installation to commence in the next few months. Some additional delays due to a change in design to meet regulatory requirements.					
R – SRSTP Secondary Sludge Pump Renewal	August 2017	June 2018		\$94,000	\$45,000
Comments: Complete.					
R – SPS Electrical Renewal (Various stations)	July 2017	June 2018		\$890,000	\$388,000
Comments: A number of SPS completed in Rockhampton and Gracemere with further SPS in the final stages of installation and commissioning. Further projects to commence following adoption of Budget.					

4. Operational Projects

As at period ended 31 July 2018 – 8.33% of year elapsed.

In terms of scope, schedule and budget, the project is:

-  On track
-  Generally on track, with minor issues
-  Off track

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
Inflow and Infiltration Inspection Program – North Rockhampton (selected areas)	July 2017	November 2018		Inspection program complete, rectifications works commenced March 2018 and in progress.	\$80,000	\$32,224

5. Budget

Operational

Revenue is currently 34.7% of the 2018/2019 Adopted Budget. Some revenue streams are below target with the exception of utility charges due the advanced impact of water and sewerage access charges. No trends are evident at this early stage of the year.

Gross water consumption revenue is 1.4% of the adopted budget. One sector of the first quarter has been billed. Average water consumption during July is slightly higher than that for the same period last year. Gross water and sewerage access charges are on target. Bulk water sales are on target. Minimal private works revenue has been recognised during July. The advanced impact of irrigator first quarter charges is influencing fees and charges position.

Expenditure year to date is 6.3% of the 2018/2019 Adopted Budget. Most expenditure streams are on target and as previously mentioned it is a little early to establish any trends. No units areas showing stress at this early stage.

No other material exceptions to be reported.

Capital

Capital expenditure is below the percentage of year elapsed at 5.3% in comparison to the 2018/2019 Adopted Budget. Expenditure during July reached \$778k which is similar to this time last year and has decreased compared to June due to accrual processing.

Water YTD 6.2% and Sewer YTD 4.4%.

Networks YTD 9.6% and Treatment YTD 2.6%.

The areas of prominent activity are the Yaamba Rd 600mm water main replacement, Mt Morgan Sewer Stg 3, NRSTP electrical upgrade, Sewer pipeline from WRSTP to SRSTP, Sewer main refurbishment and Water Main Replacement programs.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of July 2018. 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	241	204	28	3	45
Total Value	\$201,235.13	\$109,503.23	\$38,300.05	\$7,112.90	\$46,318.95

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

90+ days	Comments
\$1,925.70	Trade Waste – collection attempts unsuccessful
\$14,762.02	Other payment plans – Private works and trade waste
\$10,490.47	Irrigators - Overdue letters issued
\$19,140.76	Other overdue debts with no fixed arrangements – trade waste, standpipes, emergency works – overdue letters issued
60-90 Days	Comments
\$7,112.90	Standpipes (includes \$937.43 from 2 debtors that has 90+ days)
30-60 Days	Comments
\$4,594.08	Standpipes (includes \$711.20 from 2 debtors that has 90+ days)
\$33,705.97	Trade Waste (includes \$11,315.71 from 2 debtors that has 90+ days – payment plans applied)

A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES



As At End Of July 2018

Report Run: 07-Aug-2018 15:38:16 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 8.3% of Year Gone
FITZROY RIVER WATER						
<i>Treatment & Supply</i>						
Expenses	9,667,977	729,139	603,312	1,332,451	14%	✘
Transfer / Overhead Allocation	346,111	0	32,886	32,886	10%	✘
Total Unit: Treatment & Supply	10,014,088	729,139	636,198	1,365,337	14%	✘
<i>Network Services</i>						
Revenues	(398,867)	4,455	(2,608)	1,847	0%	✘
Expenses	2,833,263	1,124,521	198,675	1,323,196	47%	✘
Transfer / Overhead Allocation	669,186	0	67,958	67,958	10%	✘
Total Unit: Network Services	3,103,582	1,128,976	264,025	1,393,001	45%	✘
<i>FRW Management</i>						
Revenues	(66,103,688)	0	(23,079,609)	(23,079,609)	35%	✓
Expenses	16,739,707	27,855	1,394,175	1,422,029	8%	✘
Transfer / Overhead Allocation	25,626,933	0	1,190,141	1,190,141	5%	✓
Total Unit: FRW Management	(23,737,048)	27,855	(20,495,293)	(20,467,438)	86%	✓
<i>Business & Project Services</i>						
Expenses	678,943	2,576	50,726	53,303	8%	✓
Transfer / Overhead Allocation	59,235	0	4,520	4,520	8%	✓
Total Unit: Business & Project Services	738,177	2,576	55,246	57,822	8%	✓
Total Section: FITZROY RIVER WATER	(9,881,201)	1,888,546	(19,539,824)	(17,651,278)	179%	✓

6. Section Statistics

SAFETY STATISTICS

The safety statistics for the reporting period are:

	FIRST QUARTER 2018/19		
	July	August	September
Number of Lost Time Injuries	1		
Number of Days Lost Due to Injury	11		
Total Number of Incidents Reported	10		
Number of Incomplete Hazard Inspections	0		

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

An overview of the table above is as follows:

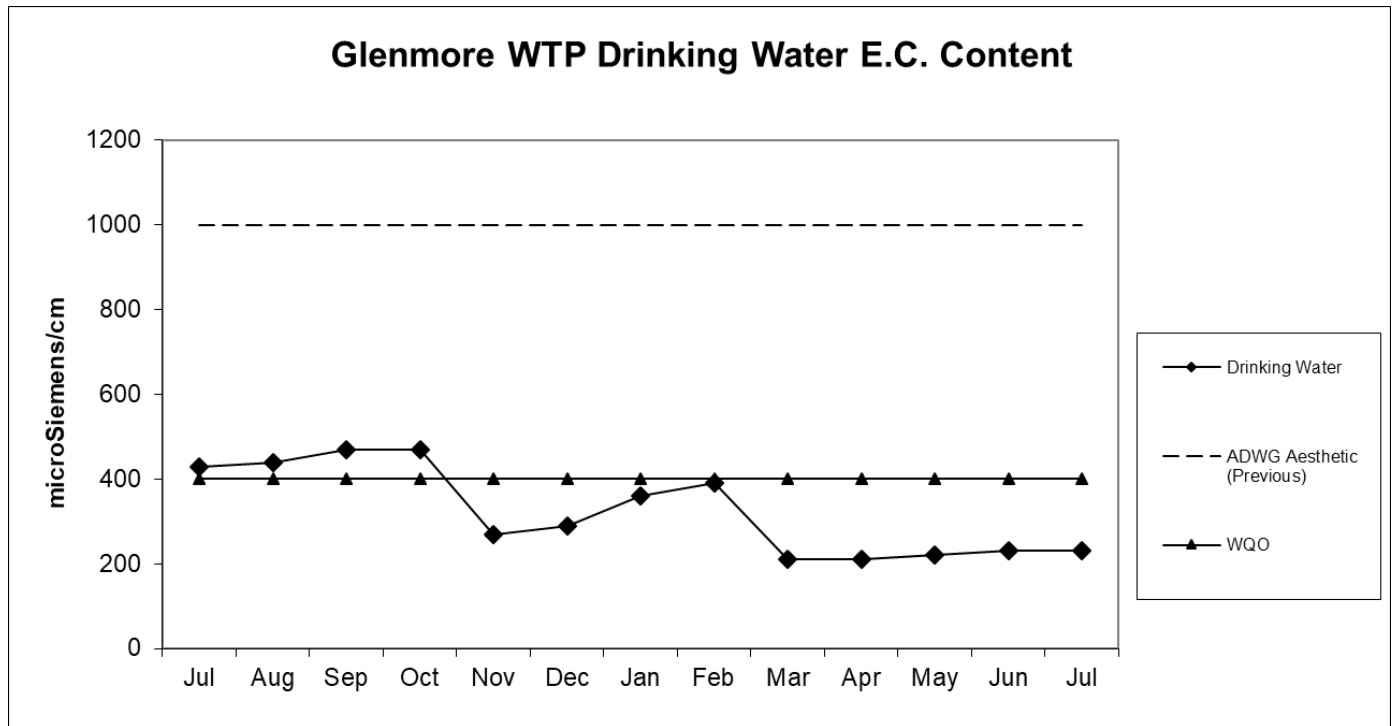
- There was one lost time injury for the month.
 - A staff member sustained stitches to the head after cutting a stack in preparation to connect a newly constructed sewer line. An investigation is to be conducted.
- Two employees are currently on long term lost time injury.
- Other incidents reported for the month were:
 - A contractor's worker injured his left foot while lifting an access chamber lid.
 - Damage to a truck windscreen noticed when completing the pre-start.
 - At the beginning of a work shift, damage was found to a Skidsteer.
 - Damage to a truck fuel tank from a fire extinguisher found when a check engine light had illuminated.
 - Injury to a finger when a glove became caught in drainage rods.
 - While on site a contractor's vehicle reversed over an aluminium lid covering a pit, which was not solid, and caused the front wheel to fall into the pit and damage the pit lid.
 - A vehicle came into contact with an FRW vehicle while moving out of the way for a fire engine to leave a driveway. No staff member was injured.
 - A staff member sustained a short sharp pain in the back when removing bags of ice from the freezer.

SERVICE DELIVERY STATISTICS

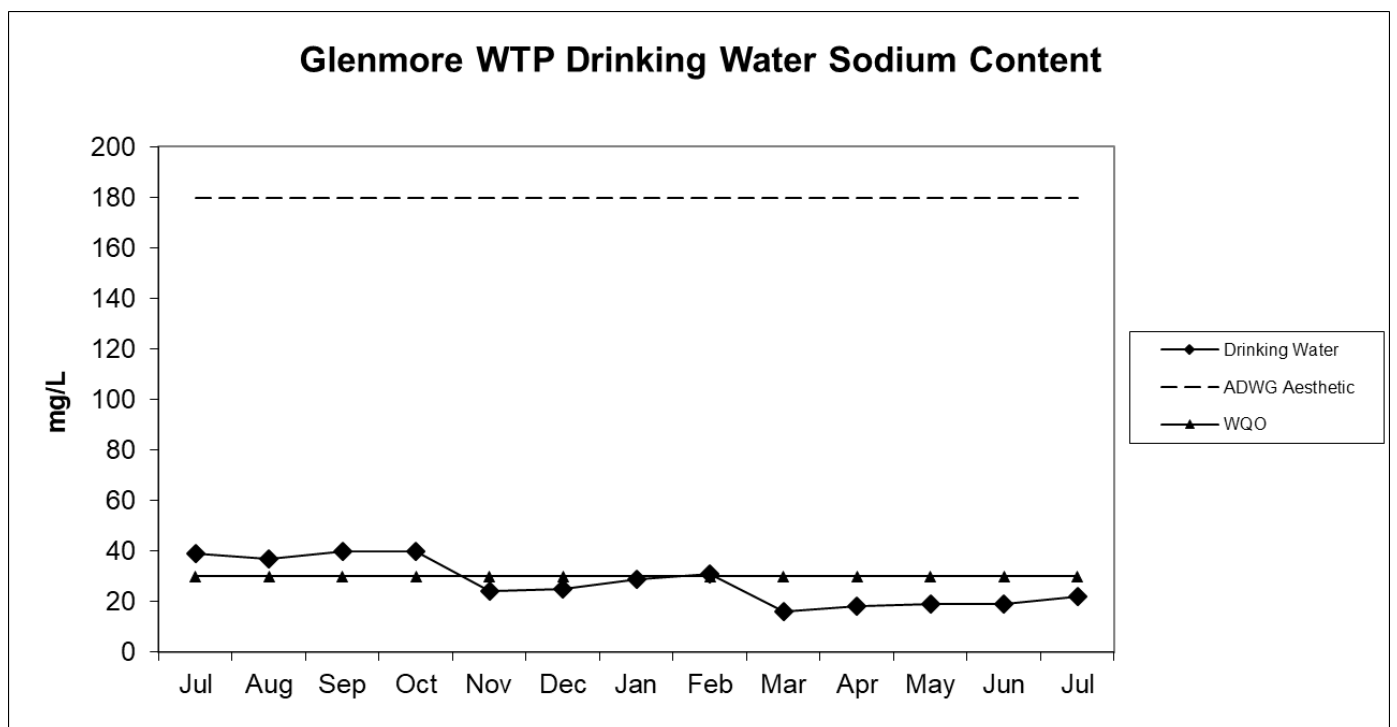
Service Delivery Standard	Target	Current Performance	Service Level Type (Operational or Adopted)
Drinking Water Samples Compliant with ADWG	>99%	100%	Adopted
Drinking water quality complaints	<5 per 1000 connections	0.08	Adopted
Total water and sewerage complaints	N/A	215	N/A
Glenmore WTP drinking water E.C Content	<500 µS/cm	230 µS/cm	Operational
Glenmore WTP drinking water sodium content	<50 mg/L	22 mg/L	Operational
Average daily water consumption – Rockhampton	N/A	38.2 ML	N/A
Average daily water consumption – Gracemere	N/A	4.1 ML	N/A
Average daily water consumption – Mount Morgan	N/A	0.8 ML	N/A
Average daily bulk supply to LSC	N/A	7.1 ML	N/A
Drinking water quality incidents	0	0	Adopted
Sewer odour complaints	<1 per 1000 connections	0.06	Adopted
Total service leaks and breaks	80	67	Adopted
Total water main breaks	15	11	Adopted
Total sewerage main breaks and chokes	32	21	Adopted
Total unplanned interruptions – water	N/A	41	N/A
Average response time for water incidents (burst and leaks)	N/A	140 min	N/A
Average response time for sewerage incidents (including main breaks and chokes)	N/A	73 min	N/A
Rockhampton regional sewer connection blockages	42	54	Adopted

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 July was unchanged at 230 µS/cm. The level of E.C. is well below the Water Quality Objective of 400 µS/cm and well beneath the previously used aesthetic guideline value of 1000 µS/cm. The E.C. concentration is expected to remain relatively unchanged for the next few months.



The concentration of sodium in drinking water supplied from the GWTP during July increased slightly to be 22 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.

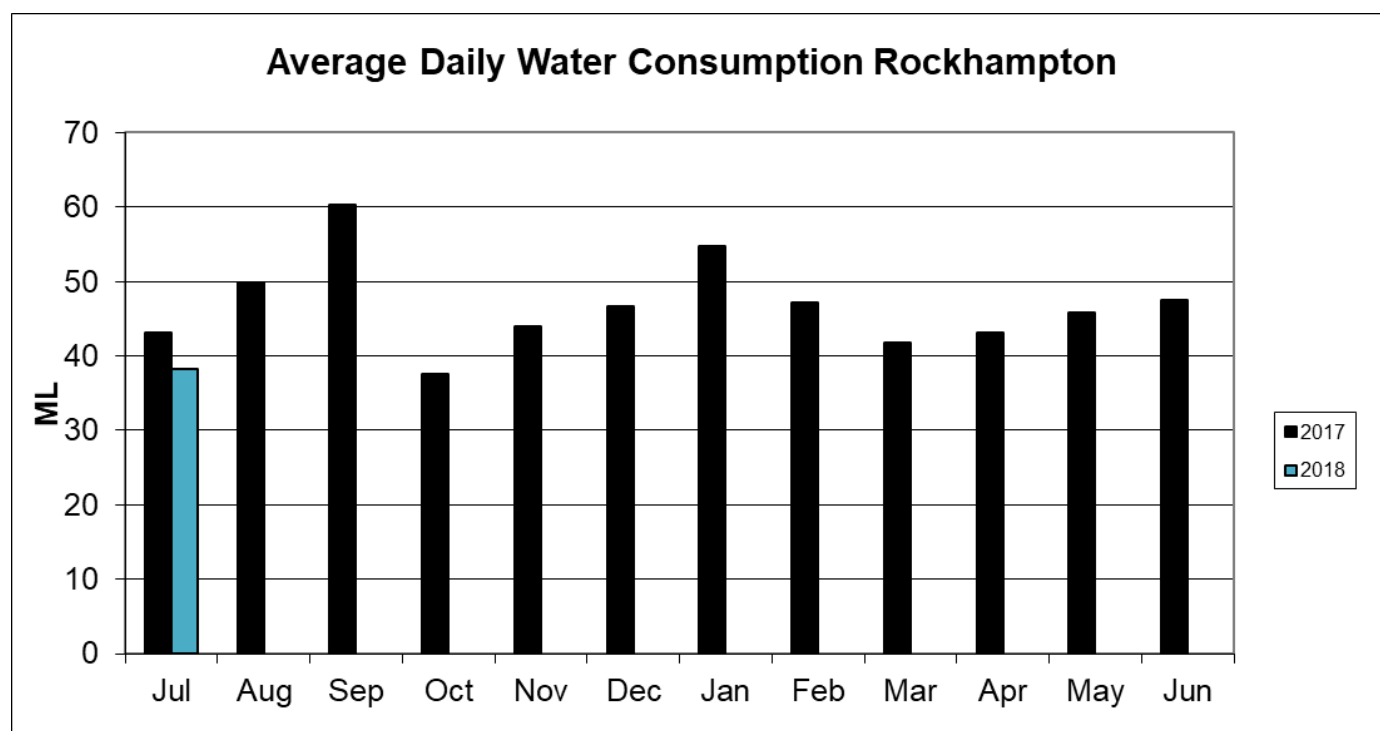
Drinking Water Quality as at 18 July 2018		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	140	180
Sodium (mg/L)	22	37
Electrical Conductivity ($\mu\text{S}/\text{cm}$)	230	280
Hardness (mg/L)	54	55
pH	7.63	7.65

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

Drinking Water Supplied

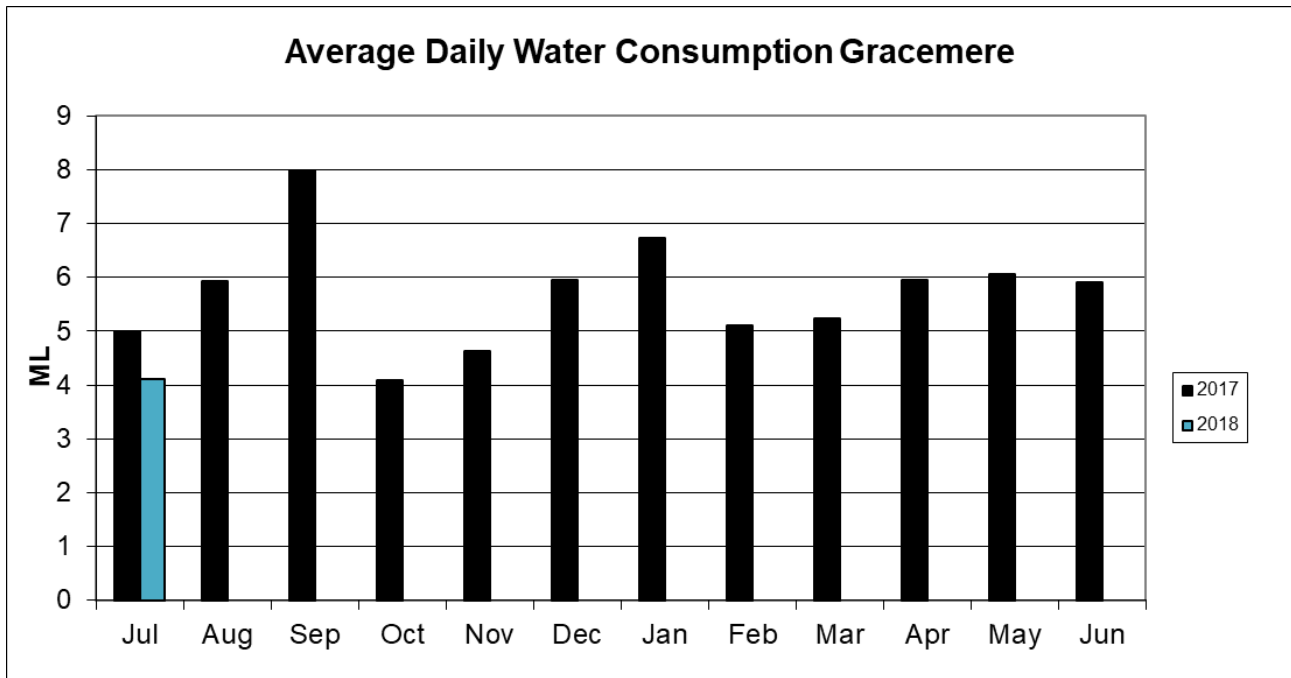
Data is presented in graphs for each water year (e.g. 2017 is the period from July 2017 to June 2018).

Rockhampton



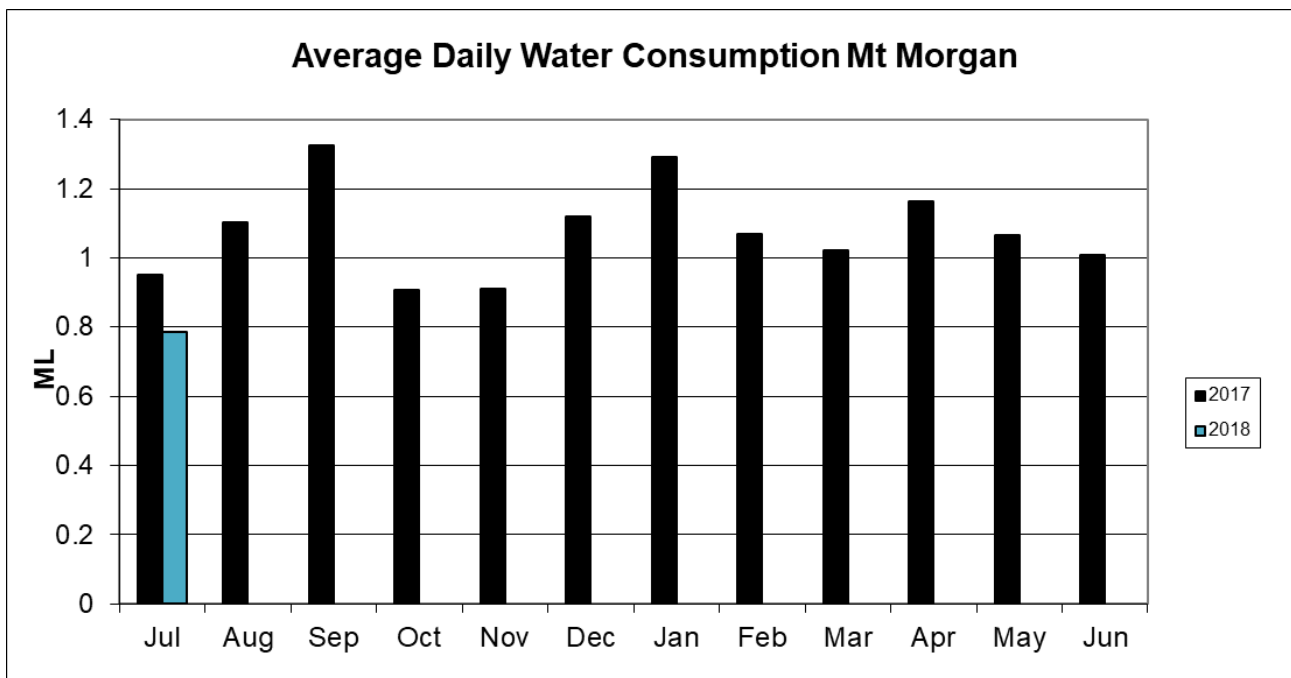
Average daily water consumption in Rockhampton during July (38.2 ML/d) decreased from that recorded in June and was lower than that reported in the same period last year. The lower consumption was due to the receipt of some rainfall during the month. The Fitzroy Barrage Storage is currently at 93% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Gracemere



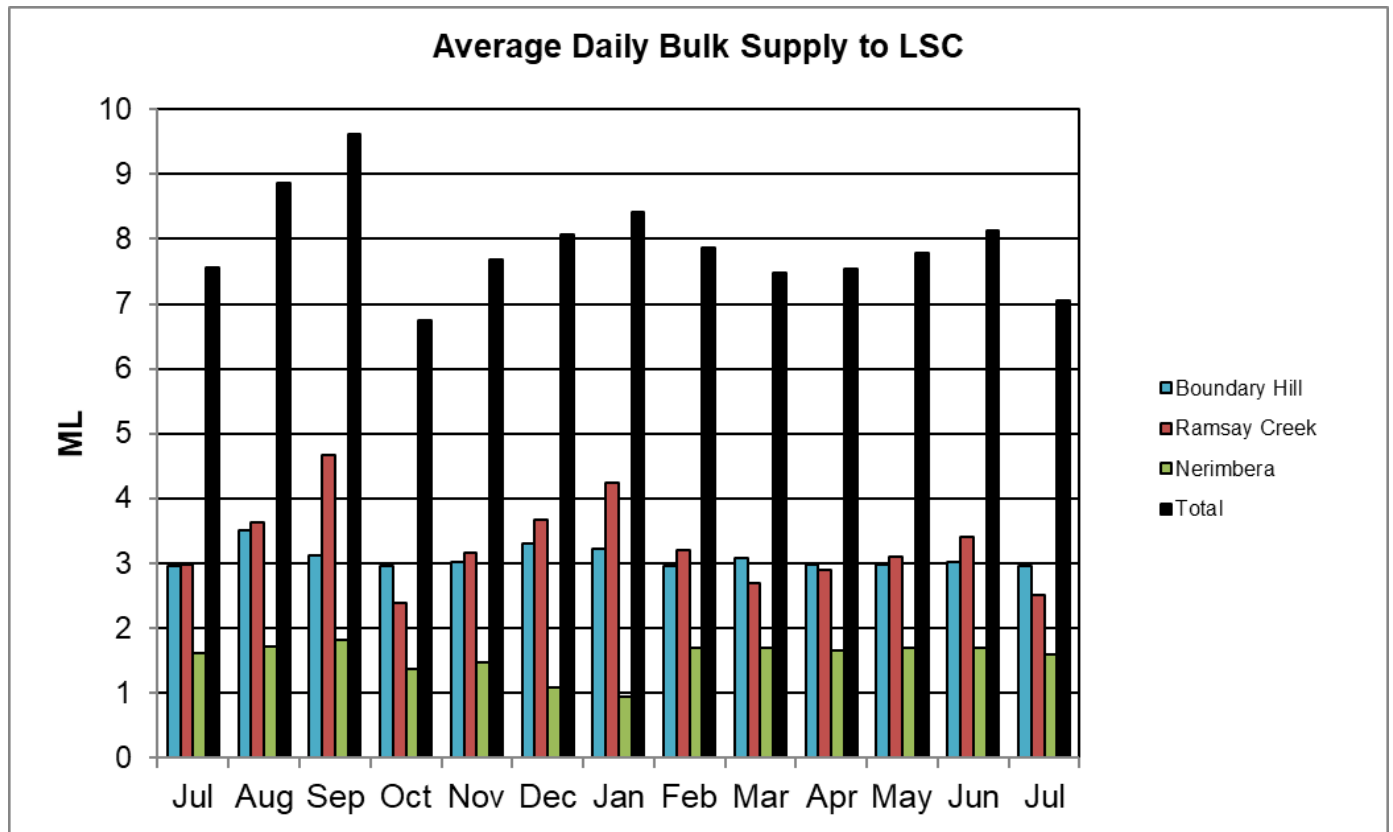
Average daily water consumption in Gracemere during July (4.1 ML/d) decreased slightly from that recorded in June and was lower than that reported in the same period last year. The lower consumption was due to the receipt of rainfall during the month. The Fitzroy Barrage Storage is currently at 93% of 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



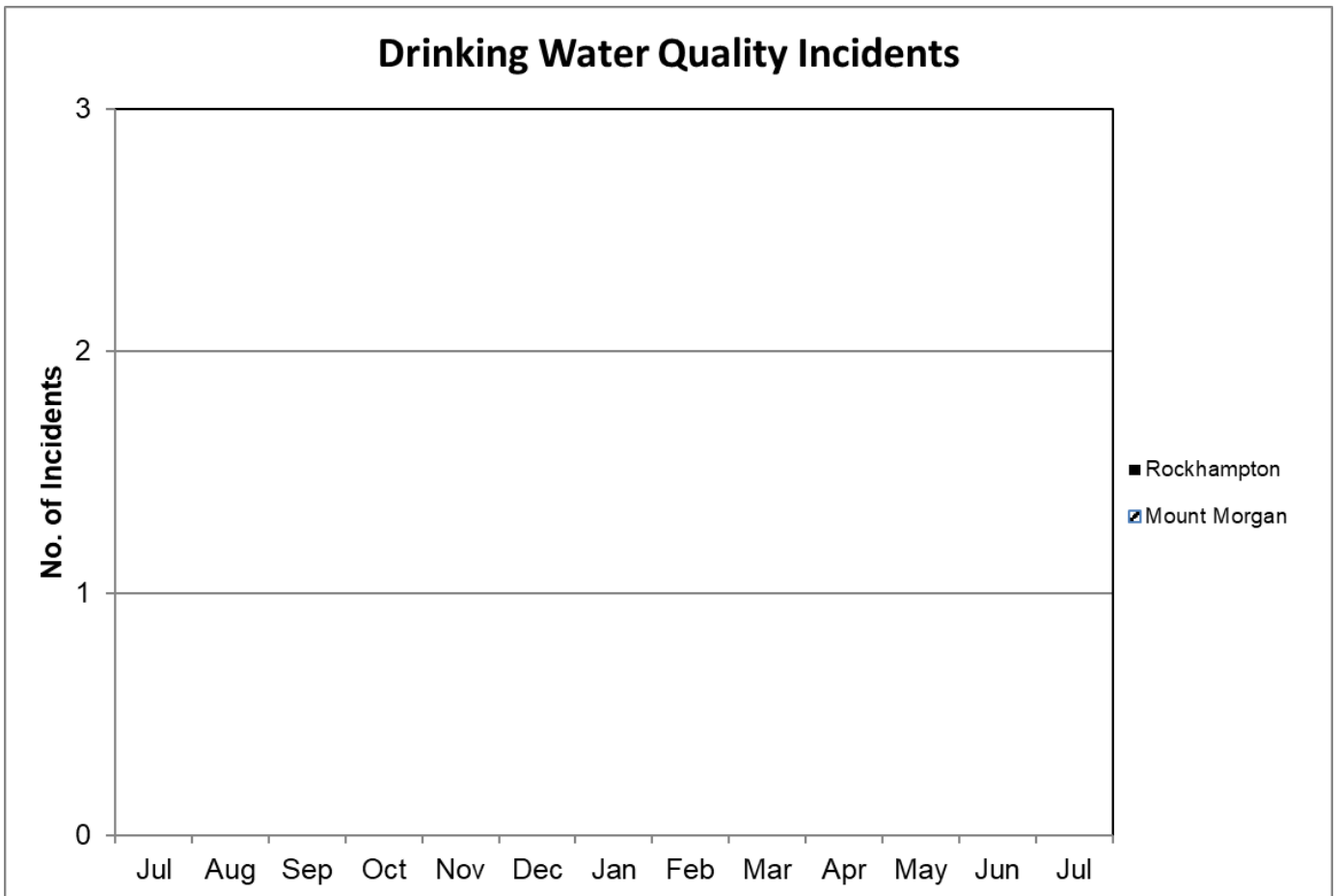
Average daily water consumption in Mount Morgan during July (0.8 ML/d) decreased from that recorded in June and was lower than that reported for the same period last year. The decrease in consumption was due to the rainfall received during the month. The No. 7 Dam is currently at 73% of the accessible 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



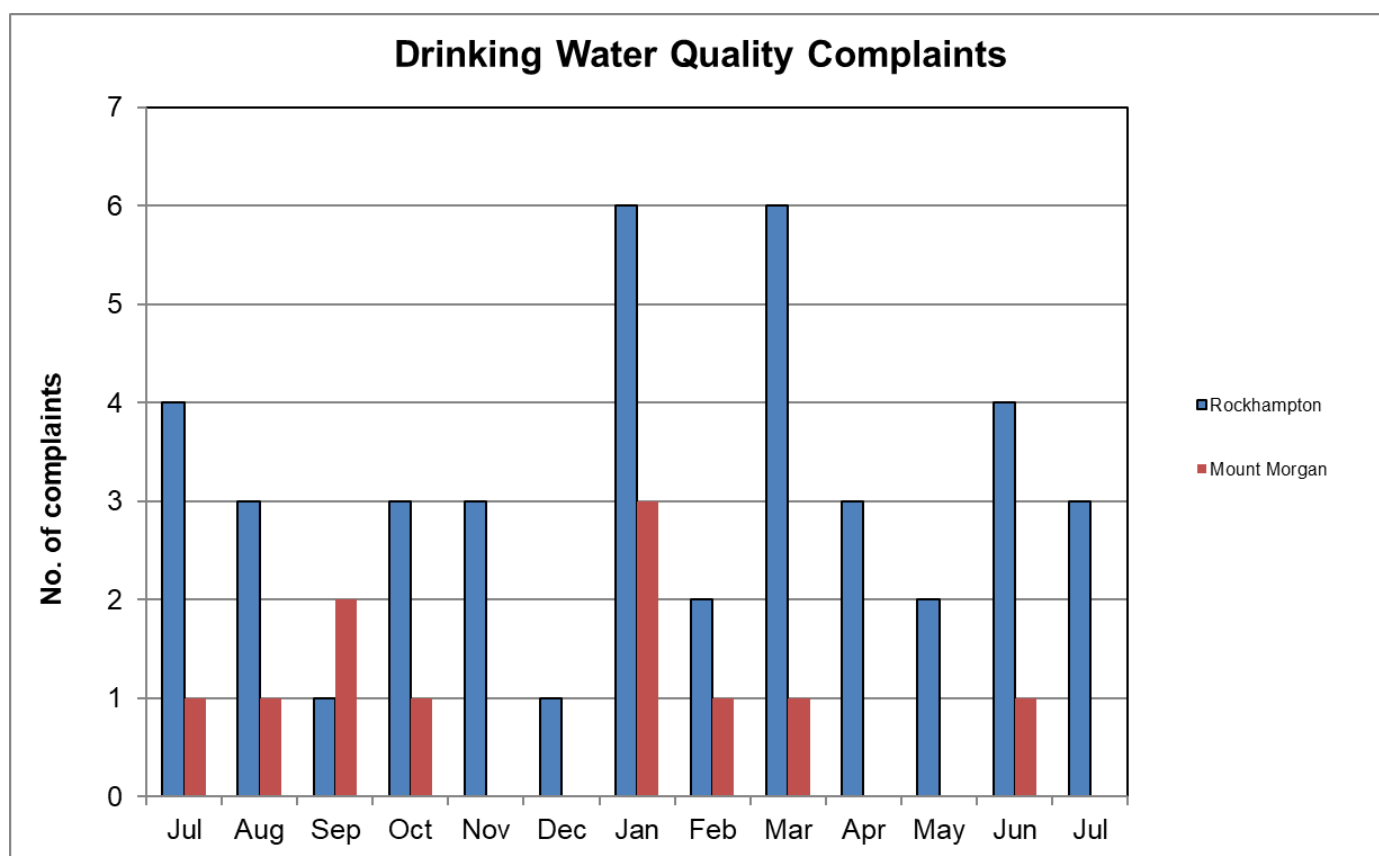
The average daily volume of water supplied to LSC during July decreased slightly compared to that recorded in June to be 7.1 ML/d. This volume is lower than that recorded for the same period last year. The lower consumption was due to the receipt of rainfall during the month, with lower volumes supplied via the Ramsay Creek and Nerimbera supply points.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of July. No water quality incidents have occurred for more than three years.

Drinking Water Quality Complaints

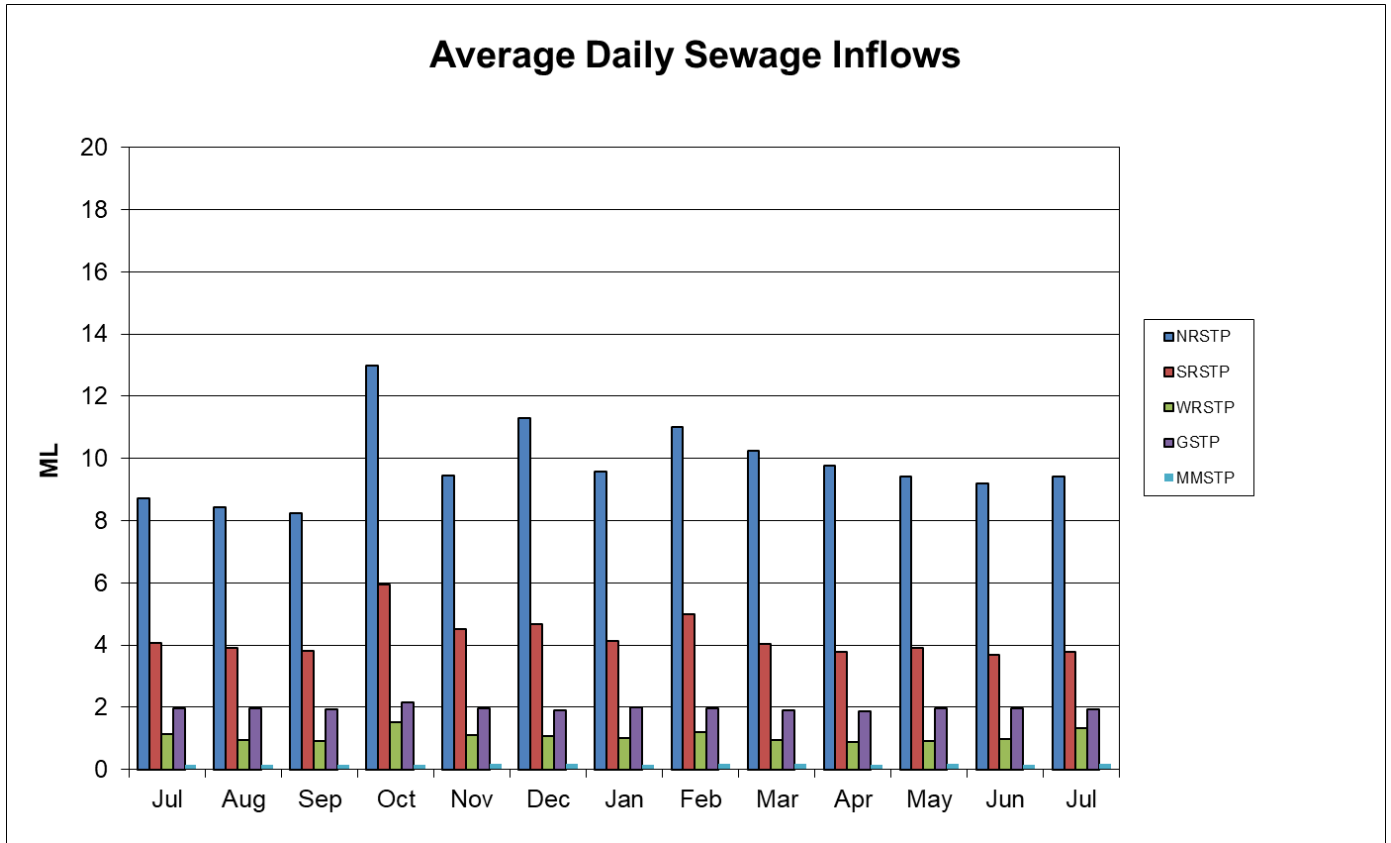


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	1	1	0	1

The total number of drinking water quality complaints (3 complaints) received during July was lower than the number of complaints received in June.

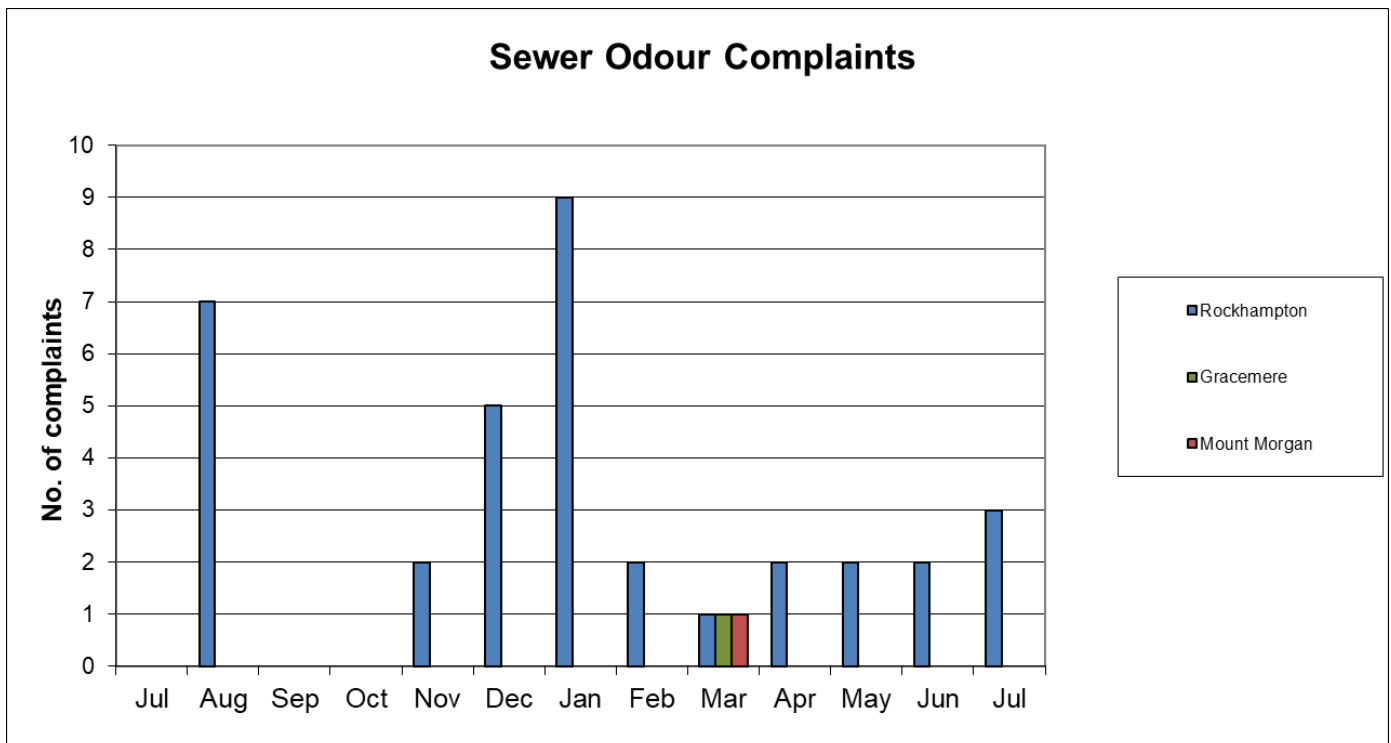
Three complaints were received from customers in Rockhampton. One complaint was associated with a chlorine taste, another with an unpleasant taste and odour and the other complaint was associated with air in the water. In each instance, FRW responded and the complaints were resolved by flushing the water mains to clear or refresh the water provided to the customer. Water quality testing was used as appropriate to confirm the return to normal high quality water.

Sewage Inflows to Treatment Plants



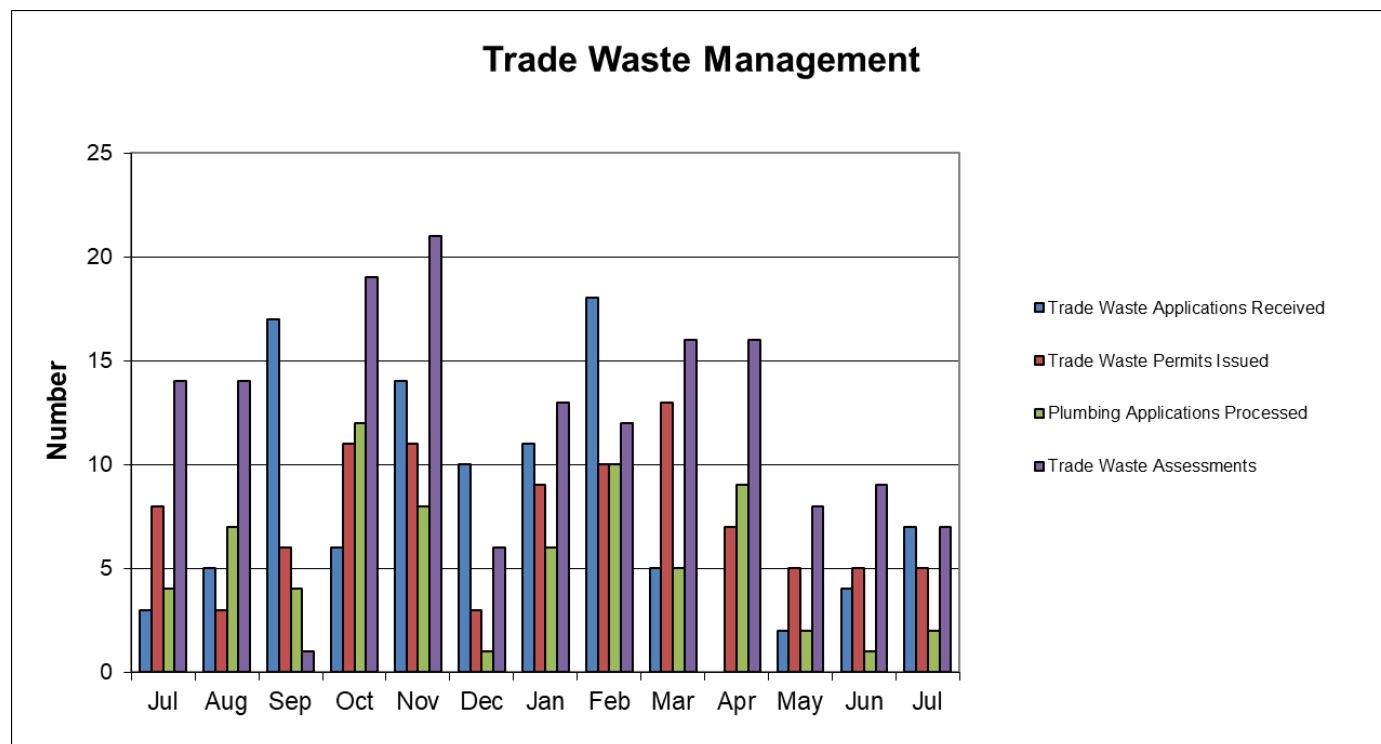
Average daily sewage inflows during July were generally higher at most STPs than those recorded in June and were generally higher than that recorded in the same period last year. The increased inflows were due to the receipt of rainfall which created a slight increase in inflow and infiltration into the sewers during the month.

Sewer Odour Complaints



Three sewer odour complaints were received during the month of July with all three complaints received from customers in Rockhampton. All complaints were associated with parts of the network with one found to be associated with an internal plumbing issue and the other two associated with sewer blockages. FRW attended all complaints to address any issues where possible to rectify each matter.

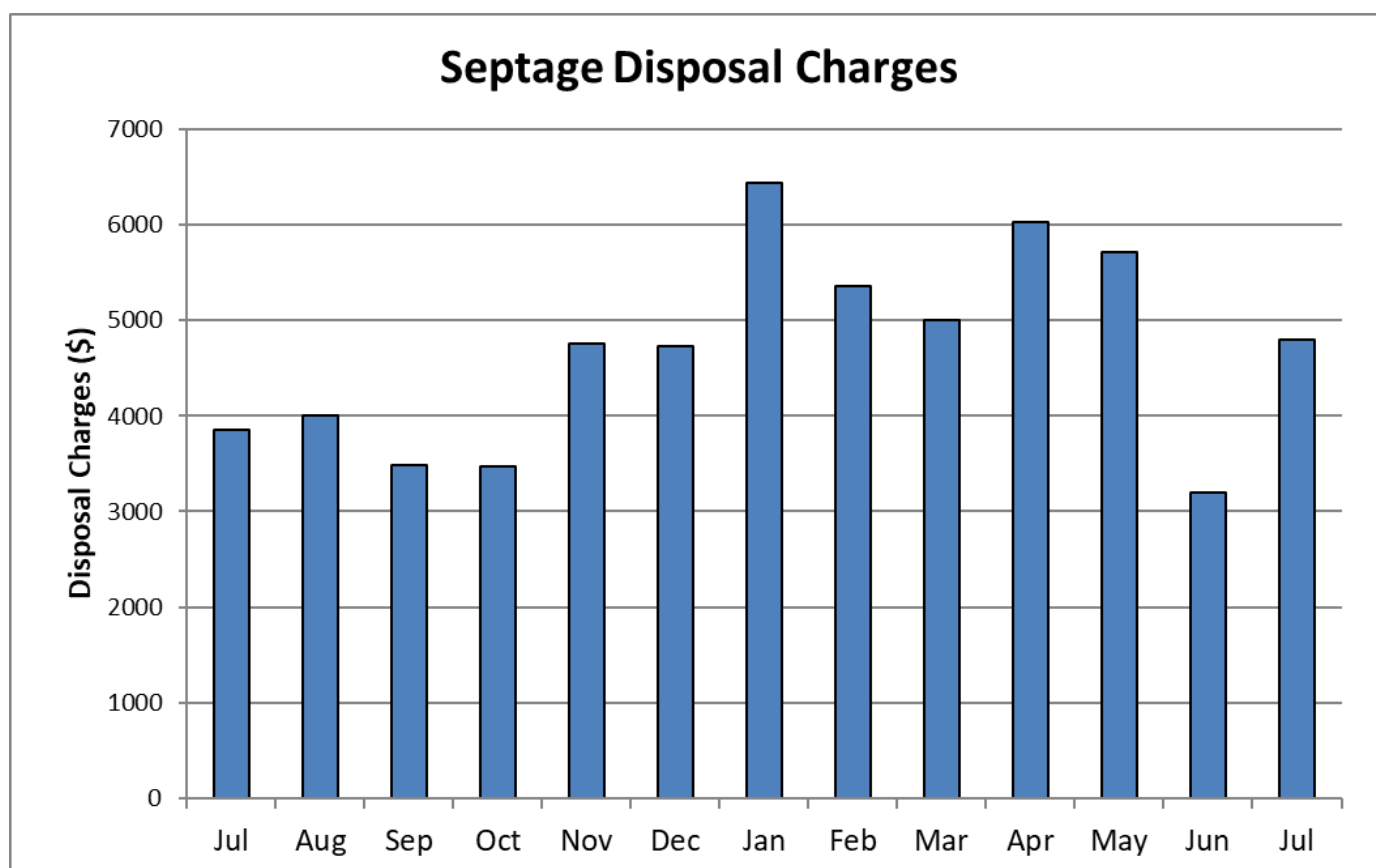
Trade Waste and Septage Management Activities



Seven Trade Waste applications were received and five Trade Waste permits were issued during the month of July. Two Plumbing Applications were processed and seven 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
Bakery	Renewal	From 1 to 2	Install a grease arrestor	N/A

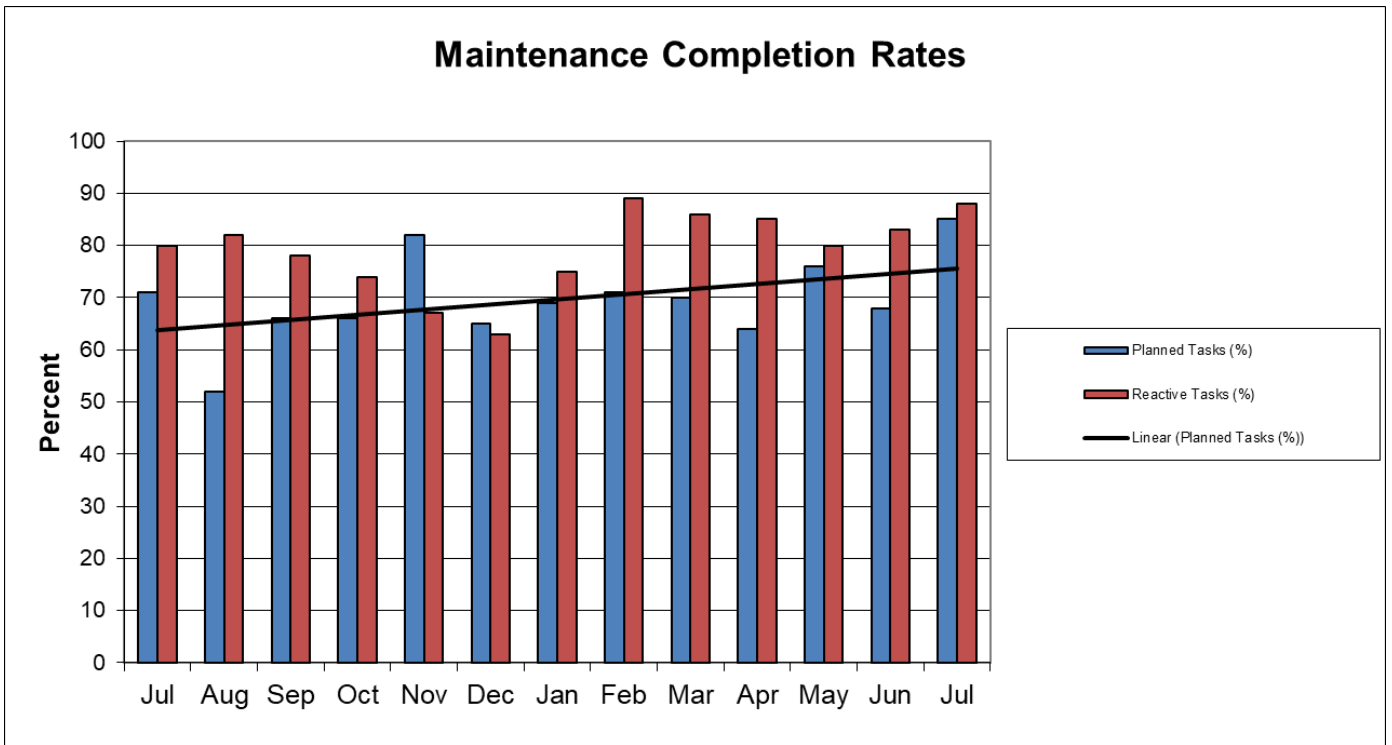


Revenue from the disposal of septage liquid waste at the North Rockhampton STP increased in July compared to June, with this amount of revenue being greater than the same period last year. The reason for the significant change is not known but possibly reflects a seasonal pattern in this industry activity.

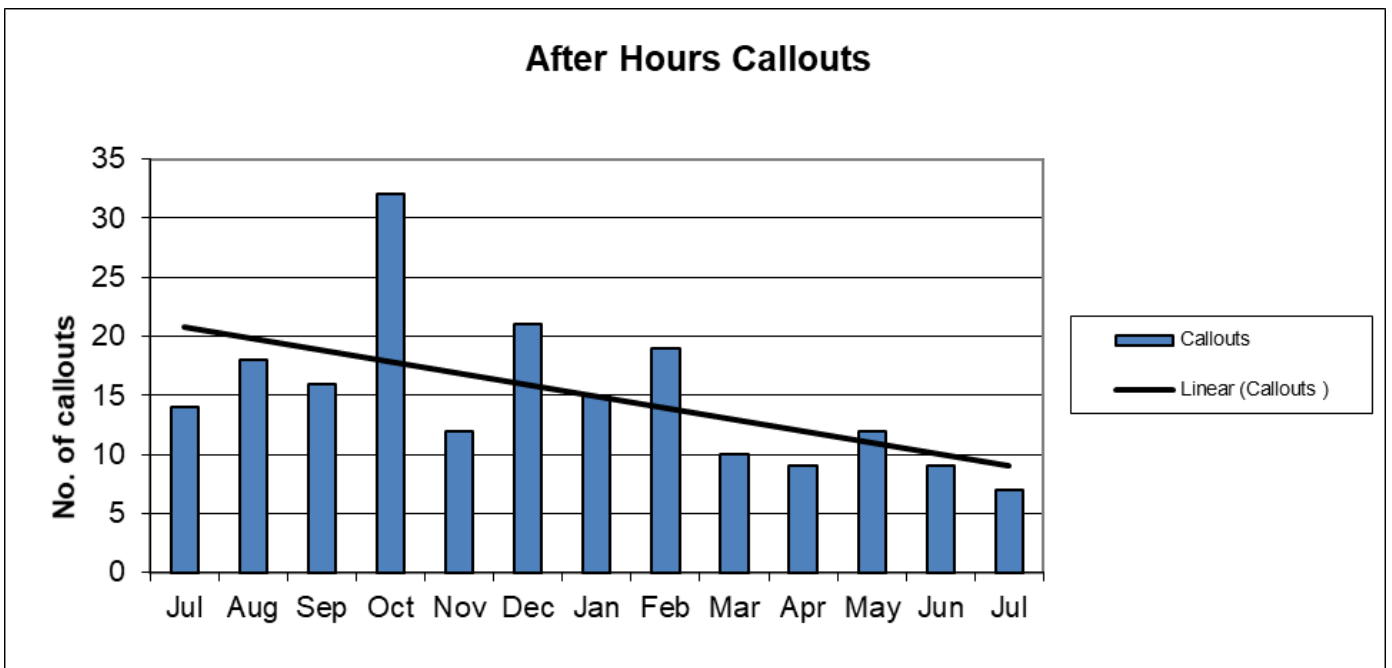
Treatment and Supply Maintenance Activities

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	93	138	78	N/A
Reactive	42	32	11	N/A
After hours callouts	6	1	0	0
Capital	3	2	0	0
Safety and Compliance	17	0	21	6



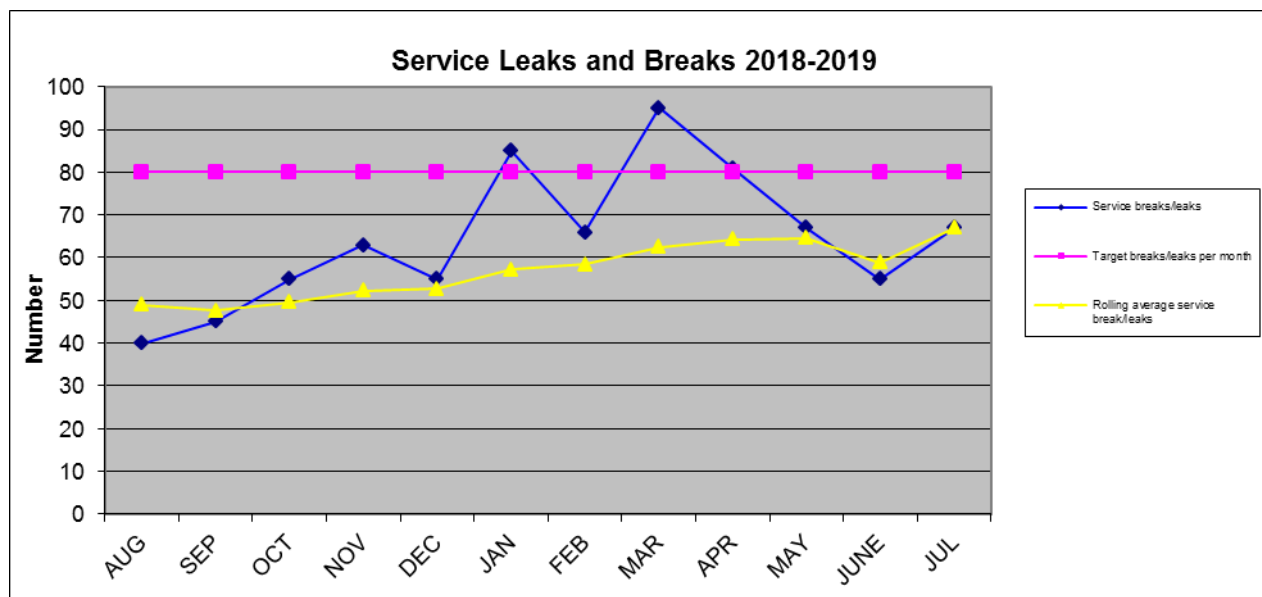
A total of 360 preventative maintenance activities were scheduled and 139 reactive maintenance activities were requested during the month of July. Completion rates for each type of maintenance activity by the end of the month were 85% and 88% respectively. The trend line shows long term continued improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (7 call-outs) decreased during July compared to June. The number of callouts was lower than the 12 month rolling average of 15 call-outs per month. The long term trend line in the graph indicates the number of call-outs per month is decreasing. Months with high numbers of call-outs are typically associated with periods of heavy rainfall. 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 met with a slight decrease in service breaks over previous months. Failures of threaded poly sections installed during water meter installations continue to be an issue. Replacement of all threaded poly sections within meter arrangements to be completed during reactive and planned capital water main/meter replacement programs. This change in approach in recent months appears to already be having a positive impact on service failures.

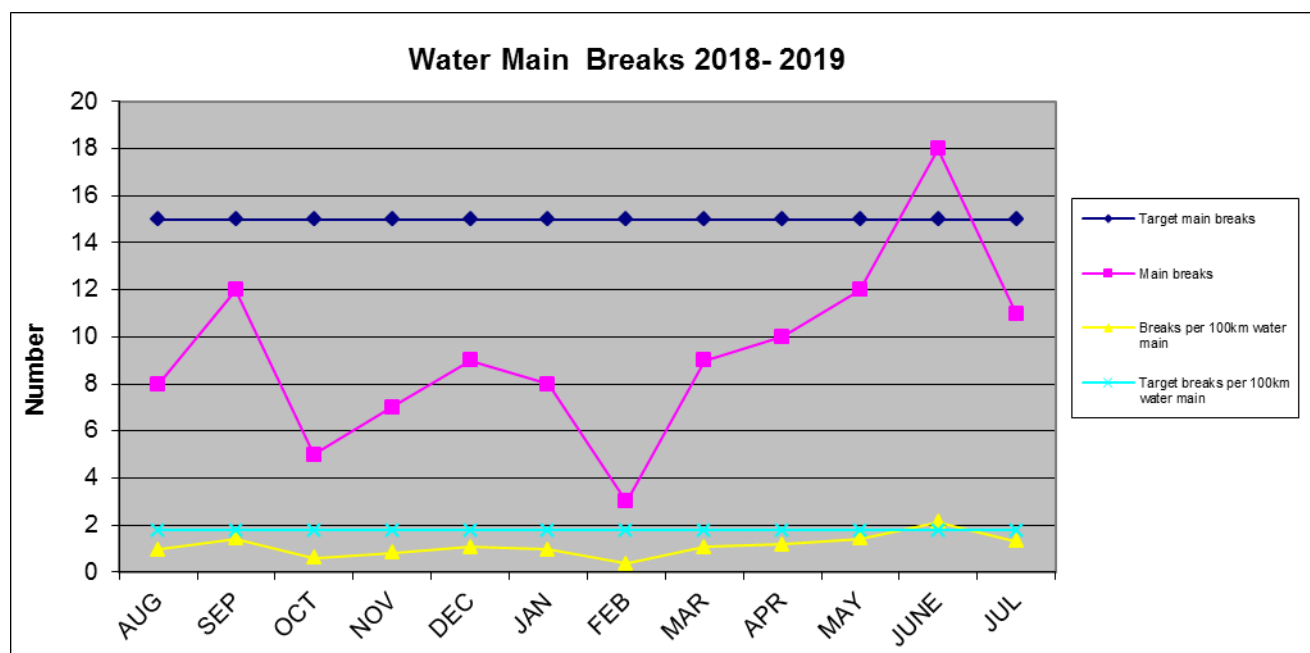
Issues and Status

Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on older Class 12 poly services and meter arrangements.

Response to Issues

Water services subject to repeated failures are being prioritised within the capital replacement program to minimise the risk of continued failures.

Locality	Service Leaks / Breaks
Rockhampton	61
Mount Morgan	6
Regional Total	67

Regional Water Main BreaksPerformance

Target achieved with a decrease in water main breaks in Rockhampton when compared to previous months. A number of breaks occurred in a section of 100mm AC main in Mount Morgan that has now been replaced.

Issues and Status

The following table shows the number of breaks per month.

Water Main Type	May 2018	June 2018	July 2018
Cast Iron	7	2	1
AC	3	10	7
PVC	2	6	3
GWI	0	0	0
Mild Steel	0	0	0
Copper	0	0	0
Poly	0	0	0
TOTAL	12	18	11

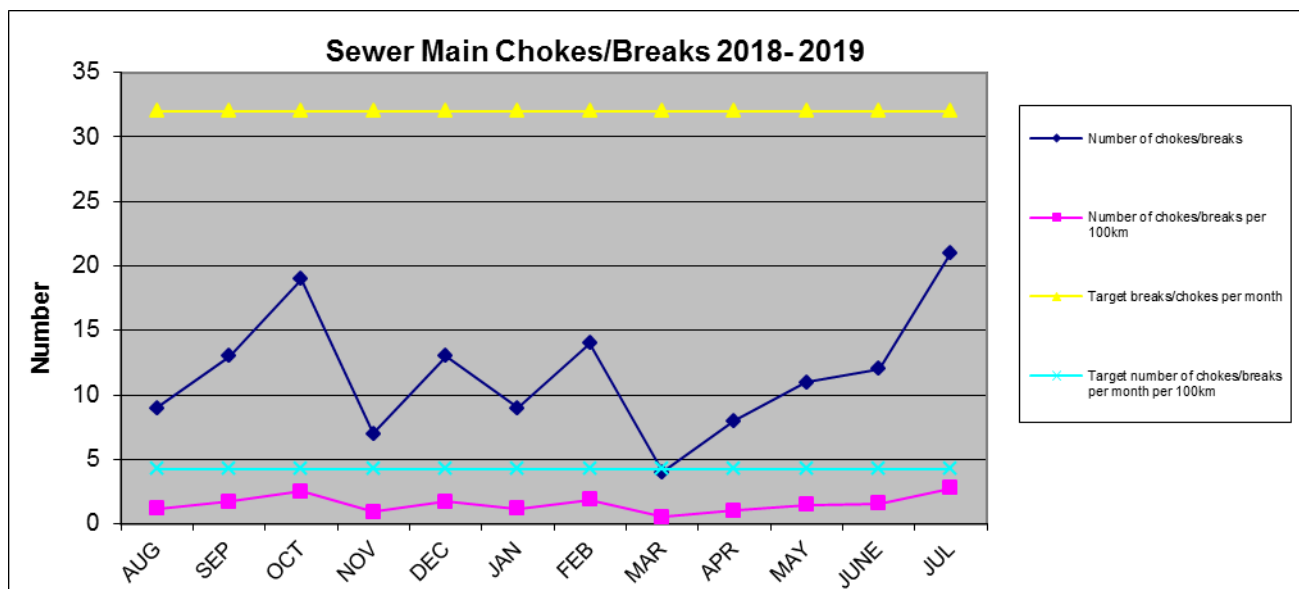
Response to Issues

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

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
July	11	15	1.3	1.78	1.3

Locality	Main Breaks
Rockhampton	8
Mount Morgan	3
Regional Total	11

Rockhampton Regional Sewer Main Chokes/Breaks



Performance

Target achieved, with a noticeable increase from previous months, it is still 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.

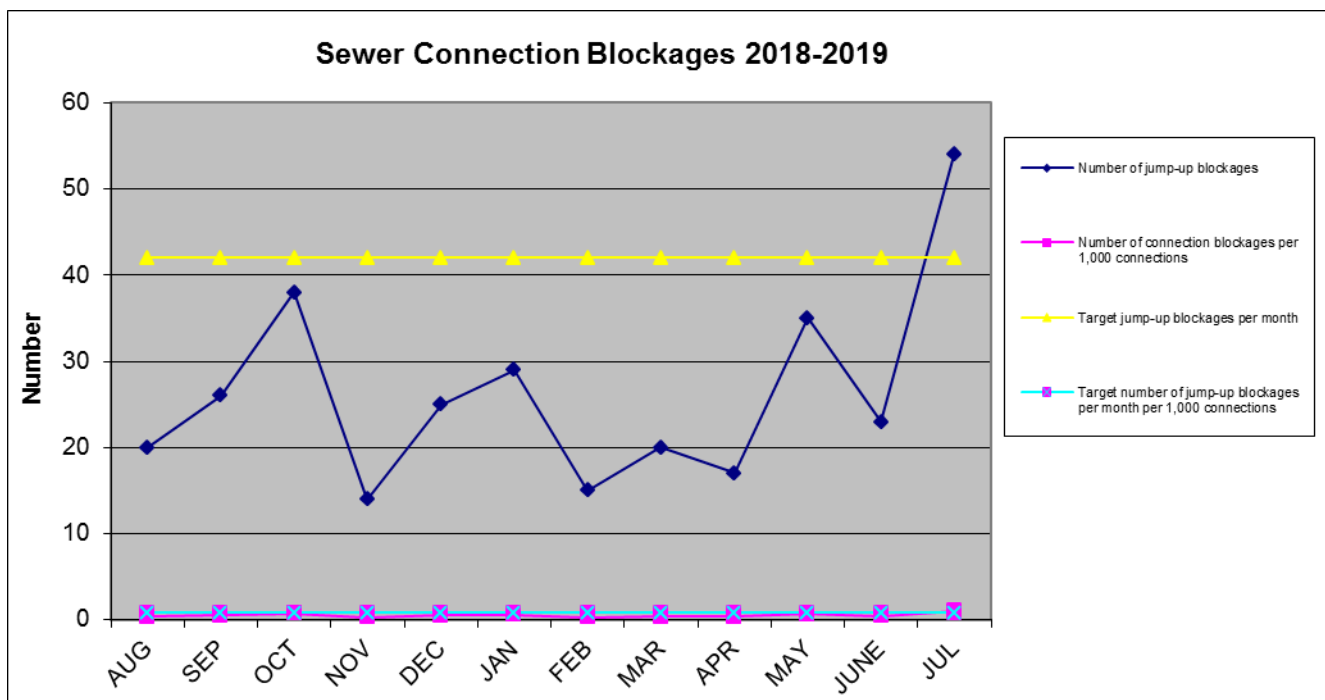
Response to Issues

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 per month per 100km	Rolling 12 month average per 100 km chokes / breaks
July	21	32	2.8	4.41	2.8

Locality	Surcharges	Mainline Blockages
Rockhampton	9	21
Mount Morgan	0	0
Regional Total	9	21

Rockhampton Regional Sewer Connection Blockages



Performance

Target not achieved with a significant increase in blockages when compared to previous month. Sewer connection repairs are prioritised for inclusion in current capital refurbishment programs in line with failure information. It is still evident that sewer connection blockages are continuing to trend down in line with capital refurbishment programs. The increased number of blockages this month could be attributed to recent dry weather periods, the majority of connection blockages received this month were at locations with no previous blockage history.

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
July	54	42	1.04	0.81	1.04

Locality	Connection Blockages
Rockhampton	54
Mount Morgan	0
Regional Total	54

Sewer Rehabilitation Program

	Number completed	FY to date totals
Access Chambers raised/repared	2	2
Sewers repaired	6	6

Inflow/Infiltration Program (North Rockhampton)

	Number completed	FY to date totals
Properties Inspected	0	0
Defects Identified	0	0
Defects Rectified	0	0

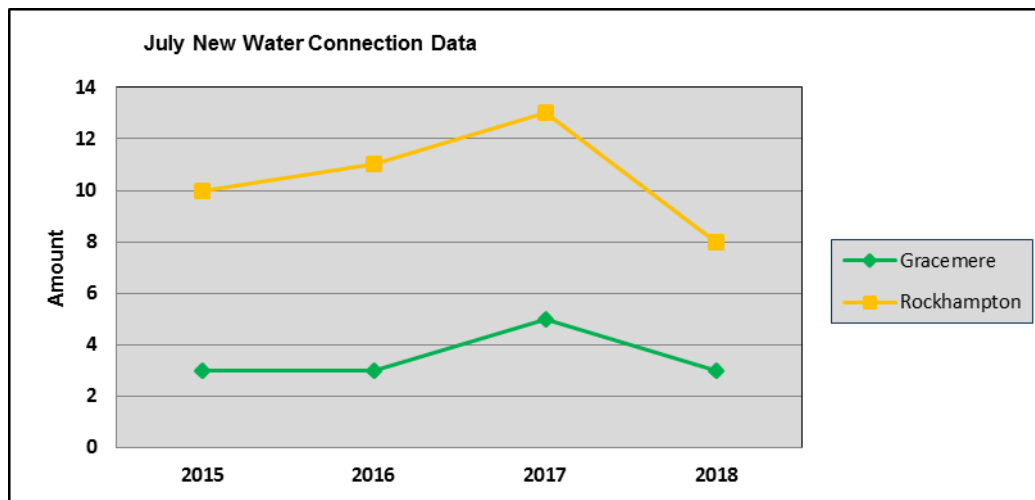
Private WorksNew Water Connections

Region	July 2018	FY to Date 2018/2019	FY to Date 2017/2018	FY to Date 2016/2017	FY to Date 2015/2016
Gracemere	3	3	5	3	3
Rockhampton	8	8	13	11	10
Mount Morgan	n/a	n/a	n/a	n/a	n/a
Regional Total	11	11	18	14	13

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

Region	July 2018	July 2017	July 2016	July 2015
Gracemere	3	5	3	3
Rockhampton	8	13	11	10
Mount Morgan	n/a	n/a	n/a	n/a
Total	11	18	14	13

New Connection Data



Details 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.

	July	Amount	FYTD	FYTD Amount
Quotes Prepared	5	\$18,116.62	5	\$18,116.62
Quotes Accepted	5	\$41,743.08	5	\$41,743.08
Jobs Completed	5	\$13,285.04	5	\$13,285.04

Water Meters

Meter reads for the first quarter 2018/19 were commenced on 11 July 2018. Sectors 1, 2, 3 and 4 totalling 11,327 meters were read. Approval was given for approximately 2,300 water accounts for sector 1 to be forwarded to customers.

Sectors Read	1	2	3	4	Total
No. of Meters in Sector	2300	3563	2431	3033	11327
No-Reads	1	3	2	20	26
% Of No-Reads	0.04%	0.08%	0.08%	0.6%	0.2%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$31 per read <i>(These average reads were requested before new procedures were introduced)</i>	17	\$527
Water Account Search - On-Site Readings \$100 per read	56	\$8,848
Total \$ Value for July		\$9,375.00
Total \$ Value Financial Year to Date		\$9,375.00

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

	July	FYTD
General Enquiries / BOS	7	7
Inspections	3	3
Meetings	10	10
Site Visits	10	10
Pre-Starts	1	1
Approval Permits Issued	1	1
Permits closed	5	5
Total	37	37

Building Over Sewer Applications under Assessment

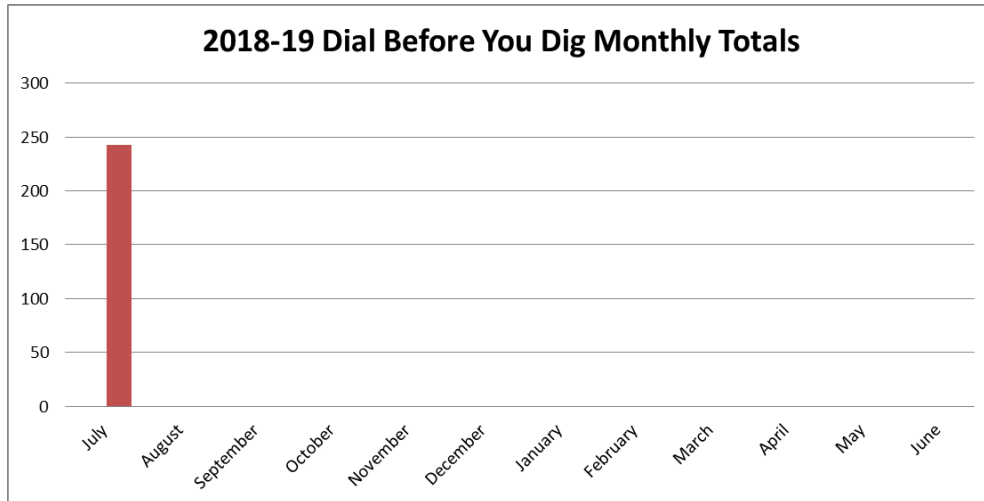
There are three permits currently under assessment as at 31 July 2018.

ADMINISTRATION

Dial Before You Dig (DBYD)

The average number of requests received per day for July 2018 was 7.84; this was an increase from 6.70 in June 2018.

	May 2018	June 2018	July 2018	FY 2018/19 Total
Requests Received	168	201	243	243



Site Tours

There were no tours held at the Glenmore Water Treatment Plant for this month.

Rebates for Undetected Leaks

Undetected Leaks (Residential)

	July	FYTD
New requests	8	8
Number declined	5	5
Number approved	10	10
Require more information	3	3
Being held until next meter read	9	9
Total kL rebated	3,472	3,472
Total value approved	\$6,977.97	\$6,977.97

Undetected Leaks (Commercial)

	July	FYTD
New requests	0	0
Number declined	0	0
Number approved	0	0
Require more information	0	0
Being held until next meter read	0	0
Total kL rebated	0	0
Total value approved	\$0.00	\$0.00

Residential Rebates

	July	Total FYTD Applications	Total FYTD \$
Washing machines	30	30	\$3,000
Stand alone tank	0	0	\$0
Integrated tank	0	0	\$0
Dual flush toilet	1	1	\$50
Shower rose	0	0	\$0
Total	31	31	\$3,050

One application is awaiting further information as the details are not able to be verified on the Australian Electoral Commission. Two applications have been declined as one applicant was not an Australian citizen and the other had a previous rebate approved in 2012.

8.3 FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2018

File No:	1466
Attachments:	1. Customer Service Standards as at 30 June 2018 ↓
	2. Customer Service and Financial Targets as at 30 June 2018 ↓
	3. Non Compliance Comments as at 30 June 2018 ↓
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

Fitzroy River Water's performance against financial and non-financial targets and key strategies is reported to Council on a quarterly basis in accordance with the adopted Annual Performance Plan for 2018/19. This report as at 30 June 2018 is presented for the Committee's information.

OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 30 June 2018 be received.

Background

Fitzroy River Water (FRW) is required to provide a quarterly report on its performance against financial and non-financial performance targets and key strategies as adopted in the Annual Performance Plan for 2018/19.

FRW has legislative obligations to report to various external agencies and stakeholders. The data in these reports is presented based on water and sewerage schemes. The format of reporting actual non-financial performance against targets in accordance with the requirements of the Annual Performance Plan has been modified to be consistent with the external reporting requirements and is presented in Attachment 1.

Manager's Overview

Overall, FRW's performance during the final quarter, and reporting year overall, has been of a high standard. Non-compliances have been recorded against six of the 22 Customer Service Standards indicators, and in each instance, the non-compliances are relatively minor or are non-compliant due to a single event not meeting the performance target. Strong performance was recorded for some key metrics, such as drinking water quality standards and also system water losses. Water production volumes for the full year were approximately 4% higher than that reported for last year with relatively little rainfall throughout the quarter. FRW continues to maintain a very high standard of compliance with legislative standards and national guidelines for water quality in both water and sewerage operations. The delivery of capital programs progressed well through the final quarter with a result of approximately 96% of the annual capital budget delivered. Operating expenditure was in line with budget expectation.

Customer Service Performance

FRW has an internal service level agreement with Corporate Services for the provision of customer service related functions including:

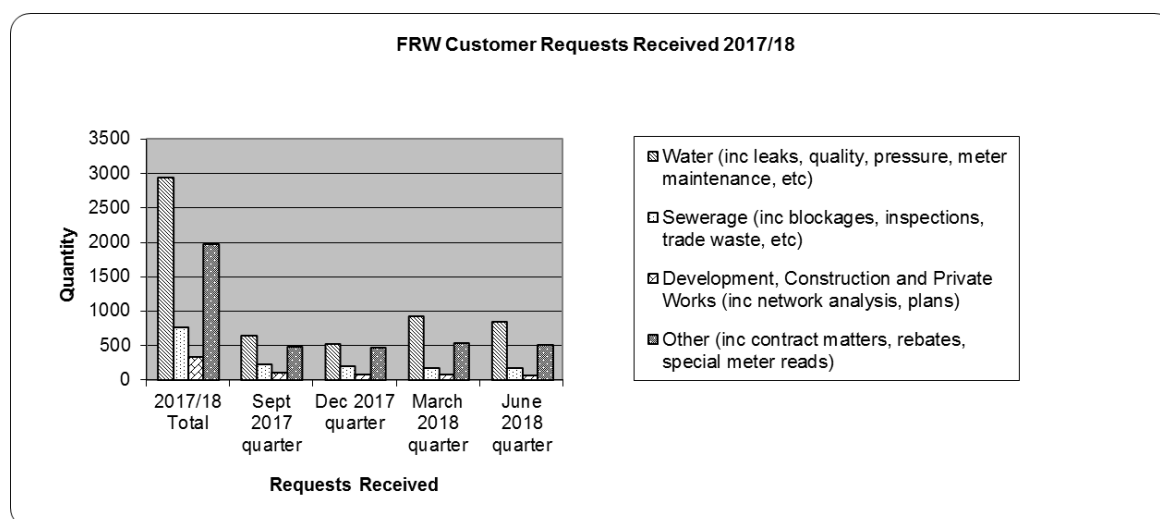
1. Face to Face Customer Support.
2. 24 Hour Telephone Contact Service.
3. Acceptance of Payment.

The following table summarises customer contacts made via the telephone and face to face at the Council Customer Service Centres. These customer contacts are then addressed by FRW.

Table 1: Customer Contact

4th quarter – 1 April 2018 to 30 June 2018

Customer Contact Type	4th Quarter 2017/18	4th Quarter 2016/17	Total 2017/18 Year	Total 2016/17 Year	Total 2015/16 Year
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	844	826	2938	2738	2574
Sewerage (incl. blockages, trade waste etc)	176	259	765	990	866
Development, Construction and Private Works	68	96	325	327	390
Other (incl. contract matters, rebate, special meter reads, etc)	503	515	1971	1772	1810
Total Customer Contacts	1591	1696	5999	5827	5640



Financial Performance

Operational

Revenue is currently 100.5% of the 2017/2018 March Revised Budget. Some revenue streams are below target at the end of financial year.

Gross water consumption revenue is 100.6% of the revised budget with Gracemere and Mt Morgan exceeding target and Rockhampton slightly under. Gross water and sewerage access charges met target. Bulk water sales are met target. Private Works revenue is slightly below target for the year. Fees and charges are slightly below target, with trade waste and bulk liquid waste activities being the biggest influence to this result. Interest revenue and rental fees are below target.

Expenditure year to date is 100.2% of the 2017/2018 March Revised Budget. Expenditure streams varied in meeting target with underspend in depreciation and finance costs compensating excess spend in employee costs, contractors & consultants and materials and plant. Employee costs are slightly over target due to g of training costs, overtime higher than anticipated and adjustment to LSL entitlements. Contractors and materials and plant are due to some large annual maintenance expenditure.

No other material exceptions to be reported.

Capital

Capital expenditure is below the percentage of year elapsed at 96.7% in comparison to the 2017/2018 March Revised Budget. Expenditure during the quarter has increased compared to the previous quarter by \$1.8M. This is largely due to end of financial year accruals.

Water YTD 101.7% and Sewer YTD 91.8%.

Networks YTD 102.6% and Treatment YTD 89.9%.

The areas of prominent activity are the Yaamba Rd 600mm water main replacement, Sewer main from WRSTP to SRSTP, SRSTP methane flaring system, GSTP mechanical dewatering, NRSTP complete electrical upgrade, Sewer main relining, Lowlift WPS pump renewal, Sewer main refurbishment and Water Main Replacement programs.

This quarter has seen the completion of:

- Four water main and service replacements;
- Annual water meter replacement program;
- Mt Morgan WTP chemical dosing & coagulant dosing renewal;
- Samuel Cres & Mawdesley Hill reservoir access upgrades;
- Installation of GWTP 3rd rechlorination process;
- Thozet Rd WPS generator installation;
- Annual sewer refurbishment program;
- Two SPS communications renewal;
- Blackall St SPS and Lakes Creek No 1 SPS electrical renewal; and
- NRSTP aerator bridge walkway cover renewal.

There are no other material exceptions to this report.

Compliance Matters

Drinking Water Quality

Drinking water quality across the region remained at a very high standard. It has now been more than three years since a drinking water quality incident was recorded. During this period raw water quality in both the Barrage and No. 7 Dam has remained relatively free of cyanobacteria with highly favourable levels of salinity continuing. All drinking water quality parameters have consistently complied with State legislation or Australian guideline standards. Drinking water quality complaints have remained at relatively low levels throughout this period.

Variations / Concerns

Apart from some minor delays with the completion of a small number of externally contracted capital projects, there are no significant delays or concerns to report for this quarter.

Safety Management

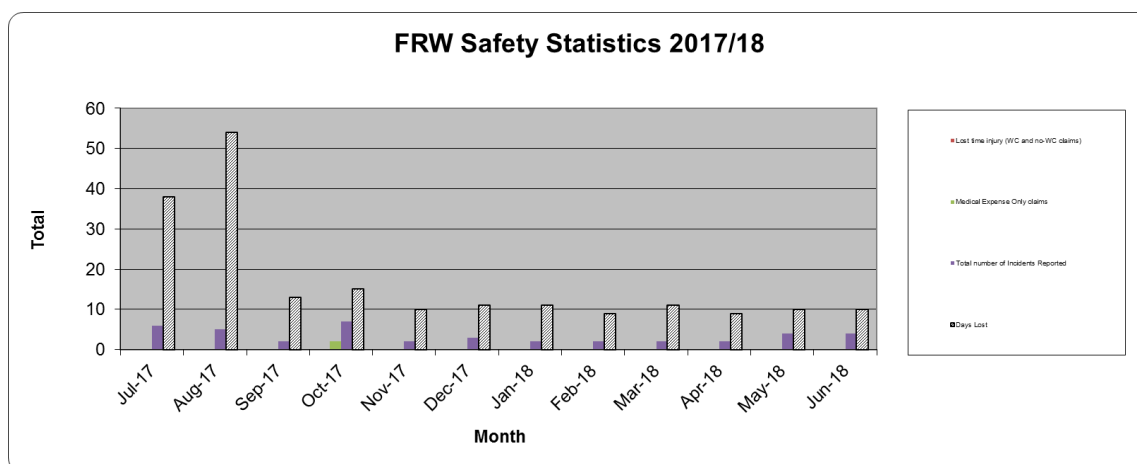
The safety statistics shown in Table 2 indicate the safety performance in the workplace. Safety initiatives include regular FRW management site audits, hazard inspections, risk assessments, staff toolbox talks and the FRW Safety Committee. During this quarter, FRW has generally performed to a high standard with respect to its safety management. Of particular note is the reduction in Days Lost compared to the same quarter last year and the absence of any lost time injuries during this period. The Days Lost total for the 2017/18 year, are due to incidents that occurred in previous reporting years. FRW has also extended its period of Lost Time Injury Free Days beyond 400 consecutive days surpassing the previous record of 265 days set last year.

Table 2: Safety Statistics

Please be advised that the data recorded in this report is accurate at the time of compilation. As this information is sourced from a live database, changes will occur as required when amendments or upgrades are made to injury severities including lost and rehabilitation days.

4th quarter – 1 April 2018 to 30 June 2018

Lost Time Injury Statistics	4th Quarter 2017/18	4th Quarter 2016/17	Total 2017/18 Year
Days Lost	10	96	201
Lost time Injury (Work Cover & non-Work Cover claims)	0	1	0
Medical Expense Only Claims	0	0	2
Total Number of Incidents Reported	4	16	41



Risk Management

Quarterly risk reviews and reporting requirements have been undertaken, with significant progress towards mitigating the risk of STP non-compliances through the construction of a new rising main to eventually enable the West Rockhampton STP to be decommissioned. Although some delays have been experienced obtaining approval for construction works across a rail corridor, the decommissioning of the West Rockhampton STP is on track for late 2018. Other significant progress is being made by FRW towards the development of a new Council-wide Asset Management System for implementation by July 2019.

Conclusion

Progress towards achieving or exceeding the requirements of the Annual Performance Plan has been strong generally across all areas, and although a number of the Customer Service Standard targets were not met, performance overall against these standards remains strong. Completion of almost 96% of the annual capital works program, the tracking of operational expenditure close to budget targets highlights, and improved safety performance overall are highlights of what has been a successful year.

FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2018

Customer Service Standards as at 30 June 2018

Meeting Date: 21 August 2018

Attachment No: 1

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 June 2018

Non-Financial Performance Targets

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date
Table 1 Water - Day to Day Continuity	CSS1	Extent of unplanned interruptions - connections based (no. per 1,000 connections per year)	9	12	32	14	<80	67	22	1	3	17	<80	43
	CSS2	Extent of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Gracemere 773 km Mt Morgan 71 km	9	13	18	12	<30	52	1	1	1	6	<30	9
	CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	100%	94%	100%	96%	>90%	98%	ND	100%	100%	ND	>90%	100%
	CSS4	Customer interruption frequency:												
		1 interruption per year	1.21%	1.60%	3.43%	2.22%	12%	8.46%	2.90%	2.78%	0.59%	1.72%	12%	7.99%
		2 interruptions per year	0.00%	0.09%	0.24%	0.28%	2%	0.61%	ND	0.59%	0.00%	ND	2%	0.59%
		3 interruptions per year	ND	ND	ND	ND	1%	0.00%	ND	ND	ND	ND	1%	0.00%
		4 interruptions per year	ND	ND	ND	ND	0.50%	0.00%	ND	ND	ND	ND	0.50%	0.00%
		5 or more interruptions per year	ND	ND	ND	ND	0.25%	0.00%	ND	ND	ND	ND	0.25%	0.00%
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	13%	11%	7%	15%	>30%	12%	50%	75%	50%	ND	>30%	58%
	CSS6	Average interruption duration - planned and unplanned (hours)	2.19	2.22	2.64	2.98	3 hrs	2.51	2.58	2.36	1.33	0.5	3 hrs	1.69
	CSS7	Response time												
		Priority 1 – 1 hour response	93%	97%	100%	100%	95%	98%	100%	100%	100%	100%	95%	100%
		Priority 2 – 2 hours response	93%	99%	92%	92%	95%	94%	100%	100%	67%	93%	95%	90%
		Priority 3 – 24 hours response	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	95%	100%
	Restoration time													
	Priority 1 – 5 hours restoration	100%	93%	95%	85%	95%	93%	100%	100%	100%	100%	95%	100%	
	Priority 2 – 24 hours restoration	100%	99%	98%	100%	95%	99%	100%	100%	100%	100%	95%	100%	
	Priority 3 – 5 days restoration	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	95%	100%	

Water and Sewage

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes							
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018							
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure standard at the water meter (kPa)	220	220	220	220	220 kPa	220	220	220	220	220	220	220 kPa	220	
	CSS9	Minimum flow standard at the water meter	9	9	9	9	9 L/min	9 L/min	9	9	9	9	9 L/min	9 L/min		
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	0.3%	0.3%	0.3%	0.3%	<2.5%	0.3%	2.0%	2.0%	2.0%	2.0%	<2.5%	2.0%		
	CSS11	Drinking water quality (compliance with industry standard)	100%	100%	100%		>98%	100%	100%	100%	100%	100%	>98%	100%		
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters - Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines and E.coli - Target: None detected in >98% of all samples tested															
	CSS12	Drinking water quality complaints (number per 1,000 connections)	0.21	0.18	0.37	0.24	<5	1	2.65	0.66	3.31	0.66	<5	7.28		
	CSS13	Drinking water quality incidents (number per 1,000 connections)	0	0	0	0	<5	0	0	0	0	0	<5	0		
Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes							
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018							
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date		
Table 3 Long Term Continuity of Water Services	CSS14	Water main breaks (number per 100 km main) Rockhampton and Gracemere 773 km Mt Morgan 71 km	3	2	2	5	<40	12	4	4	1	1	<40	10		
	CSS15	Water services breaks (number per 1,000 connections)	4	4	6	5	<40	19	4	8	8	17	<40	37		
	CSS16	System water loss (litres per connection per day)	170	106	151	83	< 200 L	128	164	157	183	130	< 200 L	159		

Table Reference	CSS Reference	Performance indicator	Sewerage Schemes						Sewerage Schemes					
			Rockhampton and Gracemere Sewerage Scheme Number of access connections - 51,209 as at January 2018						Mt Morgan Sewerage Scheme Number of access connections - 522 as at January 2018					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date
Table 4 Effective Transportation of Sewage	CSS17	Sewage overflows – total (number per 100 km main) Rockhampton and Gracemere 740 km Mt Morgan 13 km	2.16	12.03	4.05	4.19	<30	22.43	ND	ND	ND	ND	<10	0
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	1.57	1.74	0.59	1.64	<10	5.54	ND	ND	ND	ND	<5	0
	CSS19	Odour complaints (number per 1,000 connections)	0.14	0.14	0.25	0.04	<1	0.57	0	0	1.9	0	<1	1.9
	CSS20	Response time												
		Priority 1 – 1 hour response	88%	94%	90%	85%	>95%	89%	ND	ND	ND	ND	>95%	#DIV/0!
		Priority 2 – 2 hours response	98%	98%	100%	95%	>95%	98%	ND	ND	ND	ND	>95%	#DIV/0!
		Priority 3 – 24 hours response	100%	100%	100%	100%	>95%	100%	ND	ND	ND	ND	>95%	#DIV/0!
		Restoration time												
		Priority 1 – 5 hours restoration	94%	97%	100%	97%	>95%	97%	ND	ND	ND	ND	>95%	#DIV/0!
		Priority 2 – 24 hours restoration	100%	99%	100%	100%	>95%	100%	ND	ND	ND	ND	>95%	#DIV/0!
	Priority 3 – 5 days restoration	100%	98%	100%	100%	>95%	100%	ND	ND	ND	ND	>95%	#DIV/0!	
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton and Gracemere 740km Mt Morgan 13 km	3.92	5.27	3.65	11.35	<50	24.19	ND	ND	ND	ND	<20	0
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.15	4.17	2	1.17	<5	2.12	2.4	1.55	1.4	1.47	<5	1.71

Reference Codes

A blank field should contain one of the following:

- 0 (zero)
- ND (no data is available, although the indicator is relevant)
- NR (not relevant; the indicator is not relevant to that scheme)

FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2018

Customer Service and Financial Targets as at 30 June 2018

Meeting Date: 21 August 2018

Attachment No: 2

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 June 2018 (cont)

Customer Service Targets

Table Reference	Performance indicator	1st qtr	2nd qtr	3rd qtr	4th qtr	Target	Year to Date
Table 6	Installation of new water connections (within the water service area)	90%	86%	93%	91%	15 working days	90%
	Installation of sewerage connections (within the sewerage area)	62%	67%	71%	75%	15 working days	69%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	100%	100%	100%	100%	20 working days	100%

Financial Performance Targets

Table Reference	Performance indicator	1st qtr date reported	2nd qtr date reported	3rd qtr date reported	4th qtr date reported	Target
Table 7	RRC Operational Plan Reporting Frequency: quarterly	03/11/2017	30/01/2018	05/04/2018	16/07/2018	Initiatives successfully completed by year end
	Operating Budget Reporting Frequency: quarterly or when variations arise	30/09/2017	31/12/2017	31/03/2018	30/06/2018	Conduct all activities in accordance with required timelines and budget
	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2017	31/12/2017	31/03/2018	30/06/2018	Timely reporting of any significant variations to budget revenue and collection timing
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2017	31/12/2017	31/03/2018	30/06/2018	Completion of capital program in accordance with adopted timeframe and budget (within 3%)

FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2018

Non Compliance Comments as at 30 June 2018

Meeting Date: 21 August 2018

Attachment No: 3

Customer Service Standards - Non Compliance Comments for the 30 June 2018 Quarter

Table Reference	CSS Reference	Scheme	Comment
Table 1 Water - Day to Day Continuity	CSS2	Rockhampton and Gracemere Water Supply Scheme	Response A total of 93 unplanned incidents affecting 529 connections for the quarter has contributed to this result. Larger scale unplanned interruptions during the last three quarters has influenced this result dramatically.
Table 1 Water - Day to Day Continuity	CSS5	Rockhampton and Gracemere Water Supply Scheme	Response A total of 93 unplanned incidents affecting 529 connections for the quarter has also contributed to this result. Larger scale unplanned interruptions, along with a reduction in planned interruptions has influenced this result dramatically. The reduction of planned interruptions is a result of a number of trunk water main projects currently in progress, these trunk projects tend to have minimal network connections causing interruptions.
Table 1 Water - Day to Day Continuity	CSS7	Rockhampton and Gracemere Water Supply Scheme	Response P2 - Total of 278 requests and 265 restored within 24 hour restoration time for the year Restoration P1 - Total of 137 requests and 111 restored within 5 hour restoration time for the year.
	CSS7	Mount Morgan Water Supply Scheme	Response P2 - Total of 14 requests and 13 restored within 24 hour restoration time for the year. The yearly average has decreased due to increased response times for 3rd quarter.
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS12	Mount Morgan Water Supply Scheme	Response A total of 11 water quality complaints were received in Mount Morgan during the year. Although this is a small number of complaints it represents a non-compliance when calculated as a number of complaints per 1000 connections due to the low number of connections in Mount Morgan.
Table 4 Effective Transportation of Sewage	CSS19	Mount Morgan Water Supply Scheme	Response One sewer odour complaint was received during the year. As there are fewer than 1000 sewer connections in Mount Morgan, one complaint is enough to exceed the compliance target.
Table 4 Effective Transportation of Sewage	CSS20	Rockhampton and Gracemere Water Supply Scheme	Response P1 - Total of 106 requests with 102 being responded to within the 1 hour response time. Continued prioritisation of requests may be a reason for this increased response time.

8.4 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT**File No:** 7927**Attachments:** 1. Rockhampton Regional Waste and Recycling Operations Report July 2018 [↓](#)**Authorising Officer:** Peter Kofod - General Manager Regional Services**Author:** Michael O'Keeffe - Manager Rockhampton Regional Waste and Recycling

SUMMARY

The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of July 2018.

OFFICER'S RECOMMENDATION

THAT the *Rockhampton Regional Waste and Recycling Operations Report* for period ended 31 July 2018 be received.

ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT

Rockhampton Regional Waste and Recycling Operations Report July 2018

Meeting Date: 21 August 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

ROCKHAMPTON REGIONAL WASTE & RECYCLING

PERIOD ENDED JULY 2018



1. Operational Summary

Waste and Recycling Route Collection Review

With the commissioning of a route management system and the awarding of a new contract for recycle collection services, a review of collection areas and days to determine potential productivity gains is to be undertaken.

Any proposed change will be referred to Council for endorsement prior to implementation.

LAWMAC Hosts

Rockhampton Regional Waste and Recycling to host LAWMAC (Local Authority Waste Management Advisory Committee) Annual General Meeting and Workshop on Closed Landfills on 23rd and 24th August 2018 in Rockhampton.

450 Days LTI Free and Counting

Rockhampton Regional Waste and Recycling have continued to avoid an LTI incident, with its milestone of 450 days being achieved on 2 August 2018. The next milestone will be reached at 600 days on the 30 December 2018.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for July 2018 are within the set timeframes.



All Monthly Requests (Priority 3)
RRW&R 'Traffic Light' report
July 2018

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Waste/Recycling - RATES NOTICE QUERY	0	0	3	3	0	0	10	● 2.33	● 2.33	● 2.33	2.33
Additional Recycling Service (Fee applies) JJ RICH	0	0	1	1	0	0	4	● 2.00	● 1.33	● 3.22	3.31
Additional Waste Service (Fee applies) RRC	1	1	3	3	0	0	4	● 1.00	● 0.40	● 0.54	0.50
Park Bins (RRC Park/Reserve areas)	3	2	2	2	1	0	23	● 0.00	● 0.70	● 2.15	2.67
Change to Existing Bins (JJ RICHARDS)	2	1	7	7	1	0	5	● 1.86	● 1.77	● 1.93	1.16
Change to Existing Bins (RRC)	1	1	12	11	1	0	4	● 2.36	● 1.14	● 1.57	1.09
Missed Service Recycling - SAME DAY JJ RICHARDS	0	0	30	20	10	0	4	● 1.60	● 1.22	● 1.64	1.33
Missed Service Waste - SAME DAY ENQUIRY RRC	3	3	63	56	7	0	4	● 0.64	● 0.53	● 0.58	0.56
Missed Recycling Bin JJ (Not out or Truck Missed)	1	1	37	33	2	0	4	● 1.27	● 1.26	● 1.48	1.05
Missed General RRC (Bin Not Out or Truck Missed)	2	0	34	31	5	0	4	● 0.42	● 0.40	● 0.46	0.67
New (First) Bin Set Up (Domestic/Recycle & Comm)	2	0	24	22	3	0	5	● 1.91	● 1.36	● 1.68	1.97
Repair JJ Richards Recycle (Bin To Be Empty)	1	1	0	0	0	0	5	● 0.00	● 3.42	● 3.88	2.00
Repair RRC General Waste Bin (Bin To Be Empty)	3	2	22	20	3	0	4	● 2.00	● 1.38	● 1.45	1.22
Replacement Bin JJ (Damaged/Lost/Stolen)	2	2	7	6	1	0	5	● 3.00	● 3.02	● 3.55	2.06
Replacement Bin RRC (Damaged/Lost/Stolen)	11	9	94	85	8	0	4	● 1.25	● 0.98	● 1.19	1.10
Special Event Bins (Parks/Halls etc)	2	1	9	8	2	0	4	● 1.00	● 1.41	● 1.44	2.55
Landfills & Transfer Station - Waste Facilities	0	0	5	4	1	0	4	● 0.50	● 1.54	● 0.92	0.33
Waste and Recycling General Query	7	5	32	30	3	0	5	● 1.33	● 1.38	● 1.58	1.44
Compliment or Complaint RRC or JJ Richards	0	0	2	2	0	0	2	● 1.50	● 1.18	● 1.43	0.53

3. Capital Projects



CAPITAL PROJECT REPORT

Reporting Month	July 18
Project	Lakes Creek Road Landfill (LCRL) Capping
Project Number	0508971
Project Manager	Kim Saloyedoff
Council Committee	Airport, Water and Waste

PROJECT SCOPE

Progressive capping of the LCRL. In particular Stage 1.

PROJECT MILESTONES

ITEM	TARGET DATE		COMMENTARY
	ORIGINAL	REVISED	
<i>Project Planning</i>	July 17	October 17	<i>Planning for the stage 1 capping was complete as part of the overall design that involves the final design surface. This has not changed.</i>
<i>Design Development</i>	October 17	September 18	<i>Complete as part of the overall LRCL Design.</i>
<i>Procurement</i>	September 18	October 18	<i>Final design will be released to tender shortly.</i>
<i>Construction</i>	October 18	February 19	<i>Current planned construction window.</i>

FINANCIAL PROFILE

The works for this year include the final capping of Stage 1. There is risk associated with this project due to an overspend in funds last FY, leaving limited funds to complete the final stages of this project.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	4,291,619.78	3,809,837.21	-	481,782.57	487,215.96	5,433.39	-	481,782.57
External Funding								

PROJECT STATUS

This project is a progressive capping of the Stage 1 Landfill area at the LCRL. Waste filling for Stage 1 has been complete and the initial waste covering cap in place. This stage of the project is to prepare the final surface level and the surface water drainage that will tie into the piggy back expansion that is currently underway.



CAPITAL PROJECT REPORT

Reporting Month	July 18
Project	Lakes Creek Road Landfill (LCRL) Life Extension
Project Number	1047107
Project Manager	Kim Saloyedoff
Council Committee	Airport, Water and Waste

PROJECT SCOPE

Design and construction of the new landfill cells as part of the life extension of LCRL.

PROJECT MILESTONES

ITEM	TARGET DATE		COMMENTARY
	ORIGINAL	REVISED	
<i>Project Planning</i>	July 17	July 17	<i>Complete</i>
<i>Design Development</i>	July 17	December 17	<i>Complete</i>
<i>Procurement</i>	December 17	March 18	<i>Complete</i>
<i>Construction</i>	May 18	December 18	<i>Underway</i>

FINANCIAL PROFILE

Project is currently tracking on budget and with full job forecast remaining under the overall budget for this FY. There are some carryover funds that are still to be spent from last FY.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	25,482,637	4,510,597	1,868,619	20,972,040	2,050,000	13,360	1,868,619	2,036,640
External Funding								

PROJECT STATUS

The construction of the first cell of the piggy back expansion is underway. This project also includes the detailed design of Cell A1 (the next cell for construction) and the subgrade designs for Cells B and C.

The construction of Cell A is underway and is forecast for completion prior to December 2018. This project has been delayed due to the failure of the construction materials for the engineered layer that forms the structure of the new cell. This product proposed by the supplier / contractor was tested against the technical specification and did not meet the requirements of the testing. An alternative was proposed and material was manufactured and is being shipped to Australia.



CAPITAL PROJECT REPORT

Reporting Month	July 18
Project	Alton Downs Waste Transfer Station (WTS)
Project Number	1126015
Project Manager	Kim Saloyedoff
Council Committee	Airport, Water and Waste

PROJECT SCOPE

Design and construction of an upgraded waste transfer station at Alton Downs

PROJECT MILESTONES

ITEM	TARGET DATE		COMMENTARY
	ORIGINAL	REVISED	
<i>Project Planning</i>	June 18	July 18	<i>Planning complete as part of the Laurel Bank closure</i>
<i>Design Development</i>	July 18	August 18	<i>Design is underway</i>
<i>Procurement</i>	August 18	August 18	
<i>Construction</i>	August 18	September 18	

FINANCIAL PROFILE

This project is set to commence with initial estimates by the designers projected to exceed the current budget. A review of the project for cost savings will be undertaken.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	80,000.04	-	-	80,000.04	80,000.04	-	-	80,000.04
External Funding								

PROJECT STATUS

This project is to design and construct an upgraded waste transfer station to replace the Laurel Bank bin station.

The design is underway with construction commencing in the month of August.




4. Operational Projects

*Instructions: This is an optional field to utilise if your section has any operational projects.
Copy and paste the relevant hexagon to show if the target is on track (refer to the legend on the first page of the report).*



As at period ended [month] – [percentage] % of year elapsed

In terms of scope, schedule and budget, the project is;

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)

5. Budget

Operational Summary

Total revenue currently stands at 44% of budget, the result of having booked the first semester utility charges. Expenditure is at 6% of budget.

Capital Summary

RRWR capital project expenditure is currently at 3%, in part the result of a series of smaller projects that are new to the budget and therefore not yet in their operational phases. Financial performance as expected for the reporting period.

End of Month Job Costing Ledger - (Operating Only) - CORPORATE SERVICES



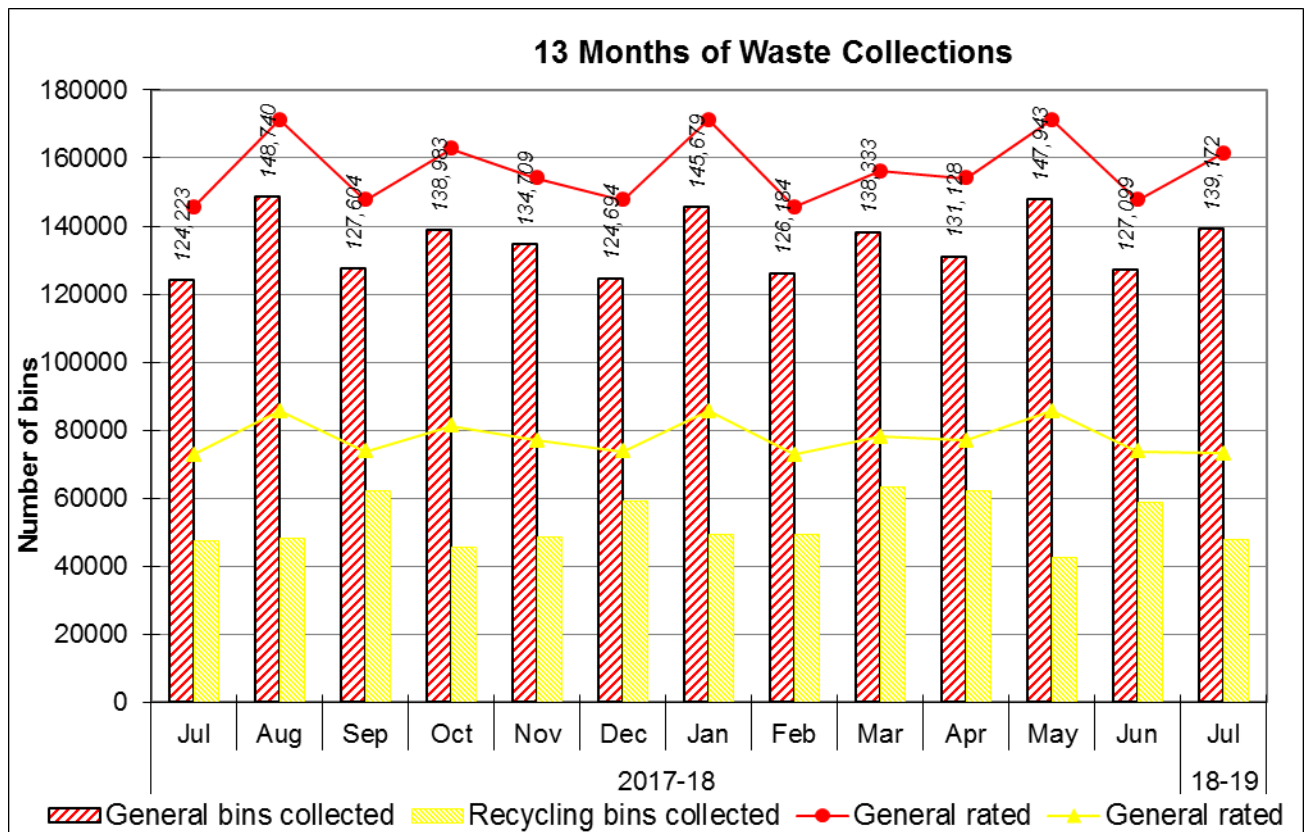
As At End Of April

Report Run: 02-May-2017 11:47:13 Excludes Nat Accs: 2802,2914,2917,2924

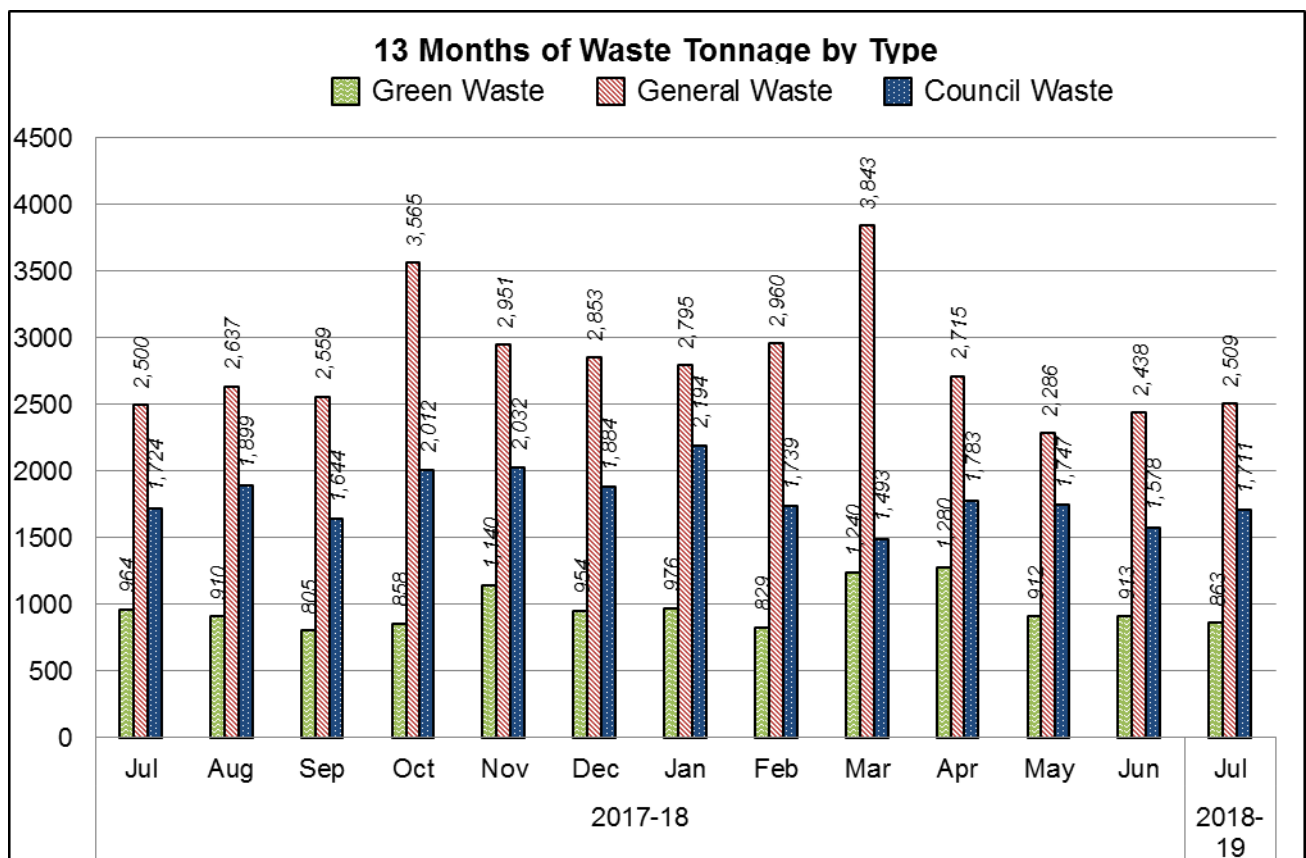
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 83.3% of Year Gone
	\$	\$	\$	\$	\$	%	
CORPORATE SERVICES							
WORKFORCE & STRATEGY							
<i>Human Resources and Payroll</i>							
Revenues	0	(27,490)	0	(38,504)	(38,504)	140%	✓
Expenses	1,610,882	1,577,059	39,407	1,253,540	1,292,947	82%	✓
Transfer / Overhead Allocation	21,000	21,000	0	10,369	10,369	49%	✓
Total Unit: Human Resources and Payroll	1,631,882	1,570,569	39,407	1,225,404	1,264,811	81%	✓
<i>Safety & Training</i>							
Revenues	(74,250)	(74,250)	0	(177,222)	(177,222)	239%	✓
Expenses	1,315,785	1,283,937	81,752	920,380	1,002,132	78%	✓
Transfer / Overhead Allocation	55,000	55,000	0	14,052	14,052	26%	✓
Total Unit: Safety & Training	1,296,535	1,264,687	81,752	757,211	838,963	66%	✓
<i>Corporate Improvement & Strategy</i>							
Expenses	585,369	512,277	2,000	267,464	269,464	53%	✓
Transfer / Overhead Allocation	0	0	0	865	865	0%	✘
Total Unit: Corporate Improvement & Strategy	585,369	512,277	2,000	268,328	270,328	53%	✓
<i>Workforce & Strategy Management</i>							
Expenses	353,837	444,754	15,441	299,655	315,096	71%	✓
Transfer / Overhead Allocation	0	0	0	528	528	0%	✘
Total Unit: Workforce & Strategy Management	353,837	444,754	15,441	300,183	315,623	71%	✓
<i>Investigations and Industrial Relations</i>							
Expenses	353,972	341,726	5	216,883	216,887	63%	✓
Transfer / Overhead Allocation	0	0	0	98	98	0%	✘
Total Unit: Investigations and Industrial Relations	353,972	341,726	5	216,981	216,986	63%	✓
Total Section: WORKFORCE & STRATEGY	4,221,594	4,134,014	138,605	2,768,106	2,906,711	70%	✓
Total Department: CORPORATE SERVICES	4,221,594	4,134,014	138,605	2,768,106	2,906,711	70%	✓

6. Section Statistics

Adopted Operational Service Delivery Standard	Target	July 2018 Performance
Weekly collection of domestic waste on same day every week	98%	99.93%
Weekly collection of commercial waste	95%	99.93%
Fortnightly Collection of domestic recyclable waste	98%	99.89%
Fortnightly Collection of commercial recyclable waste	98%	99.89%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	98.77%
Collection services will be made available within four working days upon application by owner	98%	95.83%
Provision of assisted services within ten working days from application by owner	100%	100%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	100%

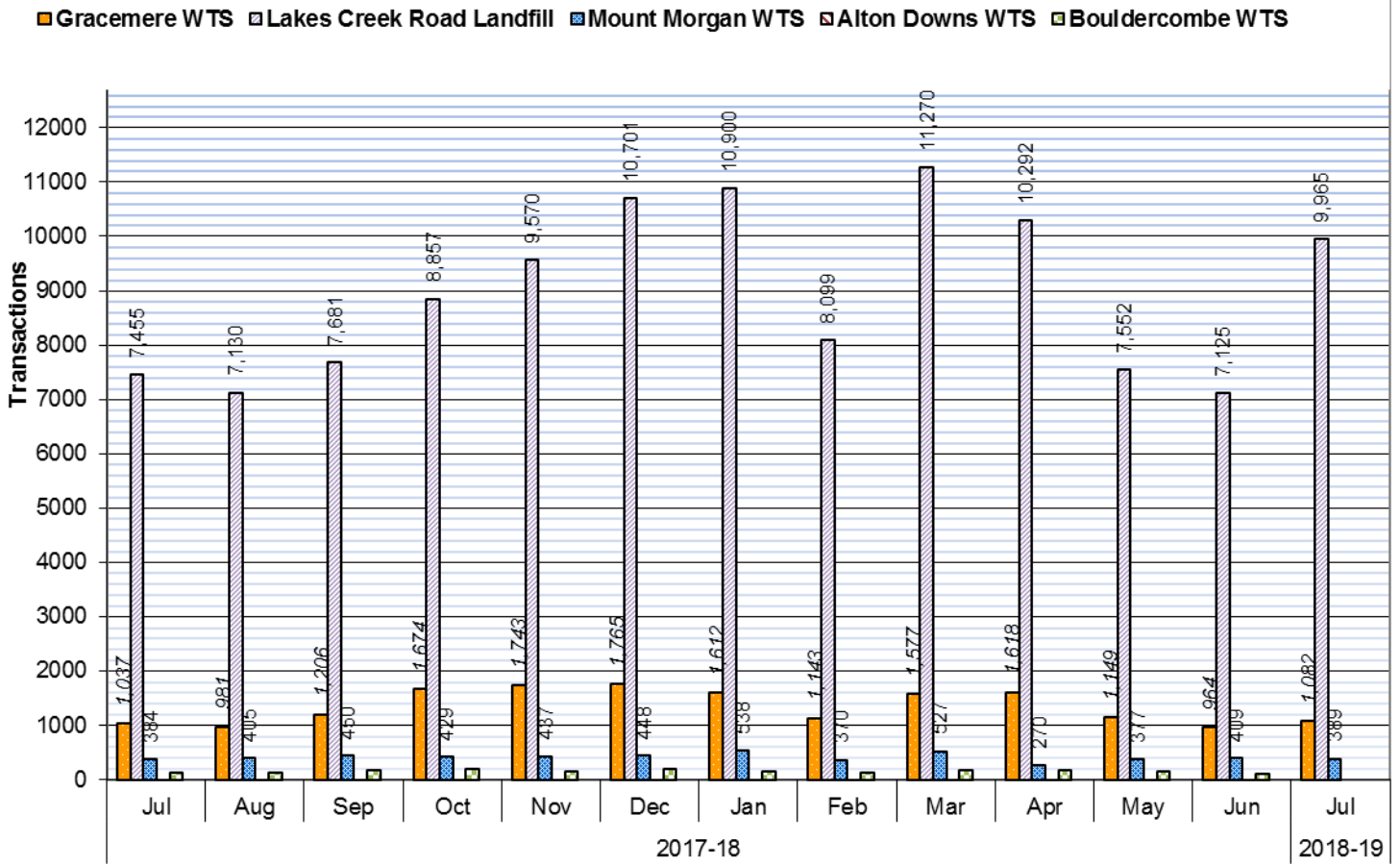


The above graph depicts the number of general waste and recycling bins serviced monthly over a 13 month period in the Rockhampton Region waste collections service areas.



The above graph depicts the tonnes of General Waste, Green Waste and Council Waste accepted at all waste facilities in the Rockhampton Region area over a 13 month period.

13 Months of Waste Facility Transactions



The above graph depicts the total number of transactions at waste facilities in the Rockhampton Region area over a 13 month period. Note data for smaller facilities was captured manually prior, and is not shown until 2018-19

8.5 ROADSIDE BIN STATIONS INTERIM SOLUTIONS

File No:	7284
Attachments:	Nil
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Michael O'Keeffe - Manager Rockhampton Regional Waste and Recycling

SUMMARY

Rockhampton Regional Waste and Recycling (RRWR) is seeking Council approval to undertake a number of interim solutions following the closure of Roadside Bin Stations and Operation of New Waste Transfer Stations.

OFFICER'S RECOMMENDATION

THAT Council approve the following actions:

1. Adjust Fees and Charges to reduce the minimum charge of half a 240 litre wheelie bin from \$8.50 to \$5.00 at all Waste Facilities from 1st October 2018; and
2. Work with the impacted rural communities to agree on a workable solution for the provision of a weekly waste and recycling solution at specific locations, implemented from 1 October 2018.

COMMENTARY

In order to provide our rural communities interim solutions for the period between the closure of the roadside bin stations and the operation of the two new proposed staffed waste transfer stations, it is proposed that Council implement the following actions:

1. Reduce the Minimum Charge at all Waste Facilities

Minimise the financial impact for all residents by adjusting the Fees and Charges to reduce the minimum charge from \$8.50 to \$5.00 at all Waste Facilities from 1st October 2018.

The minimum charge covers; half a 240 litre wheelie bin (less than; car boot, sedan, SUV, station wagon (seat up), half trailer, 240 litre wheelie bin).

Currently 12% of all domestic customers come in as a minimum charge.

2. Weekly Waste and Recycling Service at Specific Locations in Impacted Areas

Work with the impacted rural communities to agree on a workable solution for the provision of a weekly waste and recycling solution at specific locations, implemented from 1st October 2018.

Possible solution is to mobilise Council's two rear loader trucks on a weekend day to a specific location in each of the two impacted regions for a period of say 2 hours at each location.

One truck for waste items and one truck for recycling items.

The truck operator will assist to monitor the waste and recycling items to ensure they comply. Restrictions will apply to the waste and recycling items that can be accepted and will be limited to domestic household waste.

BACKGROUND

An independent audit of the region's roadside bin stations has found repeated illegal dumping including asbestos, live ammunition, corrosive batteries, chemicals and diseased livestock carcasses. These findings place Council at risk of seriously breaching multiple pieces of Commonwealth and State Legislation.

As a result, Council has no option but to proceed with the permanent closure of all roadside bin stations across the region.

All Roadside Bin Stations are closing from 1st October 2018.

In order to provide our rural communities a reliable and safe waste and recycling service in the longer term, Council has also commenced plans for the development of two new staffed Waste Transfer Stations at Bajool and the Westwood/Wycarbah areas to accept domestic waste and recycling.

BUDGET IMPLICATIONS

1. Reduce the Minimum Charge at all Waste Facilities

The annualised loss of revenue (from current Waste Facilities) reducing minimum charge to \$5.00 is in the order of \$10,000.

An additional estimated loss of potential revenue from roadside bin station users assuming a similar 12% proportion of roadside bin station users come in as a minimum charge is in the order of \$1,000.

2. Weekly Waste and Recycling Service at Specific Locations in Impacted Areas

The calculated cost for the period of service, are as follows;

Waste Costs, in summary:

Details	2 Sites	1 Site	Total Multi-Year Cost
	Sep 18 to May 19	Jun 19 to Dec 19	
Service Frequency	Weekly	Weekly	
Hours / Service	9	4.5	
Service Cost	\$67,000	\$26,000	\$93,000
Disposal Cost	\$20,000	\$16,000	\$36,000
Total Cost	\$87,000	\$42,000	\$129,000

Recycling Costs, in summary:

Details	2 Sites	1 Site	Total Multi-Year Cost
	Sep 18 to May 19	Jun 19 to Dec 19	
Service Frequency	Weekly	Weekly	
Hours / Service	9	4.5	
Service Cost	\$67,000	\$26,000	\$93,000
Disposal Cost	\$25,000	\$20,000	\$45,000
Total Cost	\$92,000	\$46,000	\$138,000

Note, Costs do not consider any impact for State Government Waste Levy.

LEGISLATIVE CONTEXT

The proposed actions will enable Council to meet its legislative requirements for the management of Waste Facilities.

CORPORATE/OPERATIONAL PLAN

The following action from the Corporate Plan is relevant:

Action 5.2.1.1 – Comply with legislative requirements – The management of waste through Council's operational landfill site and waste transfer station will enable Council to meet its legislative obligations.

CONCLUSION

These proposed interim solutions will assist Council in providing a reasonable level of service while complying with legislation.

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 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

12.1 Recyclables Processing Contract Update Report

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

12 CONFIDENTIAL REPORTS

12.1 RECYCLABLES PROCESSING CONTRACT UPDATE REPORT

File No: 80001
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Michael O'Keeffe - Manager Rockhampton Regional Waste and Recycling

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

The purpose of this report is to provide Council with an update on the Recyclables Processing Contract and proposed way forward.

13 CLOSURE OF MEETING