



AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

16 OCTOBER 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 16 October 2018 commencing at 12:30pm for transaction of the enclosed business.

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

CHIEF EXECUTIVE OFFICER
9 October 2018

Next Meeting Date: 20.11.18

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)
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

Councillor Margaret Strelow - Leave of Absence from 12 October 2018 to 21 October 2018

Councillor Rose Swadling - Leave of Absence from 2 October 2018 to 4 November 2018

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 18 September 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 - SEPTEMBER 2018

File No: 7927

Attachments: 1. Rockhampton Airport Monthly Operations Report - September 2018 [↓](#)

Authorising Officer: Chris Ireland - Acting General Manager Advance Rockhampton

Author: Tracey Baxter - Manager Airport

SUMMARY

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

OFFICER'S RECOMMENDATION

THAT the Rockhampton Airport Operations and Annual Performance Plan Report for September 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 October 2018 be received.

**ROCKHAMPTON AIRPORT MONTHLY
OPERATIONS REPORT
- SEPTEMBER 2018**

**Rockhampton Airport Monthly
Operations Report - September 2018**

Meeting Date: 16 October 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

AIRPORT

PERIOD ENDED 30 SEPTEMBER 2018



1. Operational Summary

Lost Time Injury Free

The Airport is celebrating being Lost Time Injury (LTI) free for 986 days with the last recorded LTI being 20/01/2016.

2. Customer Service Requests

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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)			Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q1
			Received	Completed				Current Mth	6 Months	12 Months		
Airport General Enquiries	0	0	0	0	0	0	10	● 0.00	● 2.67	● 2.67	1.63	● 1.50
Airport Services General Enquiries	0	0	0	0	0	0	10	● 0.00	● 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 September – 25% 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		\$339,675	\$0
Comments	<p><u>Commentary</u></p> <p>A condition assessment of the GA Apron lighting was conducted in 2014 with recommendations to upgrade the system. Original concept design is under review to investigate options for a LED installation and to review the aircraft parking layout. The system remains non-compliant due to inability to infringe the airspace of Runway 04/22; this will be rectified in Stage 3 following the displacement Runway 04/22. Project to be delivered in three stages, Stage 1 15/16 – Install three lights for RFDS Operations (completed), Stage 2 17/18 – Lighting Design Review and Project Concept (awaiting report), 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>				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
959133 – RPT Apron Lighting	29/08/13	June 2019		\$466,255	\$0
Comments	<p><u>Commentary</u> To obtain regulatory compliance a condition assessment was conducted of the RPT Apron lighting in 2014 with one recommendation. 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 existing 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 18/19 – Implement compliant system.</p> <p><u>Status</u> Installation of six new switchboards at each apron light pole - four complete and two remaining. Aircraft parking requirements have been reviewed and lighting design review has commenced.</p>				
1047109 – Replace existing storage-workshop-office-lunchroom (site BD)	September 2015	March 2019		\$135,833	\$0
Comments	<p><u>Commentary</u> 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 a condition assessment conducted in 2015. Office building and electrical switchboards are beyond repair therefore requiring replacement. The project scope is to extend the hanger, renew electrical connection and replace office and lunchroom.</p> <p><u>Status</u> A Development Application has been drafted. Sewer connection infrastructure – completed. Currently awaiting Council approvals. Documents are being prepared for Public Tender to complete works.</p>				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
987926 – Upgrade terminal standby power generator	September 2015	February 2018		\$0	\$1,665
Comments	<p><u>Commentary</u> Current generator only supplies a portion of the Terminal. The generator failed during cyclone Marcia and on several other occasions. The replacement generators are an essential component of the Airport Business Continuity Plan.</p> <p><u>Status</u> Construction works are complete, as-cons yet to be provided. The new system is now operational and connected to the terminal Building Management System for ongoing monitoring. Additional works to remove the in-ground fuel tank have been completed.</p>				
987704 – Improve Airside Stormwater Management	July 2017	June 2018		\$220,000	\$13,819
Comments	<p><u>Commentary</u> 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 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> Management framework for project to be finalised.</p>				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
989183 – Terminal Refurbishment – Auto Doors	July 2017	June 2018		\$100,000	\$97,650
Comments	<p><u>Commentary</u> Terminal automatic entry doors are approaching the end of their useful life. Project scope has been revised to upgrade the control system and drive mechanisms on the nine oldest doors.</p> <p><u>Status</u> Tenders closed early April and has been awarded. Construction commenced on 09/07/18. Project 95% complete. Final inspection to be completed.</p>				
987723 – Replace Air Conditioning Chilled Water Unit	January 2017	December 2018		\$143,500	\$3,500
Comments	<p><u>Commentary</u> The Chiller unit has reached the end of its expected life. This has been quantified by several component failures over recent years. With the current load on the chiller it is required to operate at 100% capacity to cool the Airport Terminal during the hottest portion of the year.</p> <p>The project will consist of a concept (scope of works), design, construction and commissioning stages. While this project continues over several years the initial concept and design will be for the entire project.</p> <p><u>Status</u> Engineering consultancy services have been engaged to assist in Developing a Project Concept Plan & Scope of Works for the complete Terminal Air Conditioning System, for approval. Draft report under review.</p>				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
1126023 – Replace HV Cable Feeds	January 2019	June 2019		\$21,000	\$0
Comments	<u>Commentary</u> Investigation of HV supply for Rockhampton Airport for redevelopment works. <u>Status</u> Project has not commenced at this stage.				
987727 – Terminal master planning and reconfiguration	Late 2015	July 2017		\$10,000	\$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		\$14,799	\$21,356
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.				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
959150 – Runway Lighting System Replacement	18/12/11	31/11/17		\$0	\$141,502
Comments	<p><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 2018, ongoing rectification works to be undertaken in the coming months.</p> <p><u>Status</u></p> <ul style="list-style-type: none"> • Stage 1 – Practical completion issued 24 April 2014. List of final defects repaired. • Stage 2 – Practical completion has been issued. Issues with initial Contractor being available to repair defects. Current on-site contractor have commenced defect rectification. • Stage 3 – Commissioning of current system and close out of remaining defects. 				
0987712 – Replace General Aviation Power Switchboards	10/06/16	June 2019		\$2,906	\$0
Comments	<p><u>Commentary</u> The electrical switchboards in the General Aviation Area have recently had a condition assessment completed.</p> <p><u>Status</u> Rectification work to be carried out in October.</p>				

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
0983763 - Rockhampton Airport Pavement Project	Feb 2018	Mar 2019		\$13,987,770	\$12,638,379
	<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 site for the main project components of Asphalt overlay, line marking and rejuvenation treatments have been completed. Demobilisation of plant and equipment has commenced along with any project / site restoration requirements. Close out report for Separable Portion 2 has been received.</p> <p>The contractor to carry out the grooving treatment on the main runway which will be completed by February 2019. This period is required to allow asphalt to appropriately cure prior to cutting.</p>				

4. Operational Projects

5. Budget

AIRPORT FINANCIAL

Please note, due to revised committee reporting deadlines requested by the Airport team, these financial reports represent a **pre-close** position.

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

Percentage of year elapsed is 25%.

Operational Summary

YTD revenue is in-line with budget at 24.6%.

Expenses are also in-line with % of year gone at 24.6%, however, this does include a large insurance prepayment of approximately \$300K, which if removed would reveal significantly lower than budget spend, occurring across most budget lines at present.

Capital Summary

Airport's YTD capital expenditure is at 107% of total annual budget, nearly all of which is the main runway resurfacing project expenditure of \$11.2M. Income from Building Better Regions Fund will recover \$4.5M of this project spend once fully acquitted.

Capital expenditure on all other projects is yet to start with exception of small expenditure on Air-conditioning system replacement.

	Adopted Budget \$	EOM Commitments \$	YTD Actual \$	Commit - Actual \$	Variance %	On target 25% of Year Gone
ADVANCE ROCKHAMPTON						
AIRPORT						
<u>Airport Operations</u>						
Revenues	(10,385)	0	0	0	0%	✓
Expenses	2,109,185	97,824	414,097	511,921	20%	✗
Transfer / Overhead Allocation	161,755	6,442	24,217	30,659	15%	✗
Total Unit: Airport Operations	2,260,555	104,266	438,313	542,579	19%	✗
<u>Airport Facilities</u>						
Revenues	(579,500)	(49,677)	(105,158)	(154,834)	18%	✓
Expenses	4,301,336	453,038	855,476	1,308,513	20%	✗
Transfer / Overhead Allocation	89,816	63	1,118	1,181	1%	✗
Total Unit: Airport Facilities	3,811,652	403,424	751,436	1,154,866	20%	✗
<u>Airport Administration</u>						
Revenues	(41,594)	0	33,082	33,082	-80%	✗
Expenses	4,262,342	302,805	1,377,981	1,680,786	32%	✗
Transfer / Overhead Allocation	4,428,987	368,026	1,108,546	1,476,572	25%	✗
Total Unit: Airport Administration	8,648,735	670,831	2,518,605	3,150,446	29%	✗
<u>Airport Commercial</u>						
Revenues	(15,377,893)	(1,380,349)	(3,866,186)	(5,246,535)	25%	✓
Expenses	428,074	31,639	80,914	112,552	19%	✗
Transfer / Overhead Allocation	2,122	0	2	2	0%	✗
Total Unit: Airport Commercial	(14,947,657)	(1,348,711)	(3,785,270)	(5,133,981)	25%	✓
Total Section: AIRPORT	(225,755)	(176,190)	(75,512)	(246,161)	34%	✓

6. Section Statistics

AIRPORT COMMERCIAL

Ongoing in 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. Lime Intelligence have nearly completed the commercial side to the data system and this will enable us to track the commercial performance moving forward.

We are still in negotiations with the airline clients in renewing their Aeronautical Agreements for the next five years. Airlines are reviewing the contract terms at the moment; we are still to settle on a fee structure.

The East West link business case is nearly completed, from this we will be talking to airlines again and also government agencies to try and get support for this new route.

We are also working through a Sydney – Rockhampton business case to present to airlines in the future.

Council have submitted a grant application for the 10mil Export Centre to be placed within the airport precinct. Moving on from this grant application Council will also look at developing the business case around the freight precinct looking for further opportunities.

Patient Travel Subsidy Scheme Car Park Waiver

During September 2018, 168 vehicles had \$7,609 in car park fees waived. The total period of time these vehicles were in the Airport car parks was an average of 1.98 days stay per passenger.

Passenger Numbers

Domestic passenger numbers for September 2018 were 46,659 compared to 49,477 in September 2017. The decrease in passenger numbers in comparison to 2017 is partially due to the loss of JetGo Australia services.

AIRPORT FACILITIES

Hertz Office – Site BH

M&P Services have been engaged to replace the Hertz Office that was damaged by fire. The old structure has been demolished and is scheduled to be replaced in October.

Airport Electrical Supply

The Airport Facilities team is reviewing the electrical supply requirement and allocation for the airport.

AIRPORT OPERATIONS

Audit and Compliance

There are no outstanding audit or compliance matters to report.

Military Exercises

Defence Exercise Wallaby 2018 commenced in early September with the Rockhampton Airport playing a large role in the facilitation of air services to support military air traffic movements. The first four charter aircraft arrived on the 22 and 23 of September, with further charters to arrive in the coming weeks.





8.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT - SEPTEMBER 2018**File No:** 7927**Attachments:** 1. RRWR Monthly Operations Report
September 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 September 2018.

OFFICER'S RECOMMENDATION

THAT the RRWR Monthly Operations report for the period ended 30 September 2018 be received.

**ROCKHAMPTON REGIONAL WASTE
AND RECYCLING MONTHLY
OPERATIONS REPORT
- SEPTEMBER 2018**

**RRWR Monthly Operations Report
September 2018**

Meeting Date: 16 October 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

ROCKHAMPTON REGIONAL WASTE & RECYCLING

PERIOD ENDED 30 SEPTEMBER 2018



1. Operational Summary

Efforts not WASTED on LAWMAC



Approximately fifty attendees including Councillors, Officers and Consultants/Suppliers from all over Central and North Queensland were impressed over the two days with the running of their LAWMAC AGM and GM and a Workshop on Closed Landfills, including the professional appearance of the Lakes Creek Road Waste Management Facility. Promotion of minimising waste with no plastic, and no disposable catering was also recognised by all with many positive comments to Councillor Fisher and Michael O'Keeffe.

Rockhampton Regional Waste and Recycling hired sponsored crockery and cutlery, there were no water bottles, with the waste free option of chilled water dispenser and glasses very popular, and the caterers supported the efforts with no plastic including using aluminium foil wrap and compostable napkins and skewers. Food scraps were taken by caterers for composting and to feed their chickens.

At the end of two days there was less than a garbage bag full of waste in the bin to go to landfill and that was mostly disposable coffee cups from CBD vendors and water bottles from accommodation providers.



Roadside Bin Station Closures

All Roadside Bin Stations were closed from 1 October 2018. Clean up works are progressing. Plans are in place for the interim waste disposal service with the first service being undertaken on Sunday 7 October 2018.

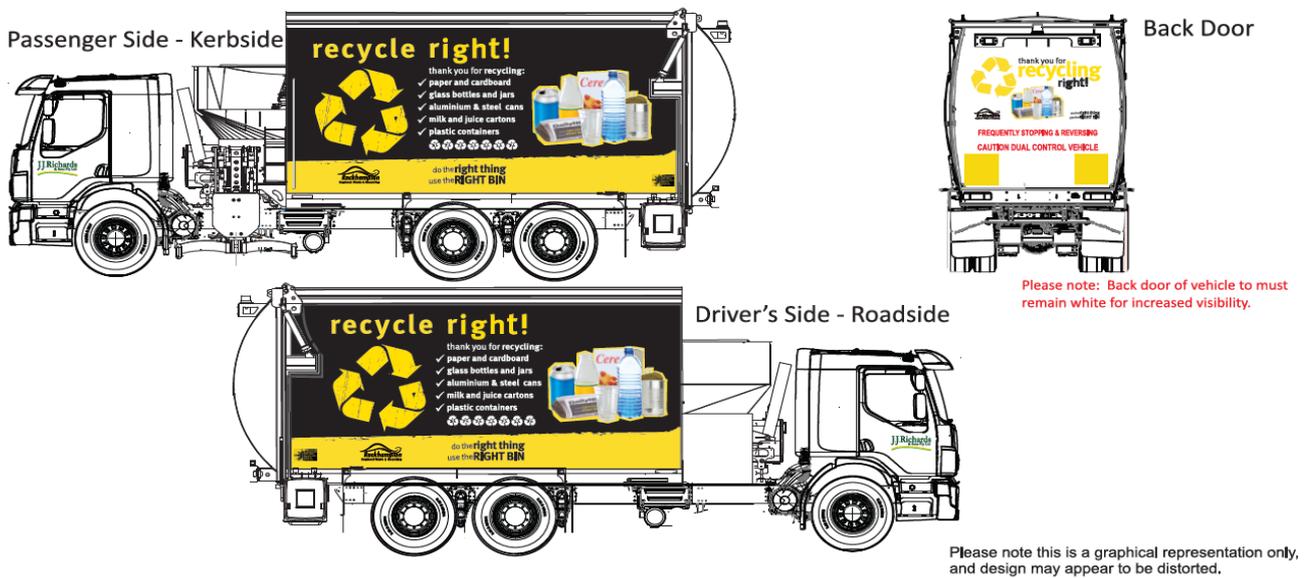
Service usage information and resident feedback will be recorded at each service location over the first four (4) weeks in order to allow a follow up on the effectiveness of the process.

511 Days LTI Free and Counting

Rockhampton Regional Waste and Recycling have continued to avoid an LTI incident, hitting over 500 days at the end of September 2018. The next milestone will be reached at 600 days on the 30 December 2018.

Recycling Collection Contract

Council's recycling collection contract currently being undertaken by JJ Richards & Sons Pty Ltd terminates on 30 September 2018 and new 10 year contract commences on 1 October 2018. Transitioning into the new contract will be seamless with new vehicles in use. The approved livery and messaging on the new trucks are shown below.



Cell A Piggy Back Expansion Takes Shape

First layer of material for the construction of Cell A has been placed down on the eastern third of the cell. All reinforcing geotextile has now been installed.



2. Customer Service Requests



All Monthly Requests (Priority 3)
RRW&R 'Traffic Light' report
September 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)	Avg Completion Time (days) Q1
			Received	Completed								
Waste/Recycling - RATES NOTICE QUERY	1	1	0	0	0	0	10	● 0.00	● 5.11	● 5.11	2.00	● 5.11
Additional Recycling Service (Fee applies) JJ RICH	0	0	1	1	0	0	4	● 0.00	● 1.25	● 3.11	3.25	● 1.25
Additional Waste Service (Fee applies) RRC	1	1	5	4	0	0	4	● 0.50	● 0.44	● 0.47	0.42	● 0.50
Park Bins (RRC Park/Reserve areas)	3	1	6	5	3	0	23	● 0.80	● 0.67	● 1.47	3.84	● 0.64
Change to Existing Bins (JJ RICHARDS)	1	0	4	2	3	0	5	● 0.00	● 1.53	● 1.86	1.11	● 1.31
Change to Existing Bins (RRC)	0	0	19	15	3	0	4	● 1.47	● 1.37	● 1.35	1.08	● 1.61
Missed Service Recycling - SAME DAY JJ RICHARDS	0	0	0	0	0	0	4	● 0.00	● 1.47	● 1.64	1.43	● 1.68
Missed Service Waste - SAME DAY ENQUIRY RRC	0	0	0	0	0	0	4	● 0.00	● 0.56	● 0.57	0.55	● 0.66
Missed Recycling Bin Service JJR	8	8	38	30	8	0	4	● 2.00	● 1.49	● 1.53	1.03	● 1.68
Missed General Bin Service RRC	17	17	93	92	1	0	4	● 0.47	● 0.42	● 0.44	0.40	● 0.42
New (First) Bin Set Up (Domestic/Recycle & Comm)	4	4	19	18	1	0	10	● 1.94	● 1.73	● 1.84	1.52	● 1.93
Repair JJ Richards Recycle (Bin To Be Empty)	1	1	1	1	0	0	10	● 3.00	● 2.91	● 3.67	1.75	● 1.50
Repair RRC General Waste Bin (Bin To Be Empty)	6	6	19	17	2	0	5	● 1.06	● 1.50	● 1.43	1.10	● 1.63
Replacement Bin JJ (Damaged/Lost/Stolen)	3	3	8	7	1	0	10	● 1.86	● 3.15	● 3.52	2.26	● 3.08
Replacement Bin RRC (Damaged/Lost/Stolen)	23	23	64	58	5	0	5	● 1.29	● 1.16	● 1.28	0.98	● 1.45
Special Event Bins (Parks/Halls etc)	3	3	0	0	0	0	10	● 0.00	● 1.27	● 1.35	0.91	● 1.06
Landfills & Transfer Station - Waste Facilities	0	0	1	1	0	0	3	● 0.00	● 0.86	● 0.84	0.26	● 0.50
Waste and Recycling General Query	6	6	41	37	4	0	5	● 1.35	● 1.61	● 1.50	1.20	● 1.55
Compliment or Complaint RRC or JJ Richards	0	0	8	5	2	0	2	● 0.80	● 1.09	● 1.33	0.59	● 0.89

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

3. Capital Projects



CAPITAL PROJECT REPORT

Reporting Month	September 2018
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 during September.</i>
<i>Construction</i>	October 18	February 19	

FINANCIAL PROFILE

The works for this year include the final capping of Stage 1.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	4,445,813	3,826,238	-	481,782.57	641,409	22,186	-	619,223
External Funding								

PROJECT STATUS

This project is the final capping of the Stage 1 Landfill area at the LCRL. Waste filling for Stage 1 has been complete and the initial waste covering is in place. This stage of the project is to complete 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	September 2018
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>This project was delayed due to the failure of the construction materials for the new cell.</i>

FINANCIAL PROFILE

Project is currently tracking on budget and with full job forecast remaining under the overall budget for this FY.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	25,846,131	4,535,384	1,868,619	20,972,040	2,420,638	374,904	1,613,232	2,045,734
External Funding								

PROJECT STATUS

The construction of the first cell is underway. This project also includes the detailed design of the next cell for construction and the subgrade designs for Cells B and C.



CAPITAL PROJECT REPORT

Reporting Month	September 2018
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 complete</i>
<i>Procurement</i>	August 18	August 18	<i>Complete</i>
<i>Construction</i>	August 18	October 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.

	Project Life				Current Year			
	Total Budget	Actual to date	Committals	Remaining Budget	Budget	Actual to date	Committals	Remaining Budget
Expenditure	100,930	930	2,726	100,000	100,000	10,592	165	89,408
External Funding								

PROJECT STATUS

Project on track.

4. Operational Projects

NIL

5. Budget

Operational Summary

Percentage of year elapsed 25%. YTD revenue is currently at 44% of budget, but if adjusted to remove the advanced utility charges, overall YTD revenue is 25% of budget. YTD expenses are 19% of budget.

Capital Summary

RRWR capital project expenditure is currently at 13% of budget.

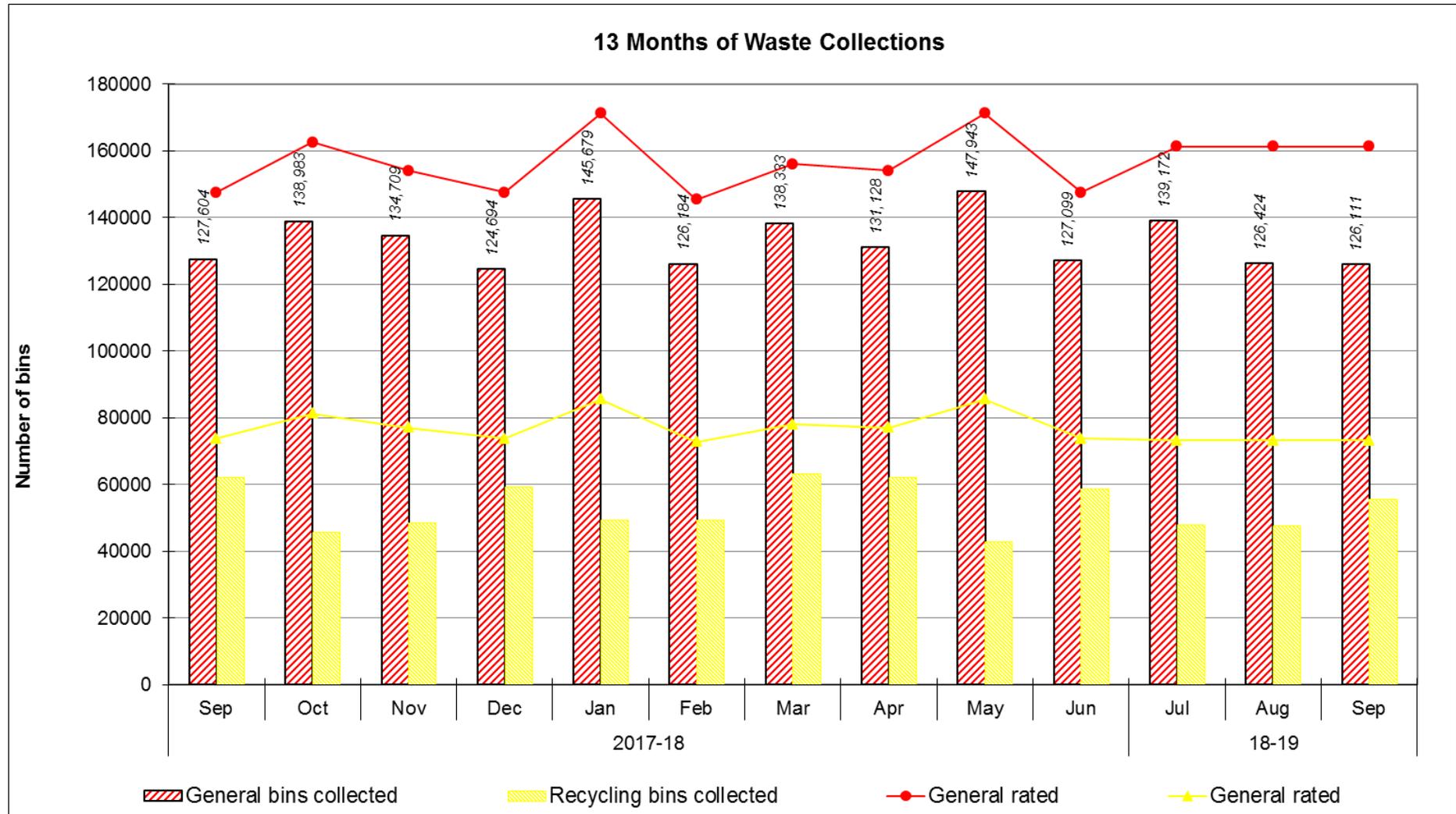
End of Month General Ledger - (Operating Only) - REGIONAL SERVICES							
As At End Of September 2018							
Report Run: 04-Oct-2018 09:50:45 Excludes Nat Accs: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 25% of Year Gone
	\$	\$	\$	\$	\$	%	
REGIONAL SERVICES							
WASTE & RECYCLING SERVICES							
<i>RRWR Waste Operations</i>							
Revenues	(4,406,884)	(4,406,884)	(320,608)	(889,999)	(1,210,607)	20% ✘	
Expenses	4,871,699	4,871,699	312,661	1,016,547	1,329,208	21% ✓	
Transfer / Overhead Allocation	(2,382,851)	(2,382,851)	(226,299)	(663,609)	(889,907)	28% ✓	
Total Unit: RRWR Waste Operations	(1,918,036)	(1,918,036)	(234,246)	(537,060)	(771,306)	28% ✓	
<i>RRWR Collections</i>							
Revenues	(99,769)	(99,769)	(2,582)	(11,300)	(13,882)	11% ✘	
Expenses	4,787,083	4,787,083	328,892	848,048	1,176,940	18% ✓	
Transfer / Overhead Allocation	3,995,543	3,995,543	200,398	779,130	979,529	19% ✓	
Total Unit: RRWR Collections	8,682,857	8,682,857	526,709	1,615,878	2,142,587	19% ✓	
<i>RRWR Management</i>							
Revenues	(15,208,502)	(15,208,502)	(107,641)	(7,830,954)	(7,938,595)	51% ✓	
Expenses	2,526,153	2,526,153	191,086	597,303	788,389	24% ✓	
Transfer / Overhead Allocation	2,629,007	2,629,007	214,229	698,688	912,917	27% ✘	
Total Unit: RRWR Management	(10,053,343)	(10,053,343)	297,674	(6,534,963)	(6,237,289)	65% ✓	
Total Section: WASTE & RECYCLING SERVICES	(3,288,522)	(3,288,522)	590,137	(5,456,145)	(4,866,008)	166% ✓	

6. Section Statistics

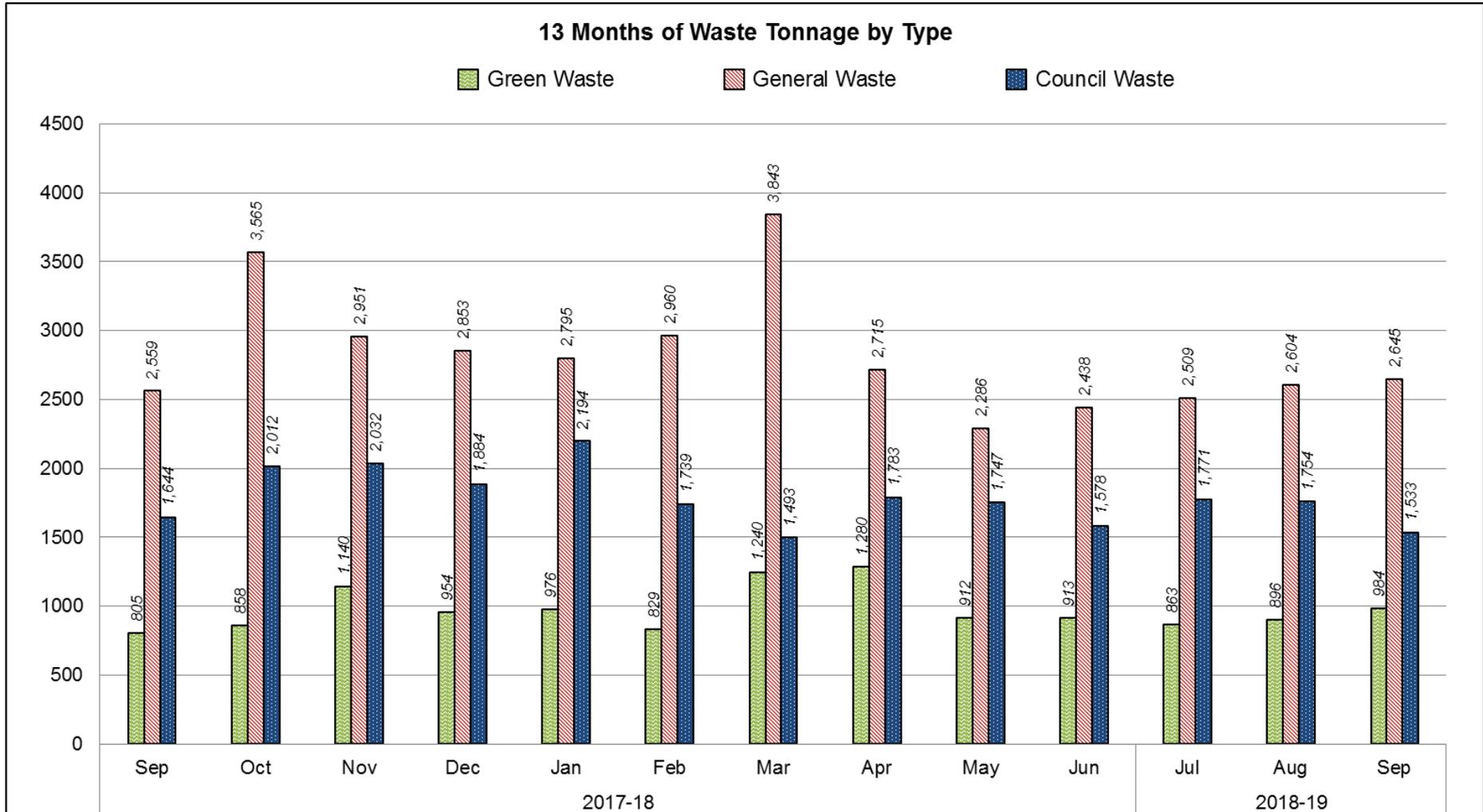
Adopted Operational Service Delivery Standard	Target	September 2018 Performance
Weekly collection of domestic waste on same day every week	98%	99.93%
Weekly collection of commercial waste	95%	99.93%
Fortnightly collection of domestic recyclable waste	98%	99.91%
Fortnightly collection of commercial recyclable waste	98%	99.91%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	93.89%
Collection services will be made available within four working days upon application by owner	98%	100%
Provision of assisted services within ten working days from application by owner	100%	95.65%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	98.91%

Details of missed performance standards:

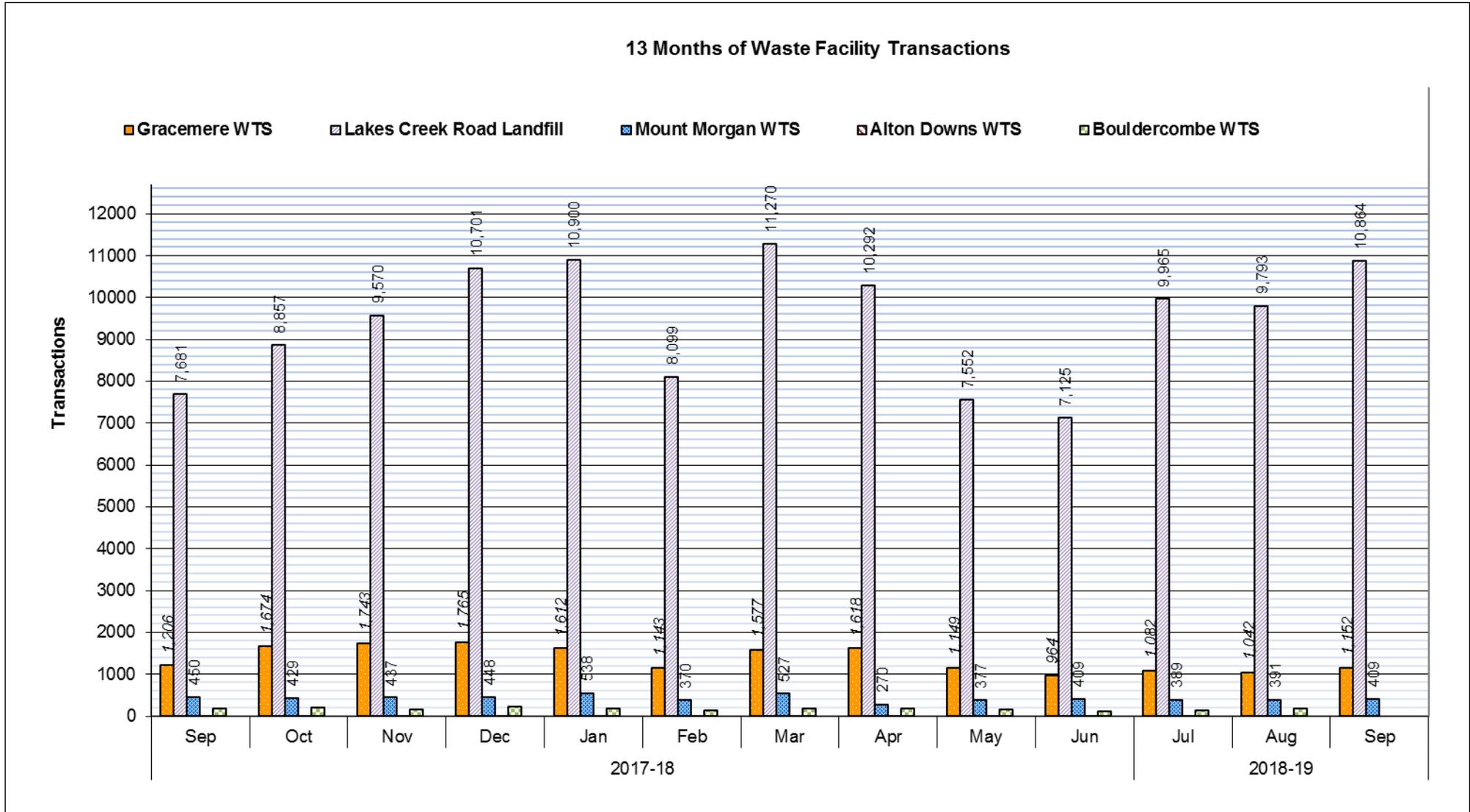
- Missed performance standard for missed service collection provided within two working days from notification when notification is within one working day of scheduled collection; 93.89% achieved. Due to the Recycling Service achieving 81.58%.
- Provision of assisted services within ten working days from application by owner; 95.65% achieved. 1 of 23 requests completed outside delivery standard.
- Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification; 98.91% achieved. 1 of 92 requests completed outside delivery standard.



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.



The above graph depicts the total number of transactions at waste facilities in the Rockhampton Region area over a 13 month period.

8.3 FRW MONTHLY OPERATIONS REPORT - SEPTEMBER 2018

File No: 1466
Attachments: 1. **Monthly Operations Report - September 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 September 2018.

OFFICER'S RECOMMENDATION

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

FRW MONTHLY OPERATIONS REPORT - SEPTEMBER 2018

Monthly Operations Report - September 2018

Meeting Date: 16 October 2018

Attachment No: 1

MONTHLY OPERATIONS REPORT

FITZROY RIVER WATER

PERIOD ENDED SEPTEMBER 2018



1. Operational Summary

Yaamba Rd 600 mm Water Trunk Main Renewal Progressing

FRW's crews are now approaching the final stages of the construction work to renew approximately 4 km of the 600 mm above ground water trunk main that has for many years been a noticeable feature along the Bruce Highway through Parkhurst. In the next 1-2 months, FRW will finish constructing the new water main to replace the old main with most of this work now focusing on the northern end near the Ramsay Creek bridge. This important project is being completed with funding provided by the Department of Transport and Main Roads with this work a small part of the Rockhampton Northern Access Upgrade project that will deliver a significant upgrade to the Bruce Highway at Rockhampton's northern entrance. The construction has been underway now for almost 18 months with a total cost in excess of \$6 million.

Permanent Recycled Water Supply to the Rockhampton Jockey Club

After many years of planning and close collaboration between FRW and the Rockhampton Jockey Club (RJC), a project to construct a permanent recycled water supply to the RJC's Callaghan Park complex is now well underway. With the majority of the project being funded and delivered by the RJC, FRW is currently finalising arrangements for the installation and control of the recycle water pump station located at the adjacent site on Reaney Street and the completion of a short rising main to connect to the new storage tanks to be installed by the RJC. Once completed, recycled water from the North Rockhampton STP will be supplied to the RJC to help it meet its demand for site irrigation, with a positive outcome for all parties involved and a long term reduction in the volume of treated effluent disposed to the Fitzroy River estuary also expected.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for September 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 (completes and incomplete)	Avg Completion Time (days) Q1
			Received	Completed										
Water/Sewer Location or New Main Enquiries Only	0	0	0	0	0	0	0	0.00	2	0.00	0.00	0.25	0.25	0.00
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.00	1	0.00	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	0.00
Residential Rebates on Products FRW USE ONLY	2	2	21	21	0	0	0	0.00	7	1.32	5.04	4.34	2.41	2.84
FRW Undetected Leak Rebate FRW USE ONLY	1	1	6	2	4	0	0	48.51	10	7.33	13.44	15.97	8.08	9.11
FRW Standpipe Enquiry / Read	0	0	2	2	0	0	0	0.00	2	0.50	3.67	4.57	0.50	0.50
FRW Water Exemption Request	0	0	0	0	0	0	0	0.00	5	0.00	3.60	3.60	2.25	5.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	0.00	0.00	0.00	0.00	0.00
Network Systems (Network Analysis Water or Sewer)	0	0	2	2	0	0	0	0.00	7	0.00	2.86	5.20	3.14	2.00
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	0.00	6.33	4.75	2.67	1.00
Development - Strategic Water	0	0	0	0	0	0	0	0.00	10	0.00	9.00	12.33	12.00	9.00
Environment and Water Conservation Enquiry	2	1	0	0	1	0	0	2.95	5	0.00	3.00	13.00	25.00	3.00
Finance - Irrigators/Water Allocations	0	0	2	2	0	0	0	142.67	7	1.50	3.42	4.33	2.50	3.63
Network Services - No Water (Asset)	0	0	6	5	1	0	0	1.29	1	0.00	0.21	0.16	0.06	0.32
Network Services - Reactive Sewerage Block (Asset)	8	8	47	46	1	1	0	-2.57	1	0.46	5.55	6.05	5.59	4.43
Network Services - Sewer/Water Leak Reimbursement	0	0	3	2	1	0	0	2.31	7	6.33	5.44	4.85	2.94	5.25
Network Services - Sewer Inflow Inspection/Enquiry	1	0	3	3	1	0	0	0.00	7	0.33	2.47	4.22	2.56	2.33
Network Services - Water Leaks (Asset)	1	1	49	47	1	0	0	0.48	1	0.51	0.86	0.98	0.42	0.53
Network Services- Poor Water Pressure (Asset)	1	0	14	13	2	0	0	10.37	1	0.30	0.93	1.35	0.58	0.94
Process - Tradewaste	0	0	2	0	2	0	0	0.00	7	0.00	9.38	5.65	2.51	9.95
Network Services - Lids/Cover (Asset)	2	0	5	4	3	1	0	2.89	1	1.22	1.22	1.46	5.69	1.55
Network Services - Meter Maintenance (Asset)	15	15	61	17	44	43	0	2.67	3	1.94	19.43	23.93	24.16	9.90
Network Services Private Works/Standard Connection	0	0	2	2	0	0	0	0.00	5	1.00	1.32	3.77	3.37	0.89
Network Services - Reinstatements (Asset)	5	1	3	3	4	0	0	16.27	1	1.00	3.96	4.63	8.94	4.73
Network Services Special Read Enquiry (Ply Srch)	0	0	0	0	0	0	0	0.00	10	0.00	0.00	1.00	1.00	0.00
Network Services - Water Meter Reading Enquiry	3	3	4	3	0	0	0	81.89	5	3.20	4.38	328.39	2.47	3.86
Process - Odour (Sewer Only) (Asset)	0	0	1	1	0	0	0	-0.29	1	0.00	0.58	2.41	0.27	0.80
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	0.00	0.00	0.00	0.00
Process - Drinking Water Quality (Asset)	0	0	3	3	0	0	0	13.94	1	0.83	0.89	0.77	0.30	0.81
Water Meter Read Search FRW USE ONLY	10	10	121	94	27	0	0	0.00	14	4.03	4.86	4.94	4.55	4.98

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 30 September 2018 – 25% 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>Sewerage 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	December 2018		\$7,655,007	\$6,996,807
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 nearing completion. Construction of 200mm reticulation mains on western side of highway now in progress. Some delays incurred due to significant rock encountered along parts of both Norman Rd and Yaamba Road. Successful pressure testing of Stage 2.1 was achieved on 5/10/18.					
Little Musgrave Street (Painswick – Lakes Creek) 150mm water main construction	July 2018	January 2019		\$378,738	\$184,064
Comments: 100mm CI/AC main replacement project. Construction has been put on hold at approximately 30% completion to allow for additional resources to be allocated to the Yaamba Road Trunk Water Main Relocation Project.					
Western Street (Hunter – Rundle) 200mm water main replacement	June 2018	October 2018		\$443,178	\$524,441
Comments: 200/250mm AC main replacement project. Project nearing completion.					
Rockhampton/Gracemere Sewer					

West Rockhampton Sewerage Catchment Diversion Project Jardine Park 300mm SRM construction	April 2017	November 2018		\$3,500,000	\$4,322,406
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 to begin October 2018.					
Sewer rehabilitation program (including Building over Sewer)	July 2018	June 2019		\$418,000	\$97,222
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	October 2018		\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$3,337,621
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 construction of site fencing to begin 8/10/18, mechanical and electrical portions to follow. Construction of the James Street extension is now complete and construction on the Neil Street extension is nearing completion also.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
GSTP Augmentation	July 2016	June 2019		\$2,500,000	\$89,231
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	October 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	October 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	October 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 and will be completed after the next reduction in water consumption following rainfall.					
R – GWTP Low Lift Pump 2 and 3 Renewal	August 2017	December 2018		\$569,000	\$467,393
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	\$78,576
Comments: Failure Impact Assessment and Feasibility Report complete with detailed design and Qld Government approvals process commencing.					
R – S NRSTP Aerator Replacement	July 2017	October 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.					
R – SRSTP Anoxic Mixers Renewal	December 2016	September 2018		\$40,000	\$38,000

<p>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). One mixer installed, with installation of the second mixer planned for mid-October.</p>					
R – NRSTP Complete Electrical Renewal	August 2017	December 2018		\$2,500,000	\$1,793,891
<p>Comments: Site installation works well underway, and generally on track for completion in early December.</p>					
R – SRSTP Anaerobic digester flare renewal	August 2017	November 2018		\$230,000	\$153,558
<p>Comments: Design nearing completion for installation to commence in the late September. Some additional delays due to a change in design to meet regulatory requirements.</p>					
R – SPS Electrical Renewal (Various stations)	July 2017	June 2019		\$890,000	\$388,000
<p>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 procurement stage soon.</p>					

4. Operational Projects

As at period ended 30 September 2018 – 25.0% 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	December 2018		Inspection program complete, rectifications works commenced March 2018 and in progress.	\$80,000	\$33,142

5. Budget

Operational

Revenue is currently 38.9% 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.

Gross water consumption revenue is 21.4% of the Adopted Budget. All Rockhampton sectors of the first quarter have been billed. Water consumption is higher than that for the same period last year in both commercial and residential streams. Gross water and sewerage access charges are on target. Bulk water sales are on target. Private works revenue is below target at this early stage of the year. Fees and charges is below target due to the timing of trade waste invoicing and reduced activity in water connection fees.

Expenditure year to date is 27.1% of the 2018/2019 Adopted Budget. Most expenditure streams are on target with the exception of contractors & consultants, internal overhead allocation and competitive neutrality adjustments. The largest influence on the slightly elevated expenditure result is competitive neutrality adjustments due to the timing of income tax equivalents.

No other material exceptions to be reported.

Capital

Capital expenditure is slightly above the percentage of year elapsed at 25.8% in comparison to the 2018/2019 Carryforward Budget. Expenditure during September reached \$1.18M and has decreased compared to August and is typical of this sized budget.

Water YTD 22.5% and Sewer YTD 30.1%.

Networks YTD 34.9% and Treatment YTD 19.8%.

The areas of prominent activity are the Yaamba Rd 600mm water main replacement, Mt Morgan Sewer Stg 3, NRSTP electrical upgrade, NRSTP aerator replacement 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 September 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	69	27	9	27	36
Total Value	\$728,482.96	\$676,979.88	\$1,123.99	\$7,060.20	\$43,318.89

Below is an explanation of the debtor types, being a mixture of standpipes, irrigators, bulk water, emergency works and septic disposal.

90+ days	Comments
\$1,925.70	Trade Waste – collection attempts unsuccessful
\$26,384.60	Other payment plans – Private works, standpipes and trade waste
\$11,308.31	Irrigators - Overdue letters issued
\$3,700.28	Other overdue debts with no fixed arrangements – trade waste, standpipes, emergency works – overdue letters issued
60-90 Days	Comments
\$2,040.90	Standpipes (includes \$846.68 from 2 debtors that has 90+ days)
\$5,019.30	Other overdue debts – Irrigators, septic disposal
30-60 Days	Comments
\$1,019.59	Standpipes (includes \$474.59 from 2 debtors that has 90+ days)
\$32.40	Other overdue debts – septic disposal

A summary of financial performance against budget is presented below:

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



As At End Of September 2018

Report Run: 08-Oct-2018 08:32:10 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 25% of Year Gone
FITZROY RIVER WATER						
<i>Treatment & Supply</i>						
Expenses	9,667,977	909,986	2,300,463	3,210,449	33%	✘
Transfer / Overhead Allocation	346,111	0	94,046	94,046	27%	✘
Total Unit: Treatment & Supply	10,014,088	909,986	2,394,509	3,304,495	33%	✘
<i>Network Services</i>						
Revenues	(398,867)	0	(54,293)	(54,293)	14%	✘
Expenses	2,833,263	1,724,287	690,893	2,415,180	85%	✘
Transfer / Overhead Allocation	669,186	0	187,497	187,497	28%	✘
Total Unit: Network Services	3,103,582	1,724,287	824,098	2,548,384	82%	✘
<i>FRW Management</i>						
Revenues	(66,103,688)	0	(25,839,502)	(25,839,502)	39%	✓
Expenses	16,739,707	22,180	4,190,851	4,213,031	25%	✘
Transfer / Overhead Allocation	25,626,933	0	7,681,731	7,681,731	30%	✘
Total Unit: FRW Management	(23,737,048)	22,180	(13,966,920)	(13,944,740)	59%	✓
<i>Business & Project Services</i>						
Expenses	678,943	3,740	205,104	208,844	31%	✘
Transfer / Overhead Allocation	59,235	0	13,530	13,530	23%	✓
Total Unit: Business & Project Services	738,177	3,740	218,634	222,374	30%	✘
Total Section: FITZROY RIVER WATER	(9,881,201)	2,660,193	(10,529,680)	(7,869,487)	80%	✓

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	0	0
Number of Days Lost Due to Injury	11	11	11
Total Number of Incidents Reported	10	8	2
Number of Incomplete Hazard Inspections	0	0	1

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:

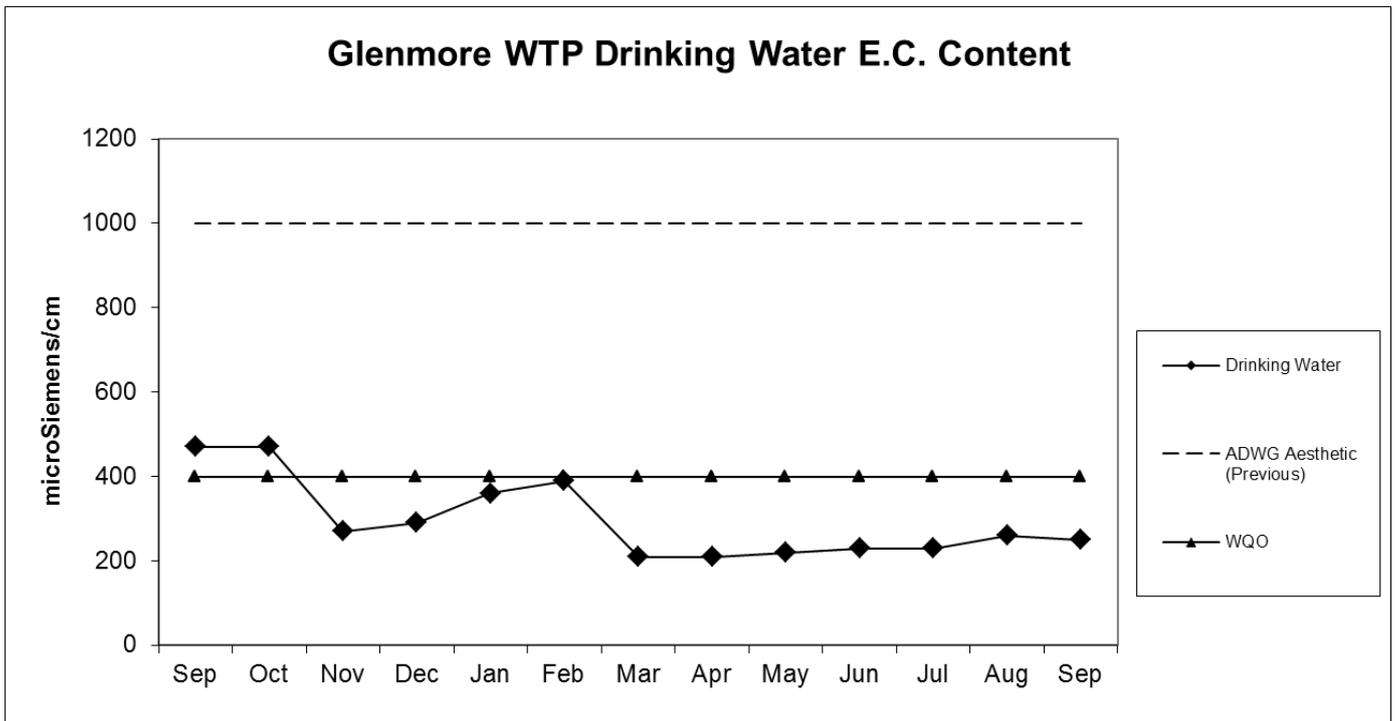
- Two employees are currently on long term lost time injury.
- Other incidents reported for the month were:
 - Damage to a vehicle windscreen from a car travelling in the opposite direction.
 - A staff member received an injury to their left hand while working on a hydrant riser flange in a trench.

SERVICE DELIVERY STATISTICS

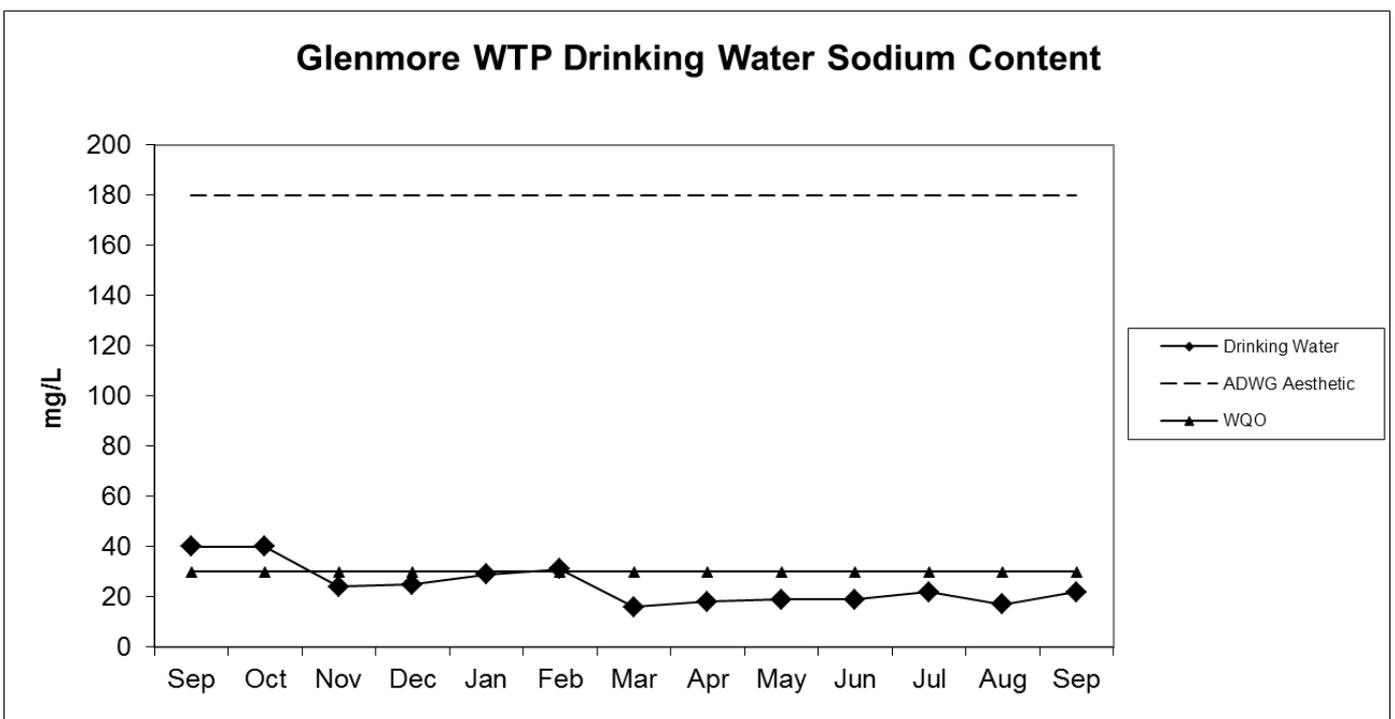
Service Delivery Standard	Target	Current Performance	Service Level Type (Operational or Adopted)
Drinking Water Samples Compliant with ADWG	>99%	100%	Adopted
Drinking water quality complaints	<5 per 1000 connections	0.09	Adopted
Total water and sewerage complaints	N/A	311	N/A
Glenmore WTP drinking water E.C Content	<500 µS/cm	250 µS/cm	Operational
Glenmore WTP drinking water sodium content	<50 mg/L	22 mg/L	Operational
Average daily water consumption – Rockhampton	N/A	55.7 ML	N/A
Average daily water consumption – Gracemere	N/A	7.0 ML	N/A
Average daily water consumption – Mount Morgan	N/A	1.2 ML	N/A
Average daily bulk supply to LSC	N/A	9.0 ML	N/A
Drinking water quality incidents	0	0	Adopted
Sewer odour complaints	<1 per 1000 connections	0.02	Adopted
Total service leaks and breaks	80	50	Adopted
Total water main breaks	15	8	Adopted
Total sewerage main breaks and chokes	32	18	Adopted
Total unplanned interruptions – water	N/A	27	N/A
Average response time for water incidents (burst and leaks)	N/A	104 min	N/A
Average response time for sewerage incidents (including main breaks and chokes)	N/A	69 min	N/A
Rockhampton regional sewer connection blockages	42	39	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 September decreased slightly to be 250 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 September increased 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.

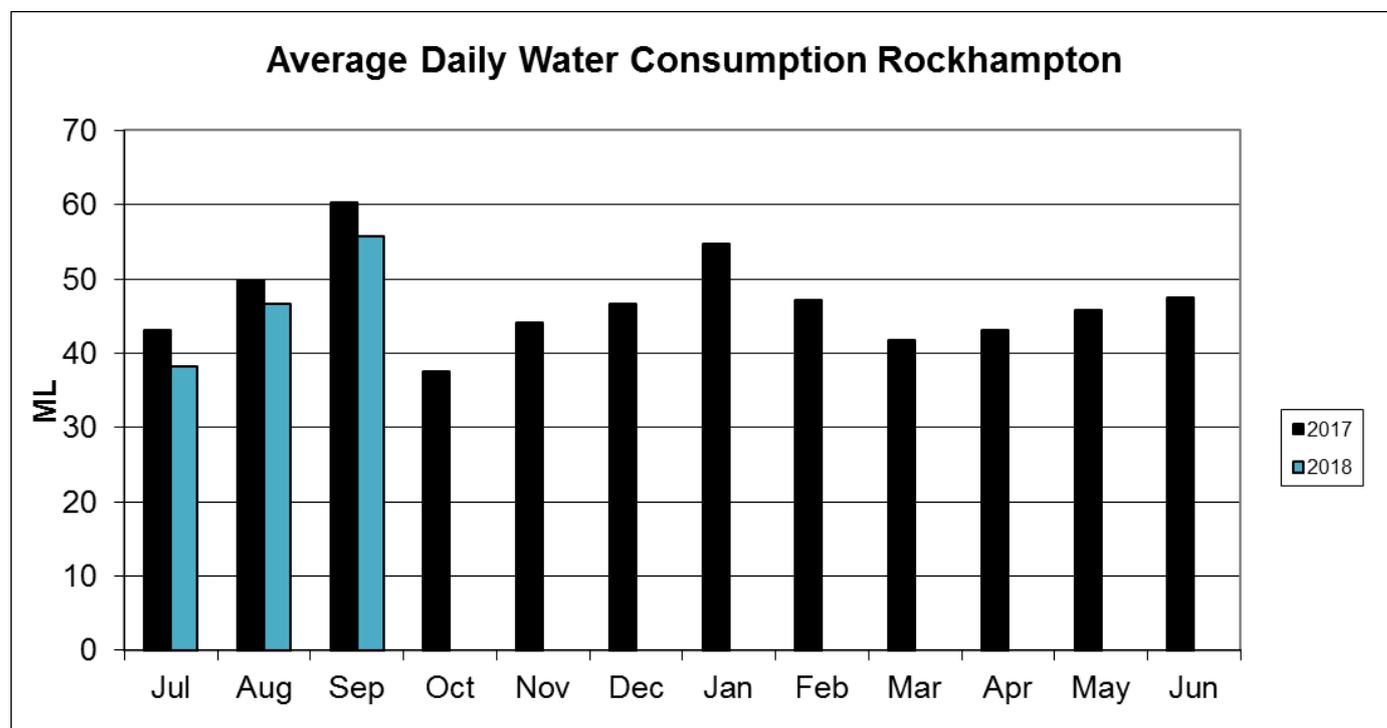
Drinking Water Quality as at 20 September 2018		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	130	120
Sodium (mg/L)	22	34
Electrical Conductivity ($\mu\text{S}/\text{cm}$)	250	280
Hardness (mg/L)	53	51
pH	7.49	7.63

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

Drinking Water Supplied

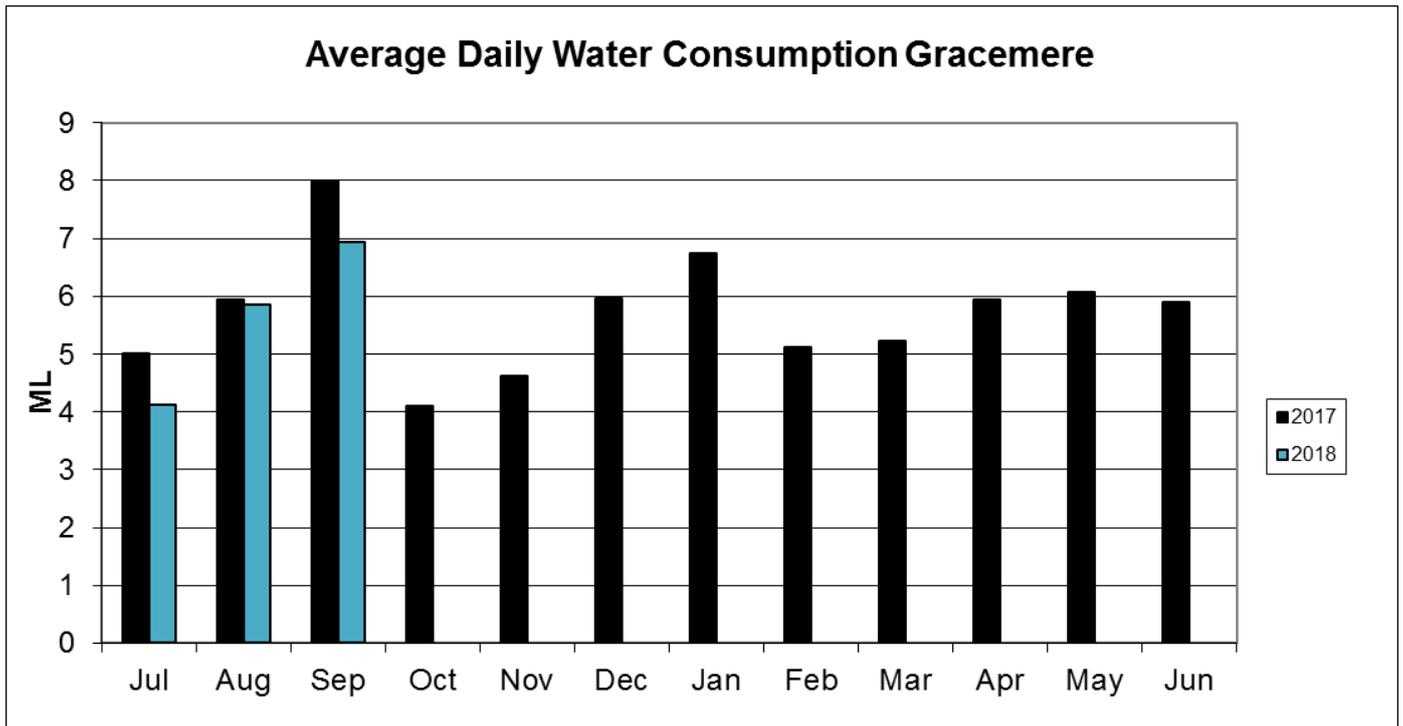
Data is presented in graphs for each water year (e.g. 2017 is the period from July 2017 to June 2018).

Rockhampton



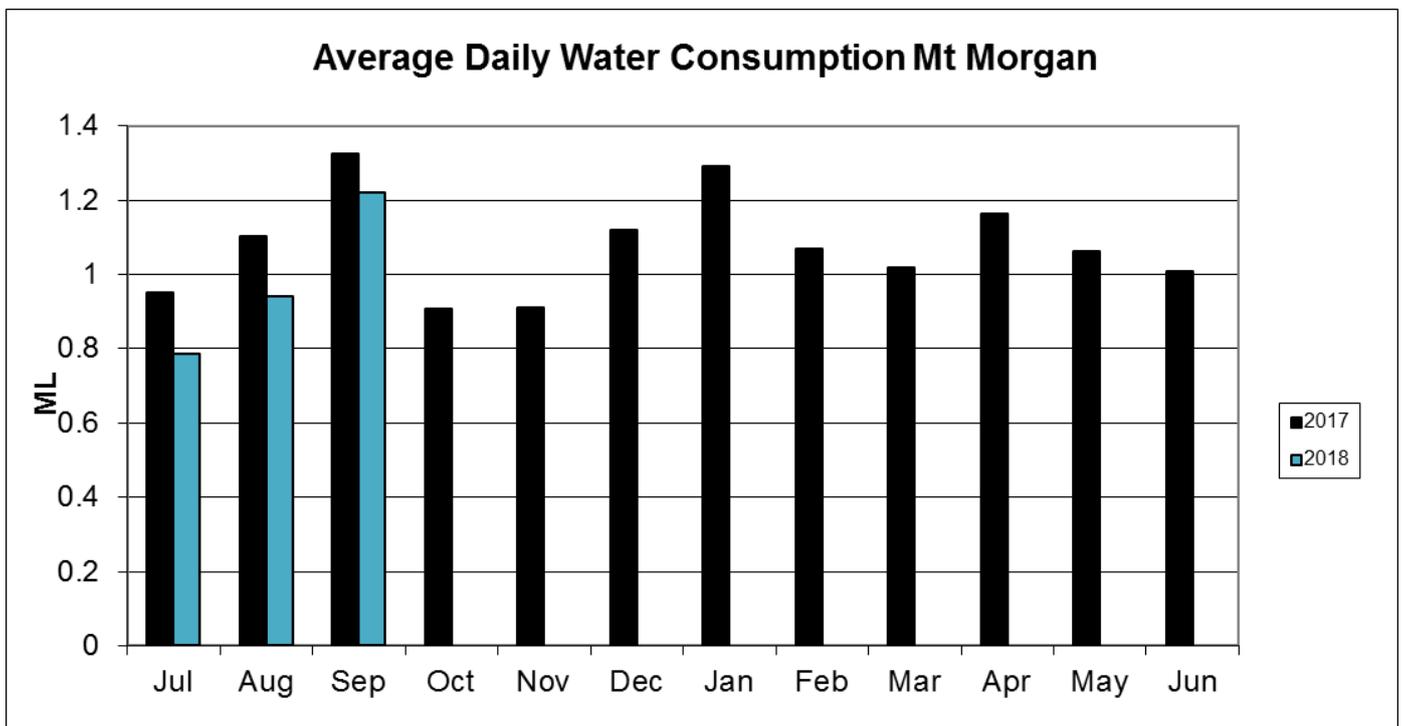
Average daily water consumption in Rockhampton during September (55.7 ML/d) increased from that recorded in August and was lower than that reported in the same period last year. The higher recent consumption was due to the lack of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 90% 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



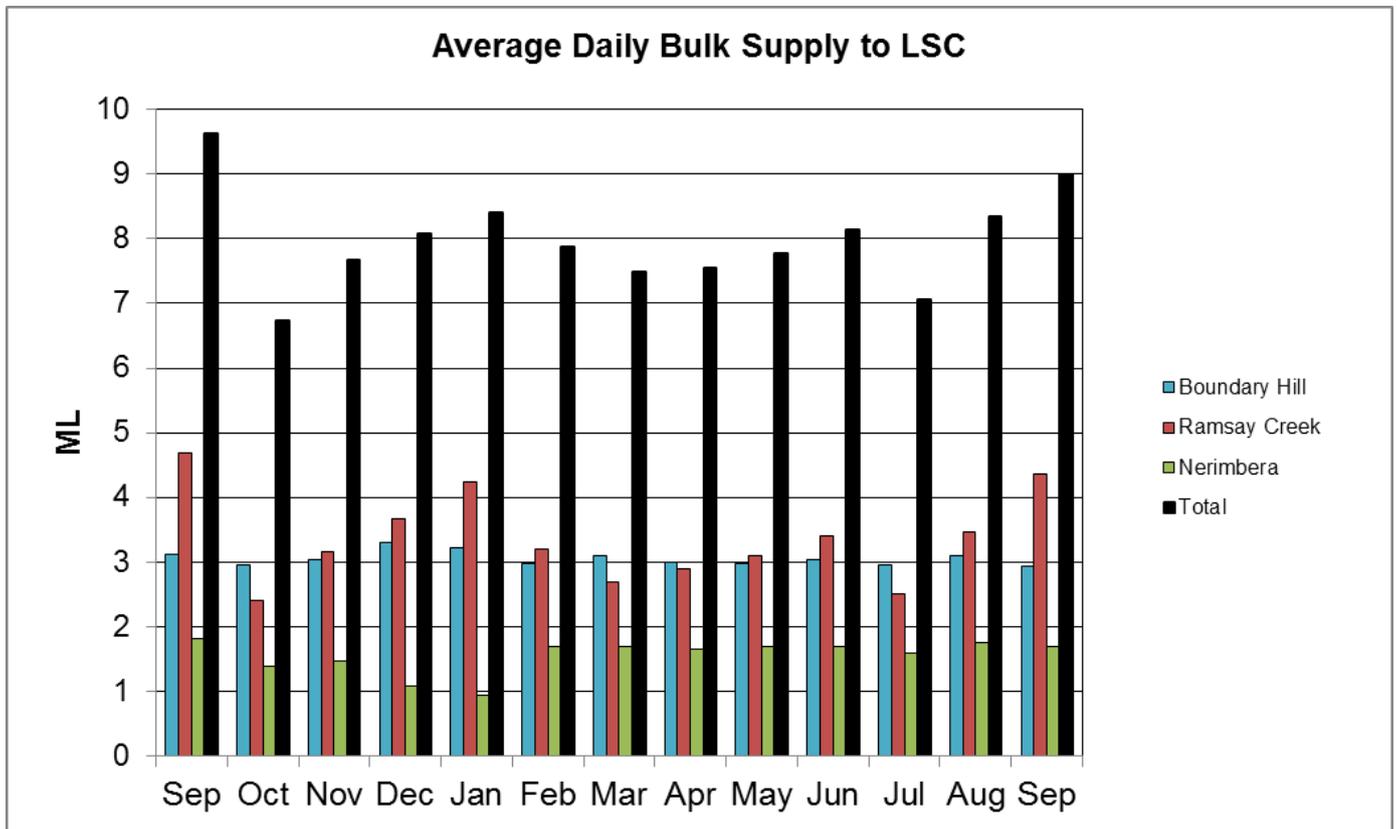
Average daily water consumption in Gracemere during September (6.9 ML/d) increased from that recorded in August and was lower than that reported in the same period last year. The higher recent consumption was due to the lack of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 90% 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



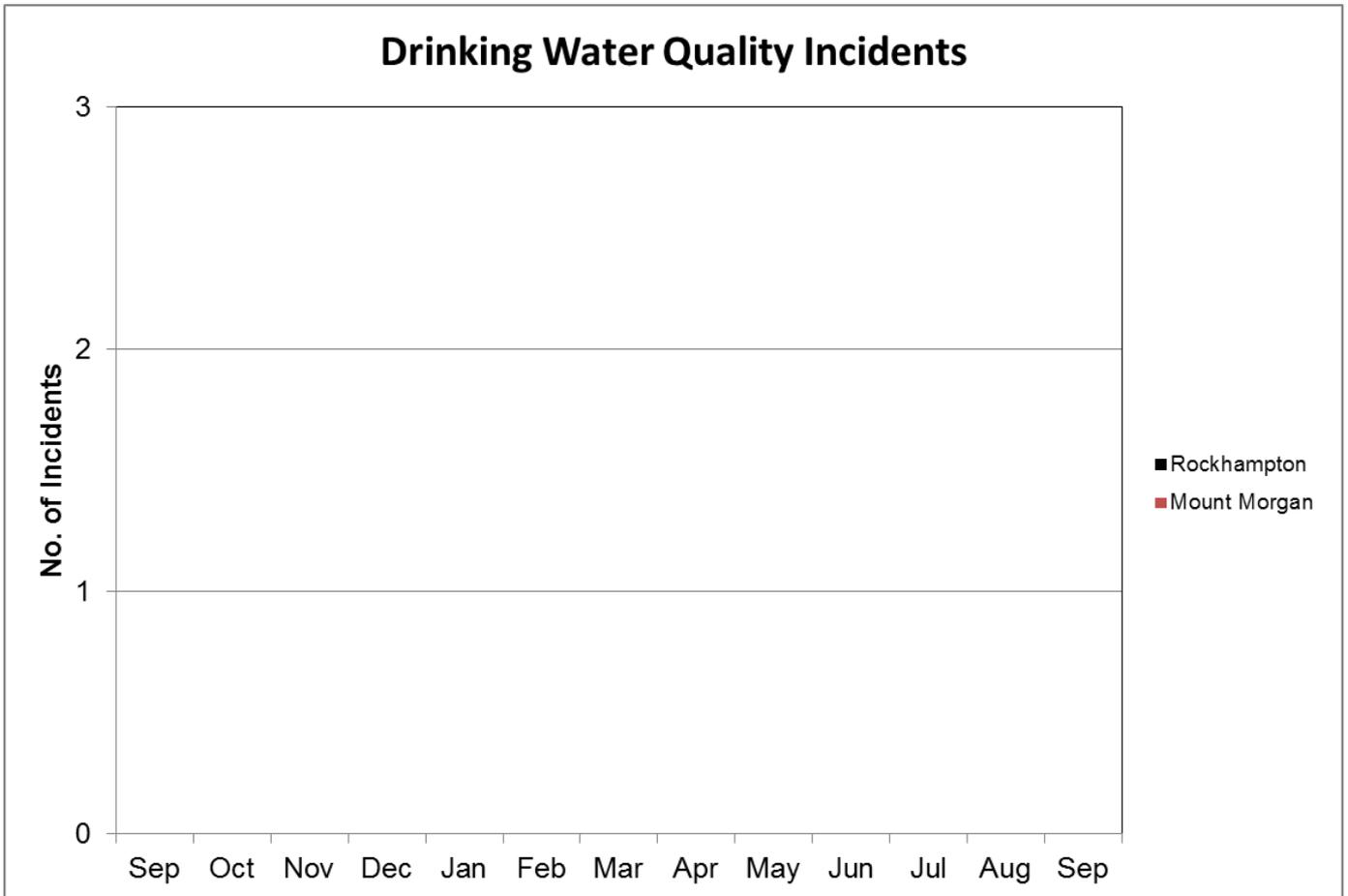
Average daily water consumption in Mount Morgan during September (1.2 ML/d) increased from that recorded in August and was lower than that reported for the same period last year. The higher recent consumption was due to the lack of significant rainfall received during the month. The No. 7 Dam is currently at 66% 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



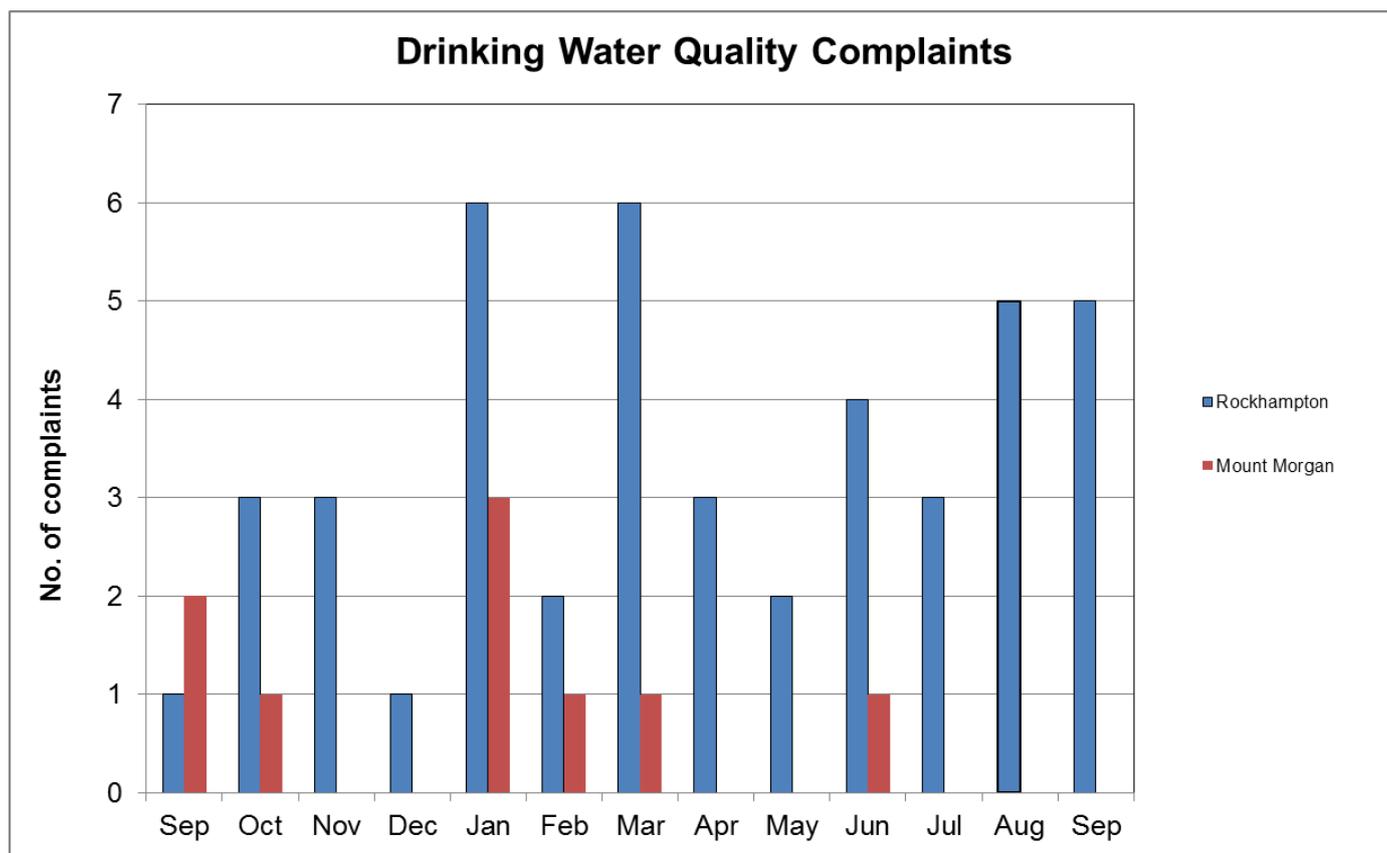
The average daily volume of water supplied to LSC during September increased compared to that recorded in August to be 9.0 ML/d. This volume is lower than that recorded for the same period last year. The higher recent consumption recently was due to lack of significant rainfall during the month, although the large volume for the Ramsay Creek supply point was in part due to a significant water main break that occurred north of Ramsay Creek in early September.

Drinking Water Quality Incidents



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

Drinking Water Quality Complaints

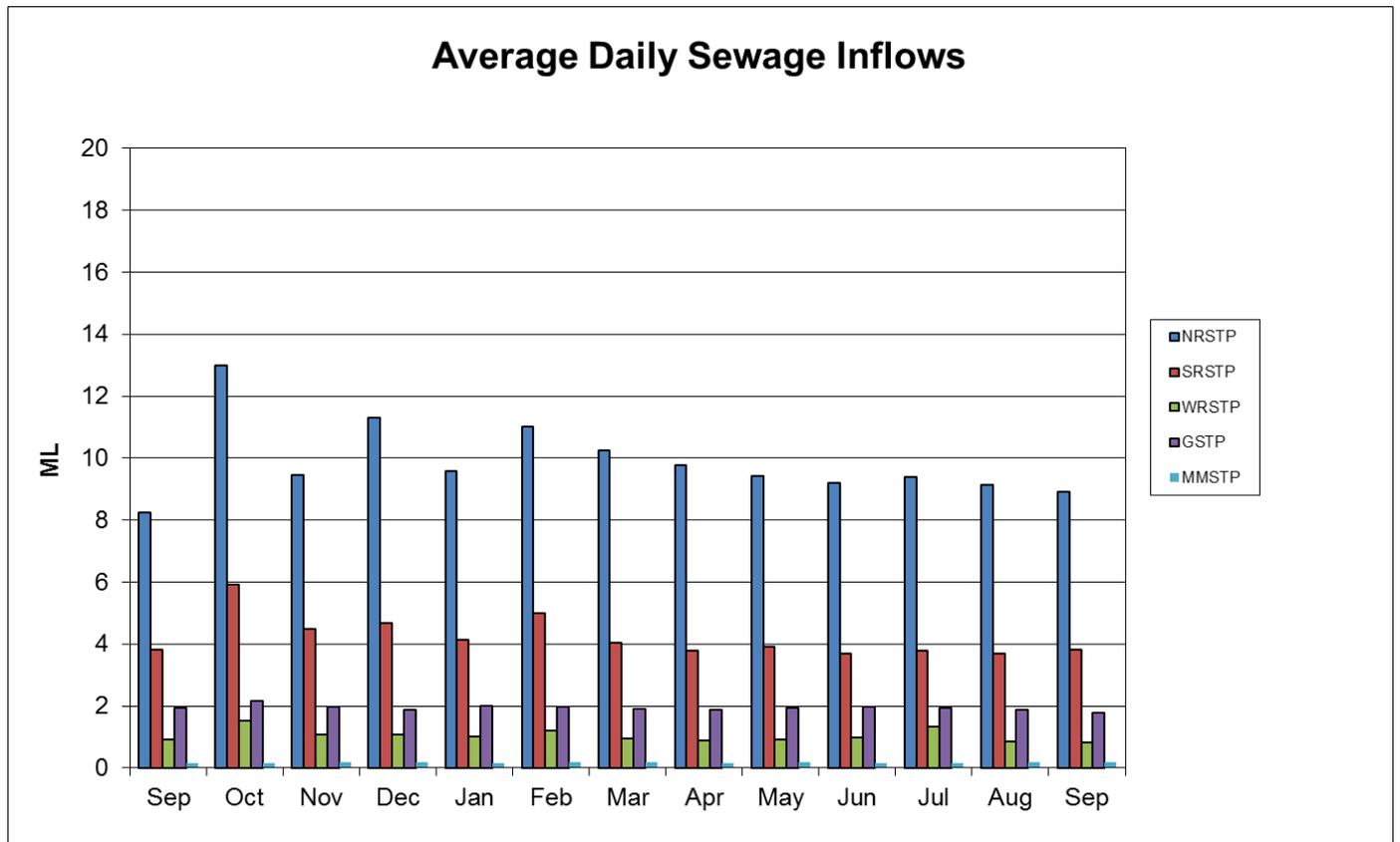


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	1	1	3	0

The total number of drinking water quality complaints (5 complaints) received during September was the same as the number of complaints received in August.

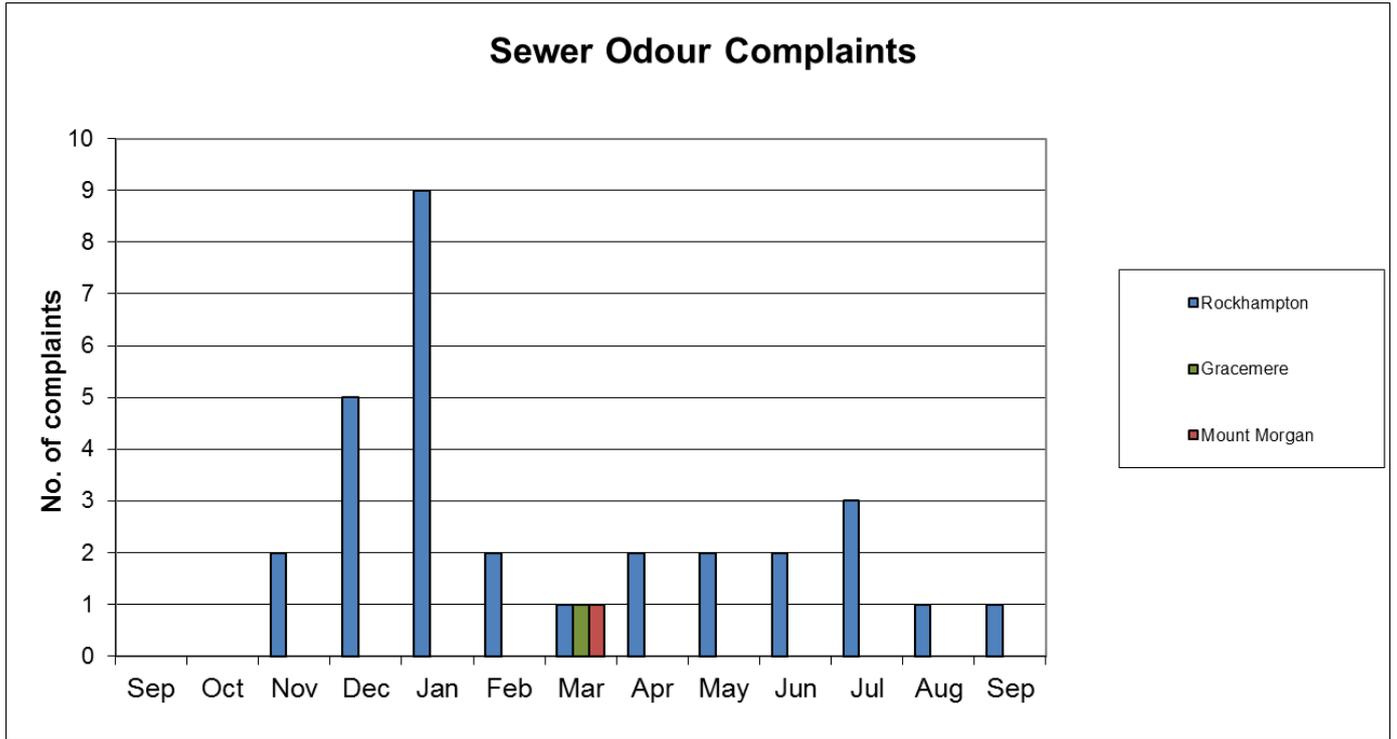
All complaints were received from customers in Rockhampton. Three complaints were associated with discoloured water, with two of these complaints attributed to internal plumbing problems rather than FRW’s infrastructure. One complaint was associated with a perceived elevated chlorine level, and the other complaint related to an unpleasant taste. 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 ensure that water quality was within expected range for key water quality parameters or to confirm the return to normal high quality water.

Sewage Inflows to Treatment Plants



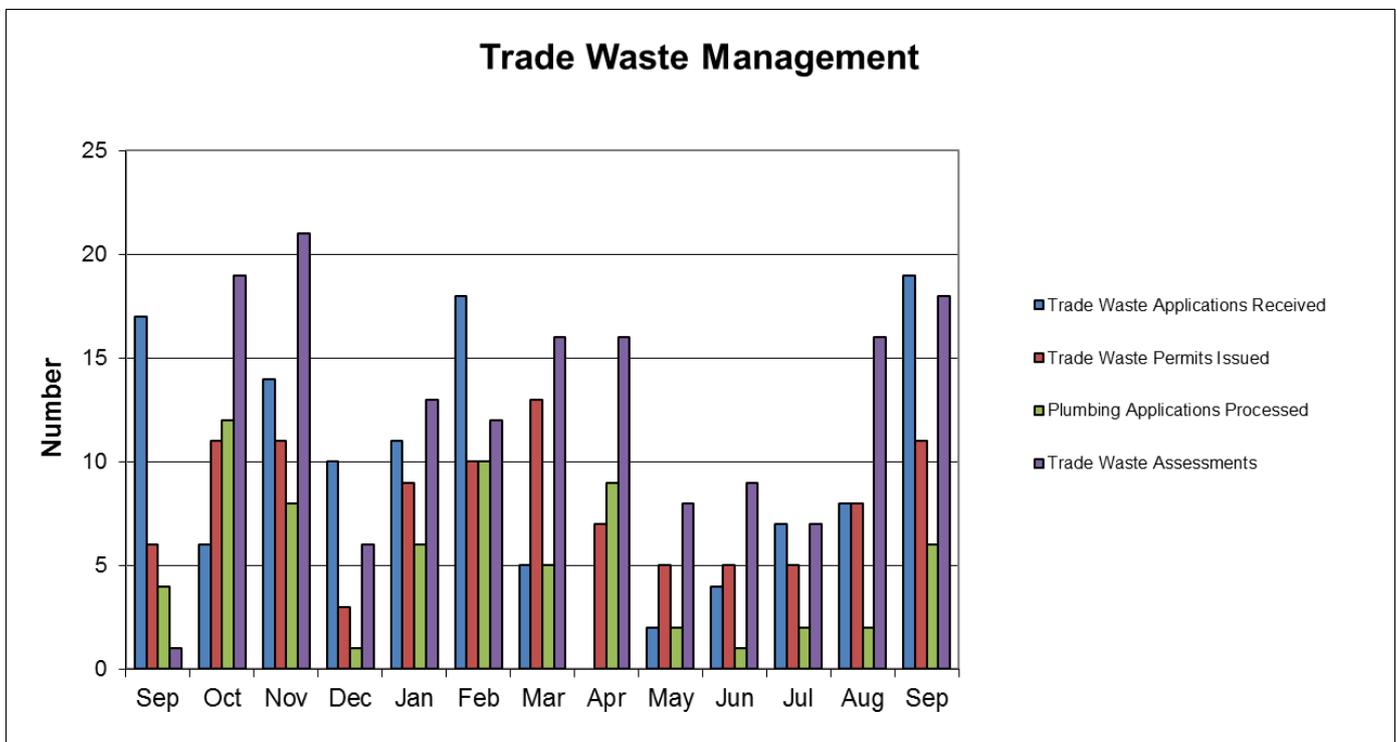
Average daily sewage inflows during September were generally lower at most STPs than those recorded in August and were similar to that recorded in the same period last year. The continued low inflows are due to the lack of significant rainfall during the month and therefore only minimal inflow and infiltration into the sewers.

Sewer Odour Complaints



One sewer odour complaint was received during the month of September from a customer in Rockhampton. This complaint was associated with an odour emanating from part of the sewerage network. FRW attended the complaint to address any issues where possible to rectify the matter.

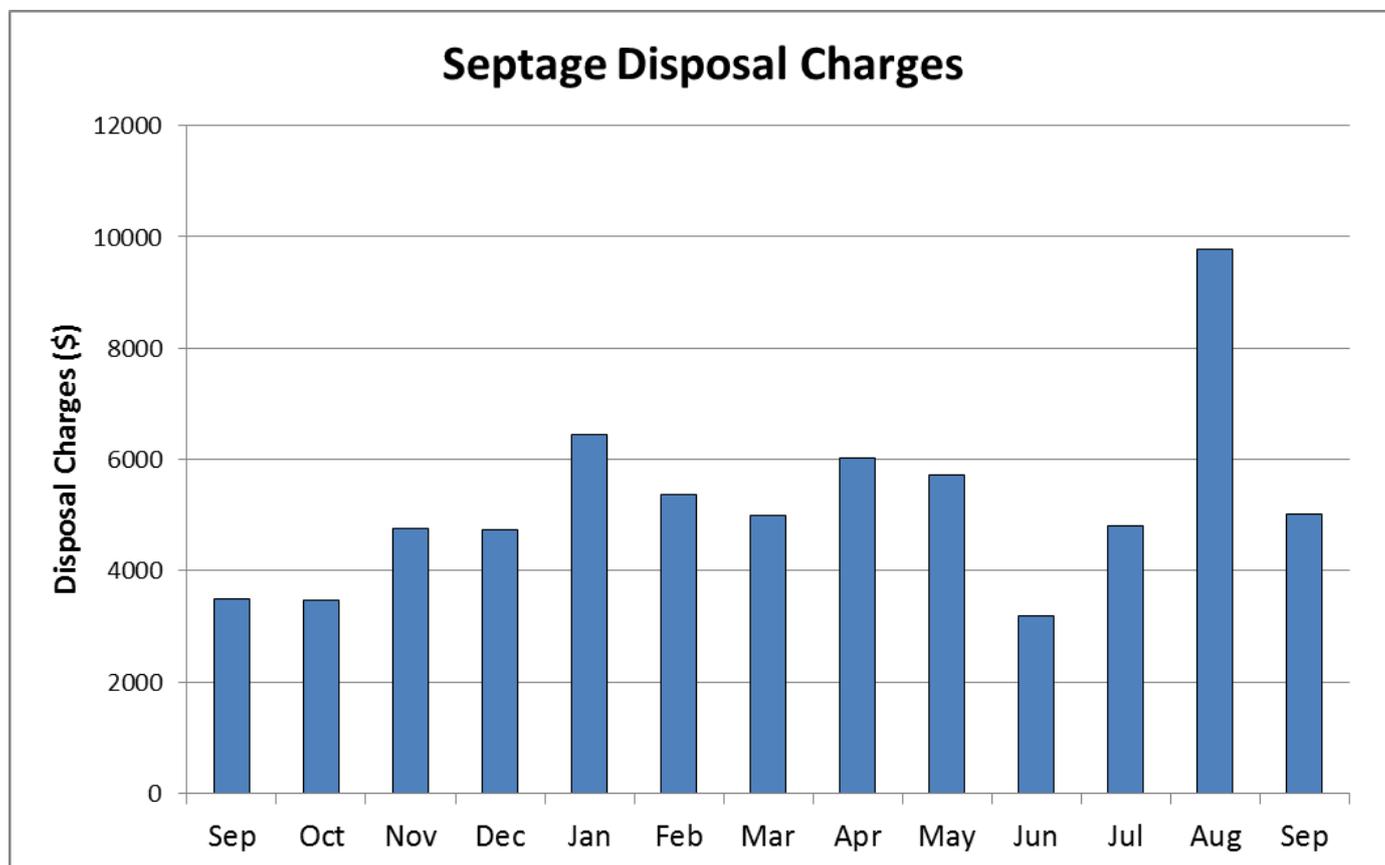
Trade Waste and Septage Management Activities



Nineteen Trade Waste applications were received and eleven Trade Waste permits were issued during the month of September. Six Plumbing Applications were processed and 18 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
Nil				

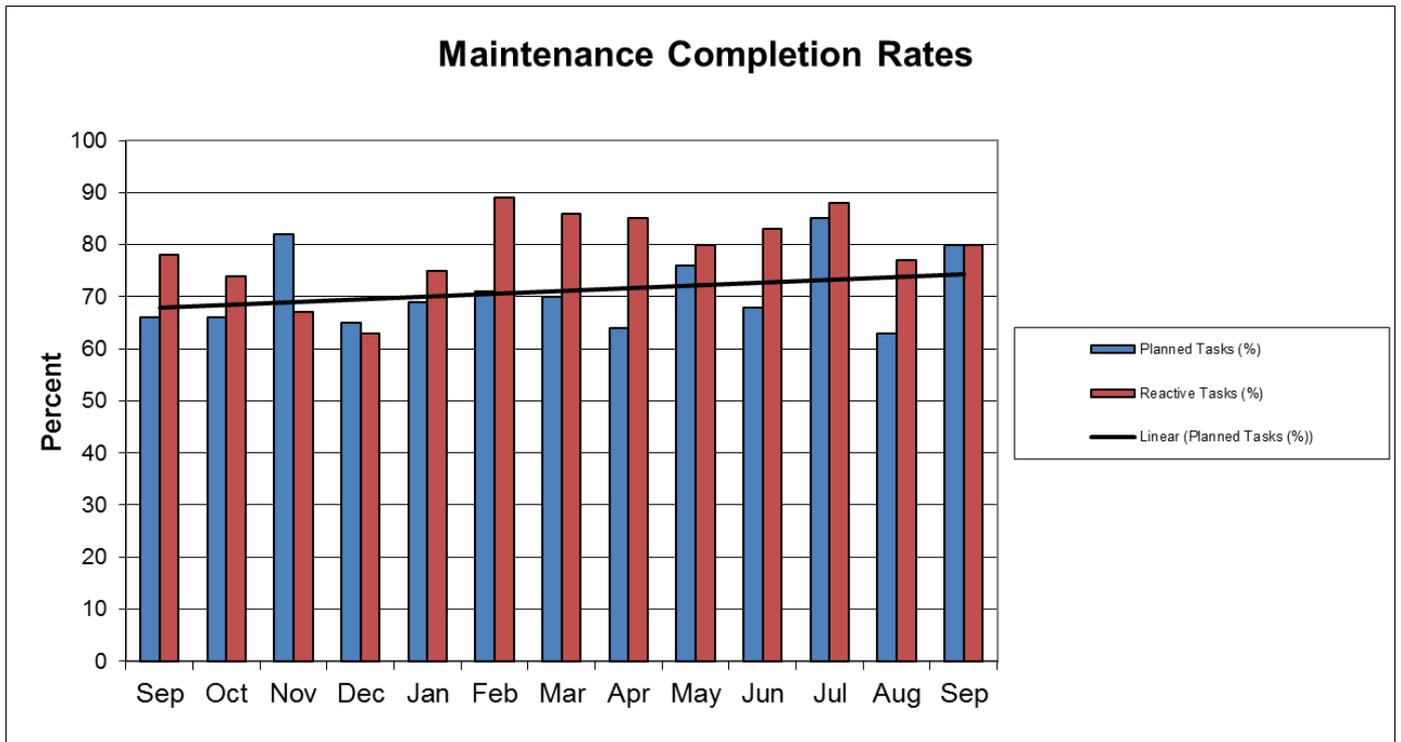


Revenue from the disposal of septage liquid waste at the North Rockhampton STP decreased in September compared to August, with this amount of revenue being greater than the same period last year. The reason for the significant change is not known but possibly reflects a seasonal pattern in this industry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

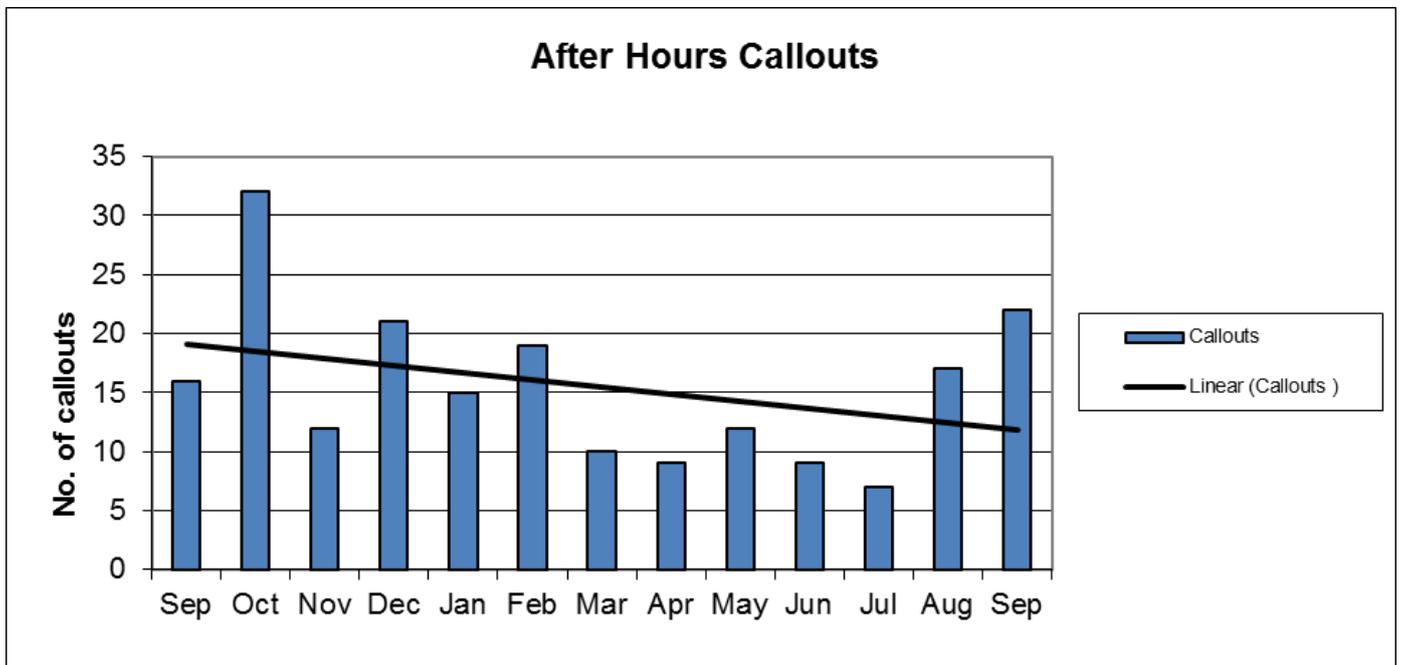
Treatment and Supply Maintenance Activities

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	46	73	63	N/A
Reactive	30	38	13	N/A
After hours callouts	10	8	3	1
Capital	3	2	1	N/A
Safety and Compliance	0	0	21	8



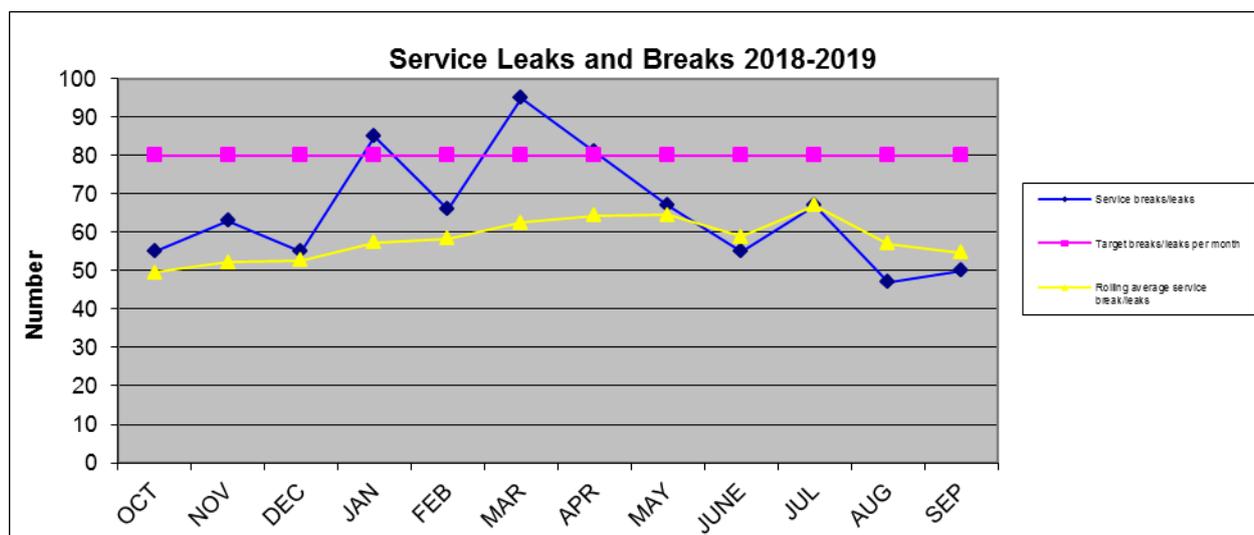
A total of 229 preventative maintenance activities were scheduled and 138 reactive maintenance activities were requested during the month of September. Completion rates for each type of maintenance activity by the end of the month were 80% and 80% respectively. The trend line shows long term continued improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (22 call-outs) increased during September compared to August. The number of callouts was higher 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 increase in service breaks from previous month. 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 the number of service failures.

Issues and Status

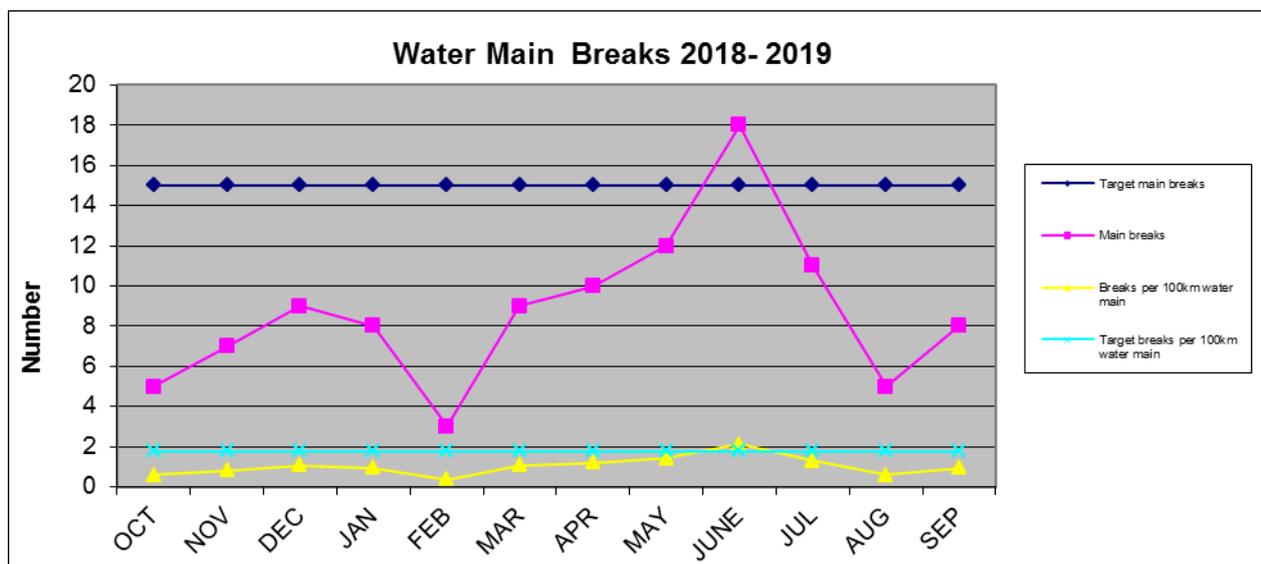
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on older Class 12 poly services and meter arrangements.

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	47
Mount Morgan	3
Regional Total	50

Regional Water Main Breaks



Performance

Target achieved with a decrease in water main breaks in Rockhampton when compared to previous months. Details of pipe materials for each break are shown in the table below.

Issues and Status

The following table shows the number of breaks per month.

Water Main Type	July 2018	August 2018	September 2018
Cast Iron	1	1	3
AC	7	2	4
PVC	3	2	0
GWI	0	0	1
Mild Steel	0	0	0
Copper	0	0	0
Poly	0	0	0
TOTAL	11	5	8

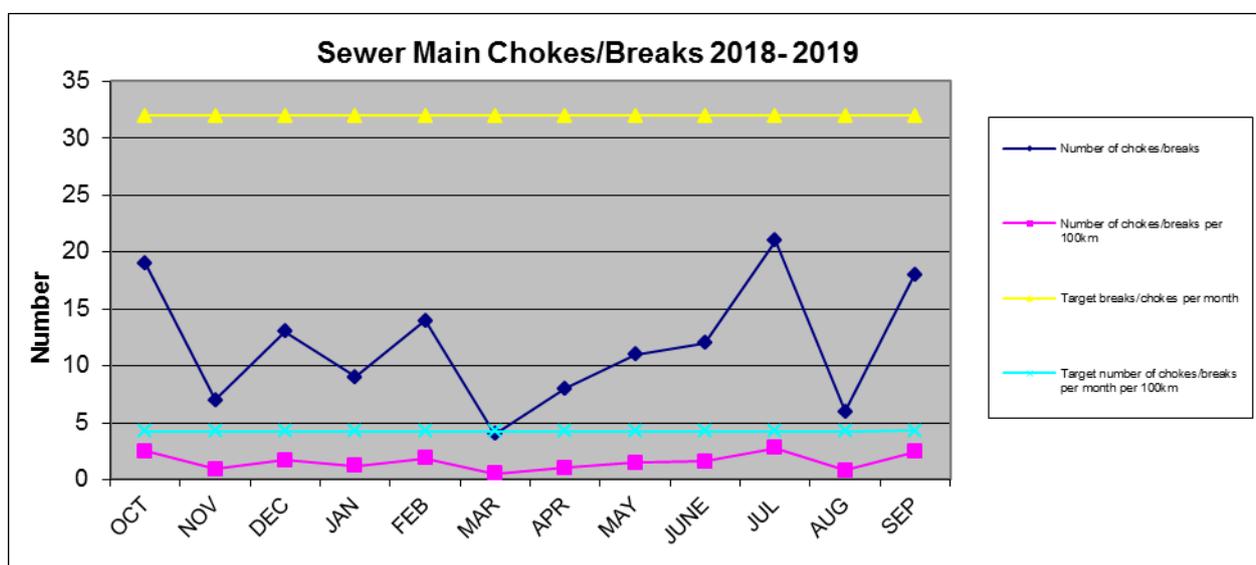
Response to Issues

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
September	8	15	0.94	1.78	0.95

Locality	Main Breaks
Rockhampton	8
Mount Morgan	0
Regional Total	8

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.

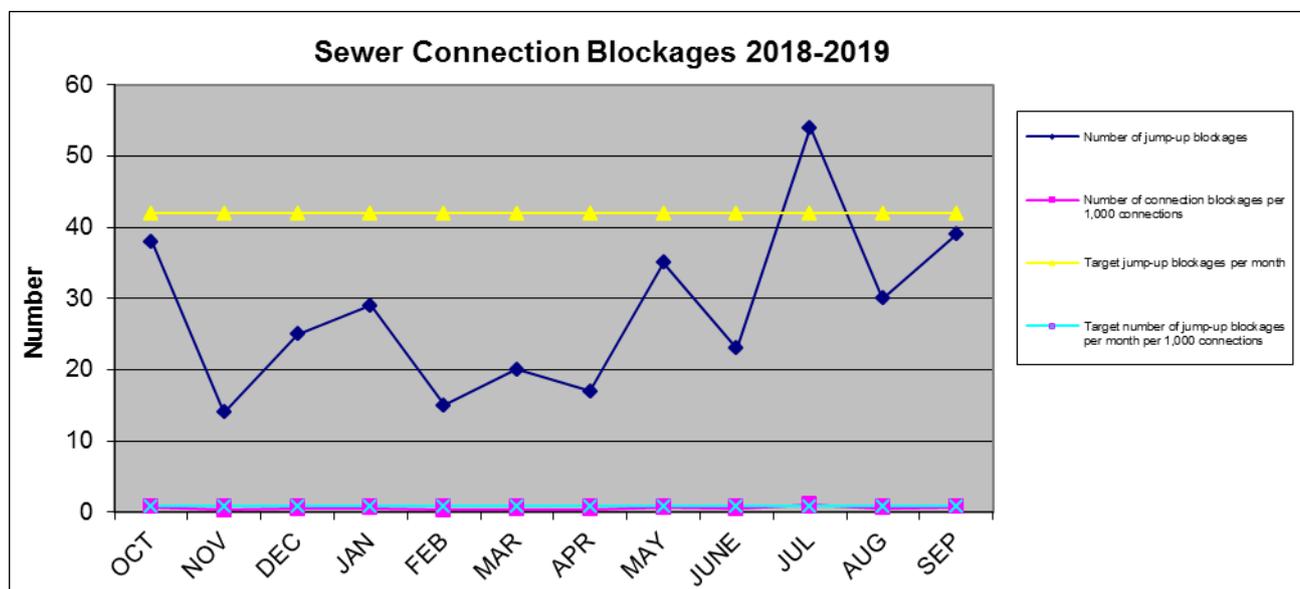
Response to Issues

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
September	18	32	2.4	4.41	1.99

Locality	Surcharges	Mainline Blockages
Rockhampton	8	18
Mount Morgan	0	0
Regional Total	8	18

Rockhampton Regional Sewer Connection Blockages



Performance

Target was achieved with a slight 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 significant 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
September	39	42	0.76	0.81	0.80

Locality	Connection Blockages
Rockhampton	39
Mount Morgan	0
Regional Total	39

Sewer Rehabilitation Program

	Number completed	FY to date totals
Access Chambers raised/repared	1	9
Sewers repaired	3	17

Inflow/Infiltration Program (North Rockhampton)

	Number completed	FY to date totals
Properties Inspected	0	0
Defects Identified	0	0
Defects Rectified	3	7

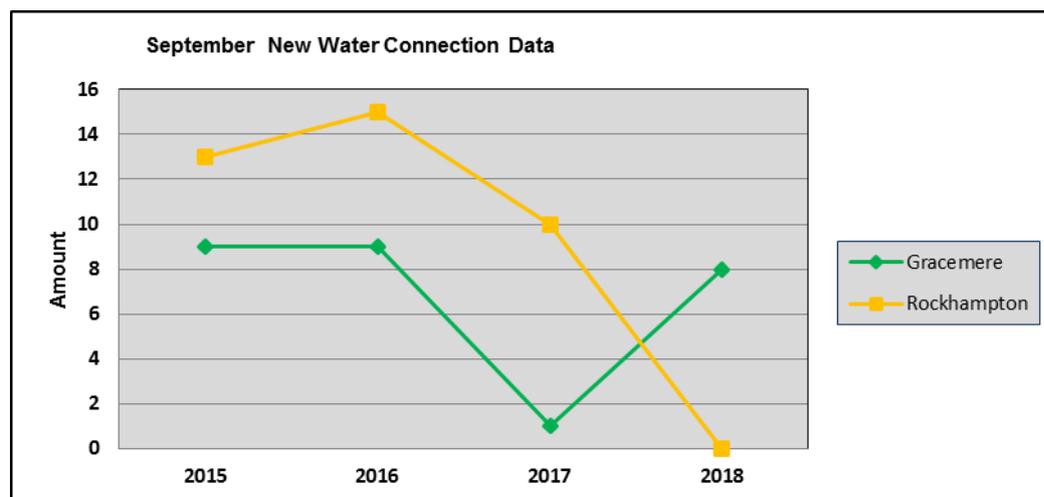
Private Works

New Water Connections

Region	September 2018	FY to Date 2018/2019	FY to Date 2017/2018	FY to Date 2016/2017	FY to Date 2015/2016
Gracemere	0	3	15	22	18
Rockhampton	8	24	38	37	33
Mount Morgan	n/a	n/a	n/a	n/a	n/a
Regional Total	8	27	53	59	51

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

Region	September 2018	September 2017	September 2016	September 2015
Gracemere	0	1	9	9
Rockhampton	8	10	15	13
Mount Morgan	n/a	n/a	n/a	n/a
Total	8	11	24	22

New Connection DataDetails on Private Works Jobs

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

	September	Amount	FYTD	FYTD Amount
Quotes Prepared	8	\$46,306.22	18	\$191,118.25
Quotes Accepted	4	\$20,883.16	17	\$193,084.65
Jobs Completed	6	\$285,173.86	19	\$134,918.99

Water Meters

Meter reads for the second quarter 2018/19 continued during the month. A total of 10,556 meters in sectors 9, 10, 17 and 18 were read. Approval was given for approximately 12,470 water accounts for sectors 6, 7, 8, 9 and 10 to be forwarded to customers.

Sectors Read	9	10	17	18	Total
No. of Meters in Sector	2,878	2,022	4,183	1,473	10,556
No-Reads	19	9	15	9	52
% Of No-Reads	0.6%	0.4%	0.3%	0.6%	0.5%

Sector 9

Most of these no reads were large metal lids. They were initially skipped until a time could be organised for multiple readers to attend and perform team lifts. Extra care was taken due to recent injuries.

Sector 10

Two meters were again, due to large lids. Two needed bees removed, one new meter, one removed entirely.

Sector 17 and 18

No reads are currently being read in Gracemere and Mt Morgan.

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - On-Site Readings \$100 per read	104	\$10,400
Total \$ Value for September		\$10,400
Total \$ Value Financial Year to Date		\$26,127

Building Over Sewer

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

	September	FYTD
General Enquiries / BOS	10	26
Inspections	5	21
Meetings	2	19
Site Visits	11	34
Pre-Starts	1	3
Approval Permits Issued	4	6
Permits closed	2	8
Total	35	117

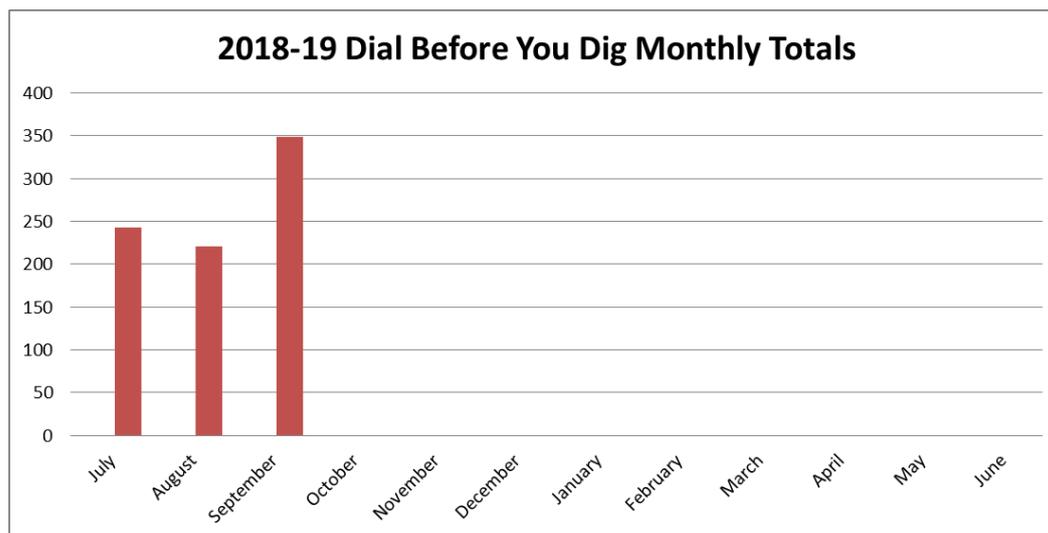
Building Over Sewer Applications under Assessment

There are three permits currently under assessment as at 30 September 2018.

ADMINISTRATIONDial Before You Dig (DBYD)

The average number of requests received per day for September was 11.63, this was a significant increase from 7.13 in August 2018.

	July 2018	August 2018	September 2018	FY 2018/19 Total
Requests Received	243	221	349	813

Site Tours

Whilst no site tours were conducted at the Glenmore Water Treatment Plant for this month, FRW staff visited the Archer Street Child Care Centre, the Rockhampton Grammar School and the Warripari Scout Group Joeys presenting information on water related topics.

Rebates for Undetected LeaksUndetected Leaks (Residential)

	September	FYTD
New requests	8	22
Number declined	2	8
Number approved	8	26
Require more information	3	9
Being held until next meter read	1	14
Total kL rebated	2,312	8,225
Total value approved	\$4,716.10	\$16,776.17

Undetected Leaks (Commercial)

	September	FYTD
New requests	1	2
Number declined	0	0
Number approved	0	2
Require more information	0	0
Being held until next meter read	2	3
Total kL rebated	0	8,398
Total value approved	\$0.00	\$14,948.89

Residential Rebates

	September	Total FYTD Applications	Total FYTD \$
Washing machines	20	73	\$7,300
Stand-alone tank	0	0	\$0
Integrated tank	0	0	\$0
Dual flush toilet	0	1	\$50
Shower rose	0	0	\$0
Total	20	74	\$7,350

Two applications have been declined as one applicant could not be verified on the Australian Electoral Commission website and the other had a previous rebate approved in January 2018.

9 NOTICES OF MOTION

Nil

10 URGENT BUSINESS/QUESTIONS

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

11 CLOSURE OF MEETING