



# **BUSINESS ENTERPRISE COMMITTEE MEETING**

## **AGENDA**

**8 APRIL 2015**

*Your attendance is required at a meeting of the Business Enterprise Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 8 April 2015 commencing at 9.00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the printed name of the Chief Executive Officer.

**CHIEF EXECUTIVE OFFICER**  
1 April 2015

Next Meeting Date: 06.05.15

**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 C E Smith  
Councillor C R Rutherford  
Councillor G A Belz  
Councillor R A Swadling

In Attendance:

Mr R Cheesman – General Manager Corporate Services (Executive Officer)  
Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Business Enterprise Committee held 4 February 2015

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

## **6 BUSINESS OUTSTANDING**

### **6.1 BUSINESS OUTSTANDING TABLE FOR BUSINESS ENTERPRISE COMMITTEE**

**File No:** 10097

**Attachments:** 1. **Business Outstanding Table for Business Enterprise Committee**

**Authorising Officer:** Evan Pardon - Chief Executive Officer

**Author:** Evan Pardon - Chief Executive Officer

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#### **SUMMARY**

*The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Business Enterprise Committee is presented for Councillors information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Business Outstanding Table for the Business Enterprise Committee be received.

# **BUSINESS OUTSTANDING TABLE FOR BUSINESS ENTERPRISE COMMITTEE**

## **Business Outstanding Table for Business Enterprise Committee**

**Meeting Date: 8 April 2015**

**Attachment No: 1**

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
05 November 2014	Compost Trial	THAT this matter be further investigated having regard for the waste options currently being considered by Council and test the market for the operation.	Craig Dungleison	19/11/2014	Meeting organised with M Alexander and local land care groups to commence developing a list of potential customers and their tonnage requirements.
04 February 2015	Waste Infrastructure Plan Update	<p>1. THAT the Midgee Roadside Bin Station be closed following one month of public notification and consideration of any feedback. The site be remediated and to be completed prior to 1 July 2015; and that other locations in the area be considered for a bank of bins site;</p> <p>2. THAT two (2) 5 x 15 metre concrete slabs with low walls be installed at the Laurel Bank's Roadside Bin Station to facilitate the collection of waste from this site prior to 1 July 2015;</p> <p>3. THAT bank of bins stations be provided at Marmor, Gogango and Dalma at sites which permit community oversight and that the existing Roadside Bin Station be closed and these sites remediated. This is to be operated as a trial commencing in the first quarter of 2015/2016 continuing for the remainder of the year subject to budgetary allocation;</p> <p>4. THAT the Ridgeland, Bushley, Westwood, and Bajool Roadside Bin Station sites be maintained under the current operating regime through the 2015/2016 year.</p> <p>THAT Council formally contacts property managers of REIQ to inform them of Council's concerns with illegal dumping which may be resulting from change of occupancy.</p>	Craig Dungleison	18/02/2015	Adopted at the Council Meeting 10 February 2015 with the amendment to item 9.4.4 – Waste Infrastructure Plan Update with insertion of the words: "and that other locations in the area be considered for a bank of bins site".



**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## **8 OFFICERS' REPORTS**

Nil

## **9 STRATEGIC REPORTS**

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

**File No:** 7927

**Attachments:** 1. Airport Monthly Operations & Annual Performance Plan Report

**Authorising Officer:** Ross Cheesman - General Manager Corporate Services

**Author:** Trevor Heard - Manager Rockhampton Airport

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#### **SUMMARY**

*The monthly operations and annual performance plan report for the Rockhampton Airport as at 28 February 2015 is presented for Councillors information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Corporate Services Departmental Operations and Annual Performance Plan Report for the Rockhampton Airport as at 28 February 2015 be "received".

#### **COMMENTARY**

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

It is recommended that the monthly operations and annual performance plan report for the Rockhampton Airport as at 28 February 2015 be received.

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

**Airport Monthly Operations &  
Annual Performance Plan Report**

**Meeting Date: 8 April 2015**

**Attachment No: 1**

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## MONTHLY OPERATIONS & ANNUAL PERFORMANCE PLAN REPORT

### Rockhampton Airport Period Ended 28 February 2015

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#### OBJECTIVES

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

The Rockhampton Airport is responsible for the operation and maintenance of assets totalling approximately \$108.706M (replacement value).

Ant surplus earned by the Rockhampton Airport will be returned to Council unless otherwise decided on by Council.

#### VARIATIONS, ISSUES AND INNOVATIONS

Iain Lobegeier the Coordinator Airport Operations will be leaving on 2<sup>nd</sup> April 2015 to join CASA as an Aerodrome Inspector based in Brisbane. His replacement, Tracey Baxter formerly of Queensland Airports Ltd has commenced.

#### *Improvements / Deterioration in Levels of Services or Cost Drivers*

None to report.

#### AIRPORT OPERATIONS

##### *Audit and Compliance*

A non-compliance identified in regards to the Form of Temporary ASICs in July 2014 has been formally acquitted by the Office of Transport Security.

##### *Projects*

##### Airport Lighting System

No site works were completed on the "Pit and Duct" stage of the airfield lighting replacement project in February, however the project is still incomplete and further rectification works will be undertaken in the coming months.

Site works commenced on Stage 3 of the Airfield Ground Lighting Project in February. The majority of works were conducted at night and included identification of services, installation of conduit, cabling and light fittings. Works ceased when Tropical Cyclone Marcia passed through the local area. Works could not resume for nine nights due to wet site conditions. The mandated requirement to provide qualified Aerodrome Works Safety Officers for these works placed demand on staff resources. Ongoing consultation and planning with the contractor will occur to ensure works are carried out in accordance with appropriate plans and schedules.

Runway, Taxiway, Apron Overlay

Asphalt Coring and Subsurface Soil Investigation works were conducted on the primary runway, associated taxiways and main apron. These works were completed at night in conjunction with works on the airport lighting system.

**General Items**

Queensland Police Service (QPS) conducted a drug enforcement operation throughout Rockhampton in February. The operation involved the deployment of specialised drug detection dogs and handlers at Rockhampton Airport. Arriving passengers and baggage were screened for the presence of illicit drugs. QPS were pleased with the overall outcome of the operation and have indicated they would like to conduct activities of a similar nature again in future.

**Passenger Numbers**

Domestic passenger numbers for February this year were 39,764 compared to 45,819 in February 2014. There was a considerable downturn in passenger numbers due to Tropical Cyclone Marcia.

**HV Supply**

The HV consultant is continuing to facilitate with Ergon Energy.

- Short-term – Additional supply has been made available, to be validated with Ergon Energy every three months. Currently compiling correspondence detailing the short-term projects that will definitely be implemented for Ergon Energy to respond.
- Mid-term – Major Customer Connection Application process has been initiated with Ergon Energy.

**Terminal Precinct**

The “ROCKHAMPTON” sign is being prepared for installation onto the airside of the Terminal Building. Brand & Marketing is preparing designs for the lettering.

The transition of the “old newsagency” into a VIP/Media/Training Room has commenced and is progressing.

**General Aviation Precinct**

The Royal Flying Doctor Service (RFDS) have completed the main construction phase of their new Patient Transfer Station. Airport Facilities are currently assisting RFDS resolve some construction issues with the new airside fence.

**TC Marcia**

The last week of February was totally devoted to TC Marcia preparation, recovery and repairs.

## LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for February 2015 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)		Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed											
Airport Administration General Enquiries	0	0	0	0	0	0	10	●	0.00	●	6.00	●	3.36		2.62
Airport Services General Enquiries	0	0	0	0	0	0	10	●	0.00	●	8.00	●	8.57		8.00

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

### ***Safety Statistics***

The safety statistics for the reporting period are:

	THIRD QUARTER		
	January	February	March
<b>Number of Lost Time Injuries</b>	0	0	
<b>Number of Days Lost Due to Injury</b>	0	0	
<b>Total Number of Injuries</b>	0	0	
<b>Number of Completed Hazard Inspections</b>	N/A	0  (Two hazard inspections were completed in early March due to disruptions caused by TC Marcia)	

### ***Risk Management Summary***

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Aircraft accident, incident or malfunction occurs within the Rockhampton airport precinct resulting in possible death or injury, financial loss, interruption to airline service delivery, damage to infrastructure and reputation damage to the airport	Moderate 6	Upgrade airport lighting system.	Stage 1: 30/6/2014  Stage 2: 30/6/2015  Stage 3: 30/6/2015	70%	Now 100% Stage 1 ALER complete and main runway transformers replaced to improve circuit reliability from zero MΩ to 0.3MΩ Stage 2 Pit & Duct completed mid November 2014 Stage 3 commencing mid-February 2015.
Security breach or threat at the airport resulting in possible death or injury, reputation damage to the airport, additional	Moderate 6	Replace hard key system on all gates and access points with proximity card electronic card	30/6/2014	60%	Due to the implementation issues in the GA area and lead time for new proxy locks the revised due date



Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
costs, disruption to airline services due to airport closure, infrastructure damage, fines in relation to a regulatory breach		system so lost cards can have access withdrawn.			is now 30/06/2015. High risk gates in Main apron installed Awaiting new licences for additional locks in GA area.
Airport revenue decreases over a sustained period resulting in the airport performance KPI's not being met, budgetary impacts, reduced availability of funds for capital programs.	Moderate 5	Provide new lease agreements with Singaporeans and Australian Defence worth \$1.4mill  Redevelop the airport terminal to increase retail revenue.	30/6/2014  Terminal now - 31/12/15	80%	Now 100% SAF & ADF long term leases now executed Architect has completed a cost effective solution.  Business Enterprise meeting of 5th November the report on the Terminal redevelopment was received. It is anticipated that a review will occur in the 3 <sup>rd</sup> quarter.
Airport assets not maintained, upgraded, inspected or monitored effectively in accordance with regulatory requirements resulting in possible death or injury, reputational damage, compliance failure, reduced service delivery, WH&S fine	Moderate 6	Facility maintenance and condition assessment inspection schedules are in the process of being completed and detailed in conquest. Consultant engaged to identify critical infrastructure and to load into Conquest to ensure regular maintenance is performed.	Stage 1: 31/12/14	80%	Main Runway condition re-assessment by AECOM under way.  HV capacity evaluation being progressed with Ergon Energy for medium and long term  Chilled water system capacity improved with better control system and new heat exchange units  High Risk Fire Hydrant Systems now completed  Air-conditioning condition report completed.  HV Transformers condition evaluation completed.  Roads pavement condition

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
					assessment completed  Airport Council owned buildings condition assessment completed and priority 1 defects being addressed.
1. Lack of a Business Continuity Plan to provide viable options for the airport to continue to operate or offer alternate air travel arrangements for the public 2. Natural disasters, Fire, Flood, Cyclones, Earthquake, Storm 3. IT or Communications failures 4. Aircraft crash on airport.	High 4	Develop a contingency plan for reduced or ceased terminal operation capacity and ensure all planning is integrated into any whole of council planning for business continuity management.	30/6/2015	40%	An outline of a proposed Continuity plan has been developed and will be further refined to identify contingency plans that are in place and need to be developed. Learnings of the recent TC Marcia will be incorporated

### ***Legislative Compliance & Standards***

Legislative Compliance Matter	Due Date	% Completed	Comments
Annual Review of Airport Security Risk Register	July 2014	95%	Aiming for completion by April 2015.
Annual Airport Electrical Inspection	November 2015	0%	
Annual Airport Technical Inspection	November 2015	0%	
Annual Runway Friction Testing	January 2016	0%	
Annual Review of Airport SMS Risk Register	April 2015	0%	
Aerodrome Manual review	April 2015	0%	
Emergency Exercise (Table Top)	May 2015	0%	

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
959150 – Runway Lighting System Replacement	18/12/2011	30/05/2016	<ul style="list-style-type: none"> <li>Stage 1 – Practical Completion issued 24 April 2014. List of final defects being repaired.</li> <li>Stage 2 – Practical Completion has been issued. List of defects being repaired.</li> <li>Stage 3 – Work has commenced up to Week 8 – has been all night works to date. One week was lost due to TC Marcia.</li> </ul>	\$3,312,805	\$4,204,536
<p>Commentary:</p> <p>Approval has been provided by Council resolution for \$1.56 million to be brought forward and the budget to be amended during the December revision.</p> <p>Strategy has been developed to complete this project over a four to five year period.</p> <p>Major Projects are project managing this project; please refer to the Major Projects Monthly Report for more detail.</p> <p>Stage 1 – Airfield Lighting Equipment Room (ALER) – Construction of a new ALER to house the electrical and control equipment associated with the new Aeronautical Ground Lighting System (AGL).</p> <p>Stage 2 - Pit &amp; Duct Network for Main Runway and Taxiways – Installation of the electrical pit and duct network to house the main electrical and control wiring network associated with the new AGL System.</p> <p>Stage 3 - AGL System for Main Runway and Taxiways – Installation of the electrical and control equipment and network, including light fittings, for the new AGL System. This stage also includes the installation of the standby generator set required to support the new AGL System.</p>					
959095 – Crescent Lagoon Area Storm Water Management	08/08/2013	30/01/2015	<p>Valving has been installed.</p> <p>Valve platform and grate have been installed.</p> <p>Pumping solution – Pump has been ordered.</p> <p>Expected delivery early March.</p>	\$88,044	\$77,390

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
			Pump site – has been constructed and spray sealed.		
<p>Commentary:</p> <p>Valving and pumping solutions required to evacuate water. Evacuation required after major rain and storm events to prevent runway subsidence due to residual water being present for extended periods.</p>					
987680 – Enhance the functionality of the Airport Building Management System software	19/12/2013	Ongoing	<p>BMS software has been upgraded with graphical displays.</p> <p>Scoping the additional IT hardware required to expand connectivity.</p>	\$54,516	\$14,010
<p>Commentary:</p> <p>Enhancement of the Airport Building Management System (BMS) to provide a more user friendly system and allow expansion of connectivity to continually monitor critical airport equipment. Awaiting finalization of IT aspects.</p>					
987693 – Improve Terminal Access for People with Disabilities.	Ongoing	Ongoing	<u>Deferred</u>	\$59,562	\$0
<p>Commentary:</p> <p>Implementation of systems and equipment that will assist people with disabilities to access the Airport Terminal building and facilities.</p>					
959133 – RPT Apron Lighting	29/08/2013	30/06/15	<p>Concept lighting design is complete.</p> <p>Switchgear and control equipment has been upgraded on 3 of 6 poles.</p> <p>Existing poles being assessed structurally for additional lights.</p> <p>Existing power supply and infrastructure being assessed for additional lights and poles.</p>	\$80,102	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
<p>Commentary:</p> <p>Upgrading RPT apron lighting fittings, switchgear and control equipment to meet current standards.</p>					
959135 – GA Apron Lighting	17/02/2012	30/6/2015	<p>Concept lighting design complete.</p> <p>Lighting design revised due to proposed shortening of cross-runway, Runway 04/22.</p> <p>Installation of lights associated with the RFDS lease extension - installation delayed due to design issued associated with the electrical works. Construction planned to commence mid-March.</p>	\$50,827	\$159,678
<p>Commentary:</p> <p>Final concept accepted. Upgrading GA Apron lighting fittings, switchgear and control equipment to meet current standards. Budget to be revised in December budget review.</p> <p>RFDS Element:</p> <ol style="list-style-type: none"> <li>1. Installation of Pole 2 and removal of existing pole if front of the RFDS Lease</li> <li>2. Installation of Pole 1 next to Peace Hanger.</li> <li>3. Installation of Pole 3 footing next to RFDS Hangar.</li> </ol>					
1017282 – Covered areas for long Term car park equipment	01/07/2014	31/08/2014	<p><u>Completed.</u></p> <p>Financials to be finalised.</p>	\$25,000	\$21,930
<p>Commentary:</p> <p>Covers over Long-Term Car Park paid parking equipment for protection and operation during inclement weather.</p> <p>Completed.</p>					
987682 – Replace various Airport IT Systems Software and Hardware	N/A	N/A	<u>Deferred</u>	\$50,650	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
<p>Commentary:</p> <p>Recurring annual project.</p>					
1020125 - Airport Screening equipment			<u>Completed</u> Project currently in defect liability period. Maintenance Agreement is finalised.	\$5,373	\$2,917
<p>Commentary:</p> <p>To provide business essential equipment to screened passengers and “carry-on” baggage. There was an unplanned need for this procurement due to the intention of the owner of the current equipment to withdraw from provision of services at the airport.</p>					
1033137 – Paid Covered Car Parking Equipment	12/08/2014	30/09/2014	<u>Work is complete.</u> Financial to be finalised.	\$0	\$52,004
<p>Commentary:</p> <p>Installation of paid car parking equipment in the area previously known as the staff car parking facility.</p> <p>Stage 1 complete and operational</p> <p>Budget to be revised in December review.</p>					
989189 – Cooling Tower Water Chemical Control	September/October 2014	30/04/2015	Chemical monitoring and control equipment procured. Building has been reconfigured. Equipment if the process of being installed.	\$10,333	\$12,426
<p>Commentary:</p> <p>Installation of 24/7 monitoring and control of the air conditioning condenser water chemicals treatment. Chemical monitoring and dosing equipment to be installed in a section of ground floor office area leased to Virgin Australia.</p>					
1023540 – Upgrade to Car Park Credit Card Readers for EMV	01/11/2014	30/06/2015	The CBA preferred card reader provider cannot deliver the required equipment. CBA advised that CDS have capability to install certified equipment.	\$60,000	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
			CDS quote is for \$82,000, submitted change in December Revised Budget. In the process of applying for Certified Gateway to the bank.		
<p>Commentary:</p> <p>Credit card providers stipulated that all credit card readers need to be upgraded to read the new programmable chip technology by 31 December 2015.</p>					
959158 – Terminal Building Airside Water Main	25/09/2011	30/06/15	<u>Deferred.</u> Developing a scope of works in conjunction with FRW and the Design Office.	\$109,155	\$1,259
<p>Commentary:</p> <p>Sections of the Airport water main are constructed in asbestos cement which has been identified as a high risk of failure therefore needs to be replaced.</p>					
987719 – Refurbish Terminal Building Front Awning	N/A	N/A	<u>Deferred.</u>	\$15,000	\$0
<p>Commentary:</p> <p>Several sections of the terminal building front awning require major repairs.</p> <p>Deferred.</p>					
987728 – Replace/ Refurbish Air Handling Unit AC7	01/08/2014	10/10/2014	<u>Completed.</u> Financial to be finalised.	\$10,000	\$9,940
<p>Commentary:</p> <p>Condition assessment identified that AC 7 required refurbishment work to extend its working life.</p> <p>Completed.</p>					
1033863 – Replace Internal & External Doors within the Terminal	Early 2015	31/05/15	Agreed to replace Departure Gates 1 and 2 with automatic sliding doors.	\$50,000	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>FACILITIES</b>					
<p>Commentary:</p> <p>Several terminal doors are showing evidence of total failure and require replacing to ensure integrity of perimeter security.</p>					
1033866 – Replace Terminal Roof Skylights	Early 2015	30/04/15	Installing alternate sheeting as a trial, cost savings with material, installation and 25 year warranty.	\$30,000	\$1,032
<p>Commentary:</p> <p>The terminal roof skylights are significantly deteriorated and require replacement.</p>					
1033879 – Access Road to Workshop	N/A	N/A	<u>Deferred</u>	\$42,400	\$0
<p>Commentary:</p> <p>The road has significantly deteriorated and requires resurfacing.</p>					
987694 – Refurbish Terminal Concourse Toilets	Early 2015	30/06/15	<p>Preliminary design has been agreed.</p> <p>Concept design is being developed.</p> <p>Pricing of options being sourced.</p>	\$100,000	\$0
<p>Commentary:</p> <p>It has been identified that the terminal toilets are under capacity during peak operating hours and require redesign to increase capacity.</p>					
987712 – Replace General Aviation Power Switchboards	Early 2015	30/06/15	Revised program submitted in the December Revised Budget. A detailed Condition and Capacity Assessment being carried out.	\$40,000	\$0
<p>Commentary:</p> <p>A condition assessment has identified that several General Aviation switchboards are significantly deteriorated and require replacement.</p>					



Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>OPERATIONS</b>					
959127– General Security Access Upgrades	Ongoing	Ongoing	Initial installation of equipment has been completed but could not be finalised due to withdrawal from sale of the electronic padlocks. Supply of the padlocks has resumed allowing this project to be finalised. Electronic padlocks for Gate 1 and 1A have been installed. This will provide enhanced access control for emergency services and defence force deployments. Additional padlocks for the GA and RPT Apron areas have been received. A “Hotspot” reader is to be installed at the GA Apron to allow tenants to use padlocks installed in that area.	\$116,149	\$13,722
<p>Commentary:</p> <p>Funds to upgrade security equipment. Includes the replacement of the locking system for gates at the GA Apron and military deployment areas.</p> <p>Two wireless electronic locking systems were evaluated for external gates. A product that provides a wireless extension of the existing “Cardax” system has been selected.</p>					
959142 – Ongoing Extension of All Weather Trafficable Perimeter Road	1/7/2014	N/A	. <u>Deferred.</u>	\$71,785	\$0
<p>Commentary:</p> <p>To improve access for daily fence inspections during wet weather. Annual funds allocated with the aim of providing a continuous perimeter road. Recycled pavement materials are utilised when available.</p>					
987704 – Improve Airside Stormwater Management	1/7/2014	To be deferred due to the delivery requirements of other major projects.	. <u>Deferred.</u>	\$508,125	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
<b>OPERATIONS</b>					
<p>Commentary:</p> <p>To ensure high value aircraft movement area pavements are not compromised by ingress of groundwater.</p> <p>Aging subsoil drains present an erosion risk under the runway shoulders. Assess and complete repairs as required.</p>					
987685 – Renewal of Aviation Security Infrastructure	Ongoing	Ongoing	Recurring annual provision to upgrade and replace systems. A review of CCTV coverage is underway to determine the most appropriate areas for further coverage. A control unit has been installed in the Departure Gate area to provide capacity for multiple cameras to be installed to the apron side of the terminal.	\$80,689	\$25,290
<p>Commentary:</p> <p>Installation of CCTV Cameras and associated infrastructure.</p>					
959145 – Repairs to Defence deployment area	Ongoing	Completed	<u>Completed</u> Extensive repairs required prior to Wallaby 2014. The reseal of 2000 sq. metres was completed following trench excavations for the airfield lighting project.	\$52,441	\$55,744
<p>Commentary:</p> <p>Ongoing repairs and restoration of pavement for military exercises. Extensive potholes and seal damage in this primary deployment area required substantial labor to prepare for a spray seal. The application of an asphalt seal to fill the pot holes and seal the pavement in a single process proved to be a more cost effective application.</p>					
983763 – Main Runway Resurface (Consultancy)	1/12/14	Delivery of resurface 2017 - 2019	Progressive consultancy to design and complete a resurface of primary aircraft movement area pavements. Delivery of services has commenced.	\$0	\$128,325
<p>Commentary:</p> <p>A considerable area of high strength, heavy asphalt surface will require renewal. The assistance of a specialist consultant will minimise the capital, and in service operational risk associated with delivery of this project. The current engagement will also provide a closer estimate of the capital required to complete the project.</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual (Including Committals)
<b>CAPITAL WORKS PROGRAM</b>					
OPERATIONS					
This work has been brought forward and a budget amount of \$200,000 will be sought in the December review					

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

As at period ended February 2015 – 67% of year lapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Drainage Study for Future Developments	\$34 283	\$34 283	92%	This study is to determine the best options for a new road off Hunter Street to open up land for development and effects of the footprint of any new developments on the floodplain and how these can be mitigated in order for the developments to proceed. The study is progressing with input from flood modelling initially, of a local flood event.
Rockhampton Sign on Airport Walkway	\$9 000	\$4 990	55%	The previous 'Rockhampton' sign has been located. It will be refurbished and installed on top of the framework of the walkway.
Terminal Redevelopment Design and Business Case	N/A	N/A	N/A	<p>Since last report the architect has provided an interim solution to increase the size of the security departure lounge incorporating more toilets and the retail concessions, which will provide better passenger flow through the terminal and a better safety solution for passengers with the establishment of one central pedestrian crossing to the terminal.</p> <p>A retail specialist will also be performing an audit on the current Food &amp; Beverage and News &amp; Gifts concessions to determine ways to maximize their spend per passenger and strike rate. He will also provide advice on the possible establishment of a specialty retail store for Apparel and Accessories.</p> <p>His brief also includes providing benchmark revenues at other</p>

				airports and advices on what increased revenue is possible when the concessions are after passenger screening, where there is increased dwell time and exposure to the retail outlets. This will form a basis for a business case to fund the redevelopment the terminal as suggested.
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#### **5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS**

#### **Non-Financial Performance Targets & Required Outcomes**

#### **Required Outcomes compared for the same period in 2013/2014 - 2014/2015**

	<b>Monthly Target</b>	<b>Result Monthly / Full Year</b>
Passenger Numbers	+1%	-13.8% / -7.3%
Aircraft Movements*	+1%	-9.3% / 1.0%
Bird Strikes	3 per month	4 / 26
Lost Time Days – workplace injuries	0	0 / 0
Reported Public Injuries on Airport Precinct	0	0 / 2
Customer Requests Actioned	100%	100% / 100%
Airline Engagement Meetings	Every 3 months	Yes / Yes
Military Exercise Briefings Attended	100%	Yes / Yes

\*Aircraft Movements – February figures not available on Airservices Australia website at the time of lodging the report. January figures were utilised for statistical data.

## FINANCIAL MATTERS



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

As At End Of February

	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 66.7% of Year Gone
<b>AIRPORT</b>						
<u>Rockhampton Airport</u>						
Revenues	(11,544,790)	0	(7,608,162)	(7,608,162)	63% ✖	
Expenses	159,655	61,680	94,453	156,132	73% ✖	
Transfer / Overhead Allocation	0	0	337	337	0% ✖	
<b>Total Unit: Rockhampton Airport</b>	<b>(11,385,135)</b>	<b>61,680</b>	<b>(7,513,372)</b>	<b>(7,451,693)</b>	<b>63% ✖</b>	
<u>Administration</u>						
Revenues	(102,134)	0	(79,746)	(79,746)	61% ✖	
Expenses	3,794,314	17,734	2,516,245	2,533,980	67% ✖	
Transfer / Overhead Allocation	5,347,168	0	3,563,808	3,563,808	67% ✖	
<b>Total Unit: Administration</b>	<b>9,039,348</b>	<b>17,734</b>	<b>6,000,307</b>	<b>6,018,041</b>	<b>67% ✖</b>	
<u>Airport Operations</u>						
Revenues	0	0	(45)	(45)	0% ✓	
Expenses	1,355,237	21,267	904,566	925,833	63% ✓	
Transfer / Overhead Allocation	85,000	0	65,886	65,886	66% ✓	
<b>Total Unit: Airport Operations</b>	<b>1,440,237</b>	<b>21,267</b>	<b>970,407</b>	<b>991,674</b>	<b>63% ✓</b>	
<u>Airport Commercial</u>						
Revenues	(1,463,408)	0	(962,443)	(962,443)	64% ✖	
Expenses	0	0	0	0	0% ✓	
<b>Total Unit: Airport Commercial</b>	<b>(1,463,408)</b>	<b>0</b>	<b>(962,443)</b>	<b>(962,443)</b>	<b>64% ✖</b>	
<u>Airport Facilities</u>						
Revenues	(2,420,247)	0	(1,580,922)	(1,580,922)	65% ✖	
Expenses	4,661,621	966,732	2,639,553	3,606,285	71% ✖	
Transfer / Overhead Allocation	127,584	0	52,799	52,799	37% ✓	
<b>Total Unit: Airport Facilities</b>	<b>2,368,958</b>	<b>966,732</b>	<b>1,111,430</b>	<b>2,078,162</b>	<b>75% ✖</b>	
<b>Total Section: AIRPORT</b>	<b>0</b>	<b>1,067,413</b>	<b>(393,671)</b>	<b>673,742</b>	<b>77441599% ✖</b>	

**Operational**

Total Revenue is slightly below the percentage of year elapsed at 65.9%, being offset by lower operating expenses of 63.3% resulting in a small surplus.

All percentages are exclusive of committals unless specifically mentioned.

Note that committals include orders raised for quarterly, six monthly and annual recurring expenses.

**Capital**

Overall Airport's actual capital expenditure to date is currently below the percentage of year elapsed at 26%. When committals are included for works to be completed before 30/6/2015 it is 96%.

The majority of the Airport's capital expenditure YTD to date relates to the runway lighting power distribution switching system replacement.

As at the reporting date the outstanding loan balance was nil. It is budgeted to drawn down \$478,620 in additional loans this financial year.

**CSO's**

The Rockhampton Airport provided a Community Service Obligation to emergency service providers the Royal Flying Doctors Service and the Capricorn Helicopter Rescue Service. This is the value of the fees payable for the lease of the land holdings for their service on the Airport Precinct. This is valued at \$42,000 for the financial year.

**9.2 ROCKHAMPTON REGIONAL WASTE & RECYCLING MONTHLY OPERATIONS  
REPORT FOR PERIOD ENDING 28 FEBRUARY 2015****File No:** 7927**Attachments:** 1. Rockhampton Regional Waste & Recycling  
Monthly Operations Report February 2015**Authorising Officer:** Robert Holmes - General Manager Regional Services**Author:** Craig Dunglison - Manager RRWR

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**SUMMARY**

*The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of February 2015.*

**OFFICER'S RECOMMENDATION**

THAT the RRWR Operations Report for the period ended 28 February 2015 be received.

**ROCKHAMPTON REGIONAL WASTE &  
RECYCLING MONTHLY OPERATIONS  
REPORT FOR PERIOD ENDING  
28 FEBRUARY 2015**

**Rockhampton Regional Waste &  
Recycling Monthly Operations Report  
February 2015**

**Meeting Date: 8 April 2015**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**ROCKHAMPTON REGIONAL WASTE AND RECYCLING**  
**Period Ended 28 February 2015**

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**VARIATIONS, ISSUES AND INNOVATIONS**

A Council workshop was held to commence the development of the Waste Reduction and Recycling Plan which should be completed by 30 June 2015. A further report will be developed and presented to Council.

The waste collection services previously undertaken by Parks have been handed over to RRWR.

As with the rest of Council RRWR has been heavily involved in the response to damage caused by Cyclone Marcia which involved the establishment and management of the following services for a seven day a week operation:

- Emergency waste and recycling collection and disposal;
- Perishable bin sites, provision of bins, collection, disposal and remediation of the sites;
- Bulk Waste collection service including contract development, management and waste sorting / recycling and disposal;
- Hazardous waste collection and disposal and advice;
- Asbestos contaminated material, assessment, collection and disposal;
- Greenwaste storage and processing pads, establishment, management and remediation;
- Greenwaste processing and mulch transportation;
- 240L MGB replacement program;
- Free Mulch Pads, establishment and management;
- Free loading for commercial quantities of mulch;
- Liaising with EHP;
- Provision of environmental management advice.

A report will be developed and provided to Council concerning the above activities.

It is advised that the above activities could not have undertaken without the diligent efforts of the staff of a local consultancy operated by Patrice and Andrew Brown – Central Queensland Group.

**IMPROVEMENTS / DETERIORATION IN LEVELS OF SERVICES OR COST DRIVERS**

Nil



## LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

## All Monthly Requests (Priority 3) RRW&R 'Traffic Light' report February 2015

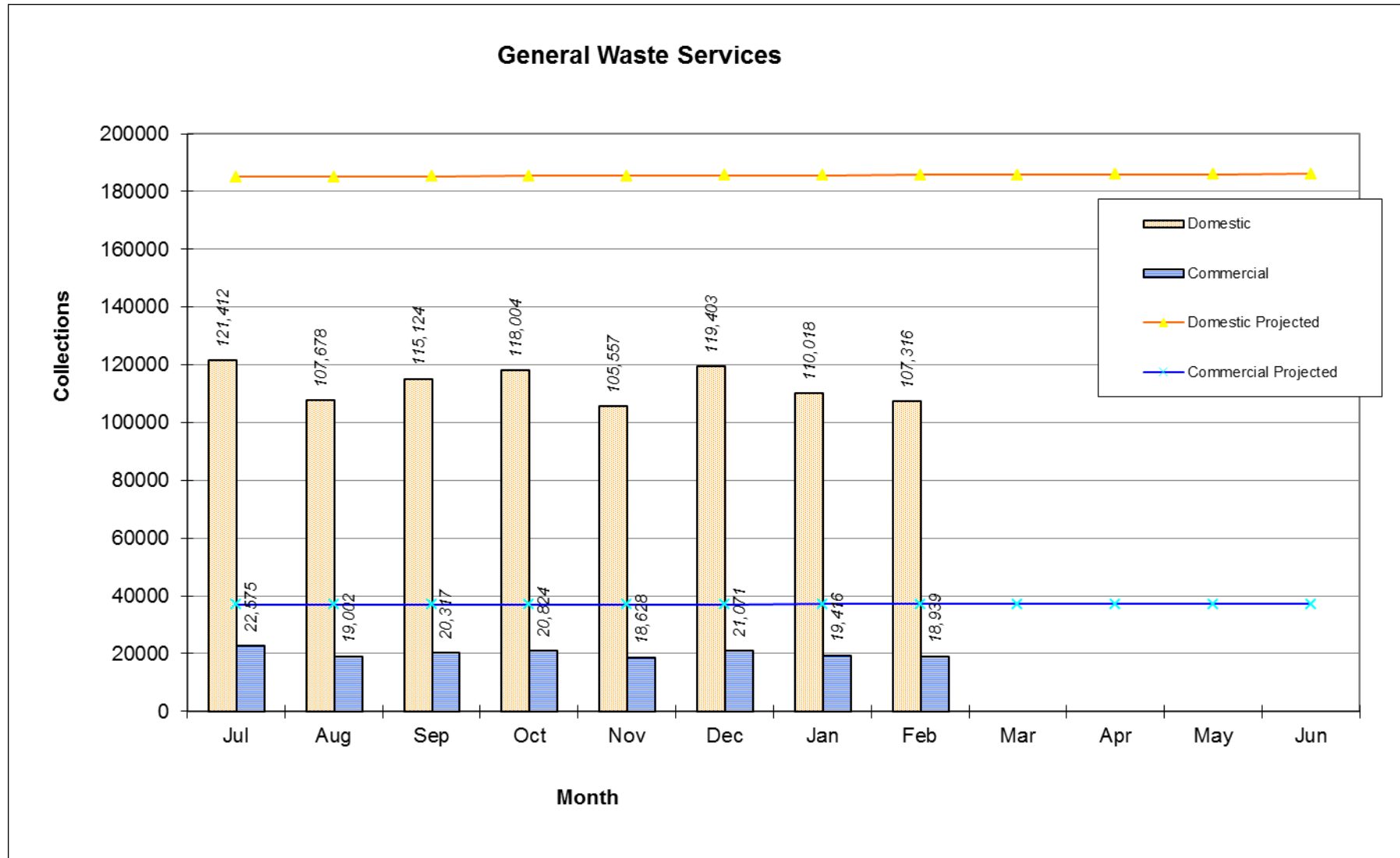
	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed										
Waste/Recycling - RATES NOTICE QUERY	1	1	5	4	1	0	10	🟢	1.00	🟢	3.54	🟢	2.88	1.29
Additional Recycling Service (Fee applies) JJ RICH	1	1	0	0	0	0	2	🟢	0.00	🟢	1.40	🔴	2.44	1.33
Additional Waste Service (Fee applies) RRC	0	0	6	5	1	0	2	🟢	0.00	🟢	0.72	🟢	1.00	0.88
Park Bins (RRC Park/Reserve areas)	3	2	1	1	1	0	23	🟢	1.00	🟢	13.67	🟢	11.90	10.22
Change to Existing Bins (JJ RICHARDS)	0	0	15	15	0	0	5	🟢	1.27	🟢	2.40	🟢	2.60	2.15
Change to Existing Bins (RRC)	1	1	21	17	4	0	2	🔴	2.24	🔴	2.17	🔴	2.09	1.34
Missed Service Recycling - SAME DAY JJ RICHARDS	1	1	8	8	0	0	2	🟢	0.63	🟢	1.59	🔴	2.54	1.18
Missed Service Waste - SAME DAY ENQUIRY RRC	1	1	37	36	1	0	2	🟢	0.64	🟢	0.80	🟢	0.90	0.77
Missed Recycling Bin JJ (Not out or Truck Missed)	2	2	30	25	5	0	2	🟢	0.56	🟢	1.54	🔴	2.14	1.23
Missed General RRC (Bin Not Out or Truck Missed)	1	1	53	52	1	0	2	🟢	0.46	🟢	0.83	🟢	1.01	0.89
New ( First) Bin Set Up (Domestic/Recycle & Comm)	7	7	52	39	13	0	5	🟢	3.10	🟢	2.99	🟢	3.26	2.62
Repair JJ Richards Recycle	0	0	0	0	0	0	5	🟢	0.00	🟢	4.50	🟢	4.79	2.71
Repair RRC General Waste Bin	0	0	15	13	2	0	2	🟢	0.77	🟢	1.30	🟢	1.58	1.21
Replacement Bin JJ (Damaged/Lost/Stolen)	0	0	15	9	6	0	5	🟢	3.67	🟢	3.08	🟢	3.45	2.79
Replacement Bin RRC (Damaged/Lost/Stolen)	2	2	125	116	9	0	2	🟢	1.52	🟢	1.24	🟢	1.35	1.03
Special Event Bins (Parks/Halls etc)	0	0	0	0	0	0	2	🟢	0.00	🟢	2.00	🟢	1.83	1.47
Landfills & Transfer Station - Waste Facilities	0	0	2	2	0	0	1	🟢	1.00	🔴	1.19	🔴	1.39	0.73
Waste and Recycling General Query	1	0	42	40	3	0	5	🟢	1.33	🟢	2.24	🟢	2.17	1.36
Compliment or Complaint RRC or JJ Richards	0	0	2	2	0	0	2	🔴	2.50	🟢	1.83	🔴	2.57	0.93

**Comment:** Most requests have been met within required time frame.



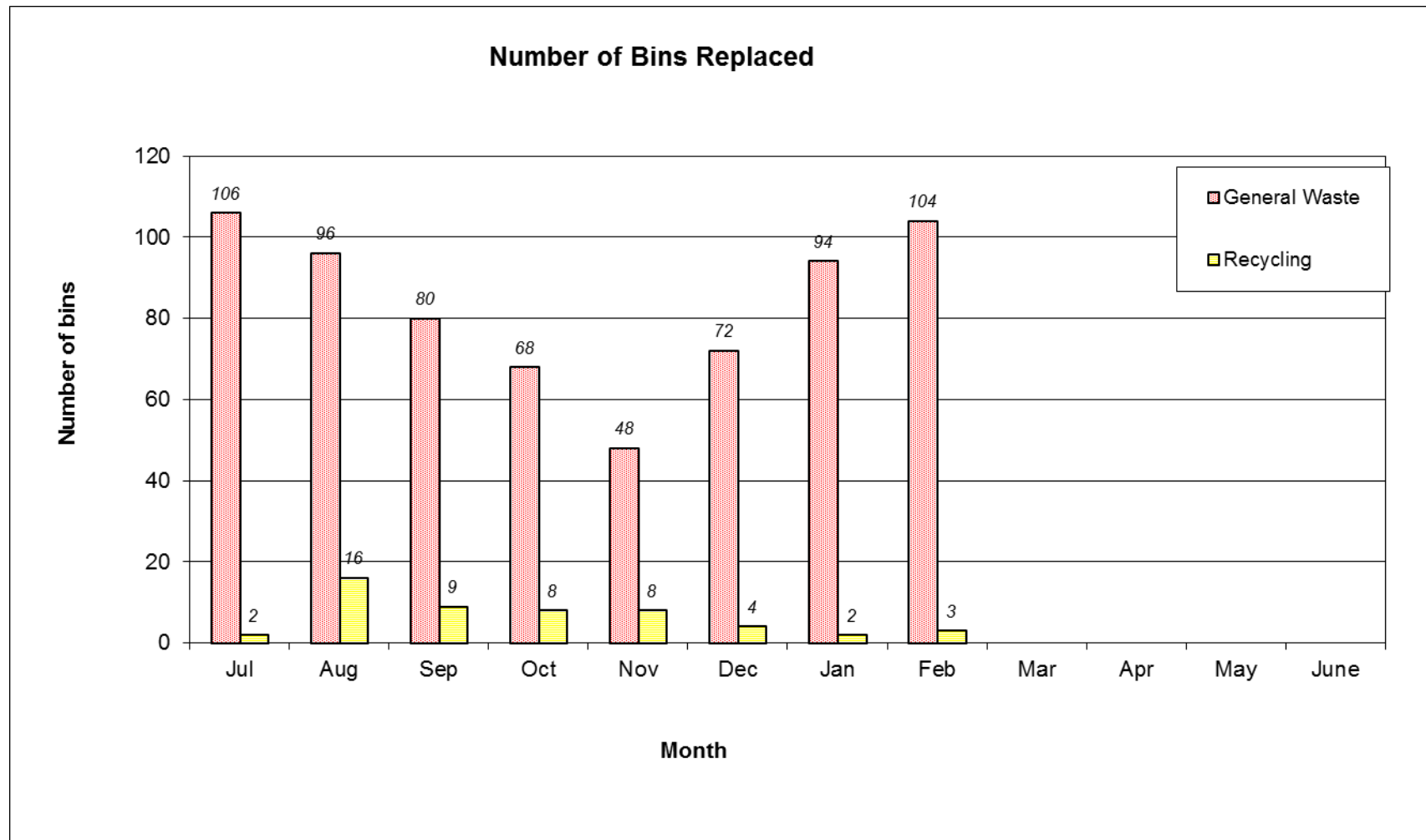
*The graph above shows the number of General Waste and Recycling bins serviced during the 2014/2015 financial year on a monthly basis.*

Comment: Nil



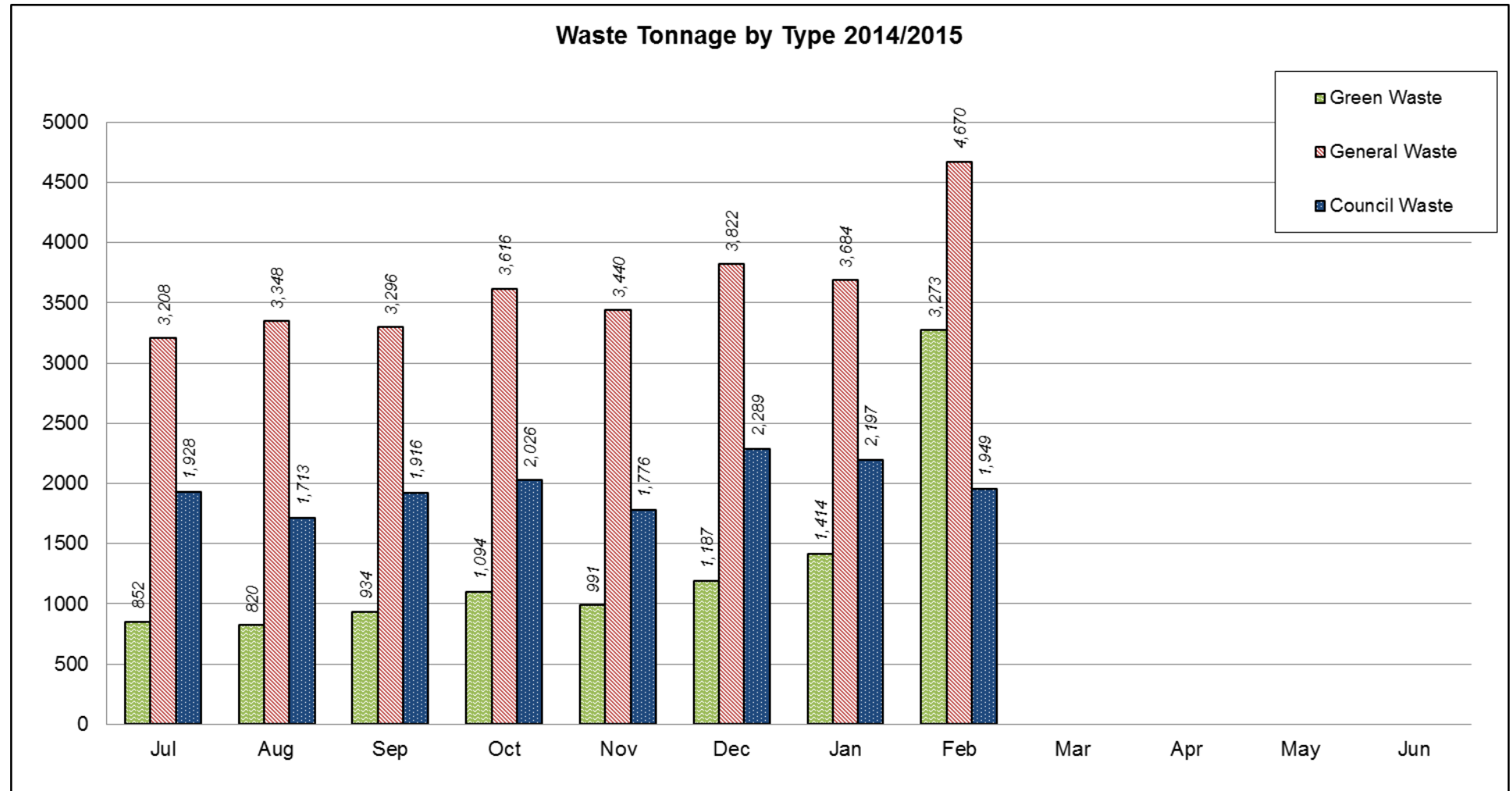
The graph above depicts the division of domestic and commercial waste collection services provided during the 2014/2015 financial year on a monthly basis.

Comment: Nil



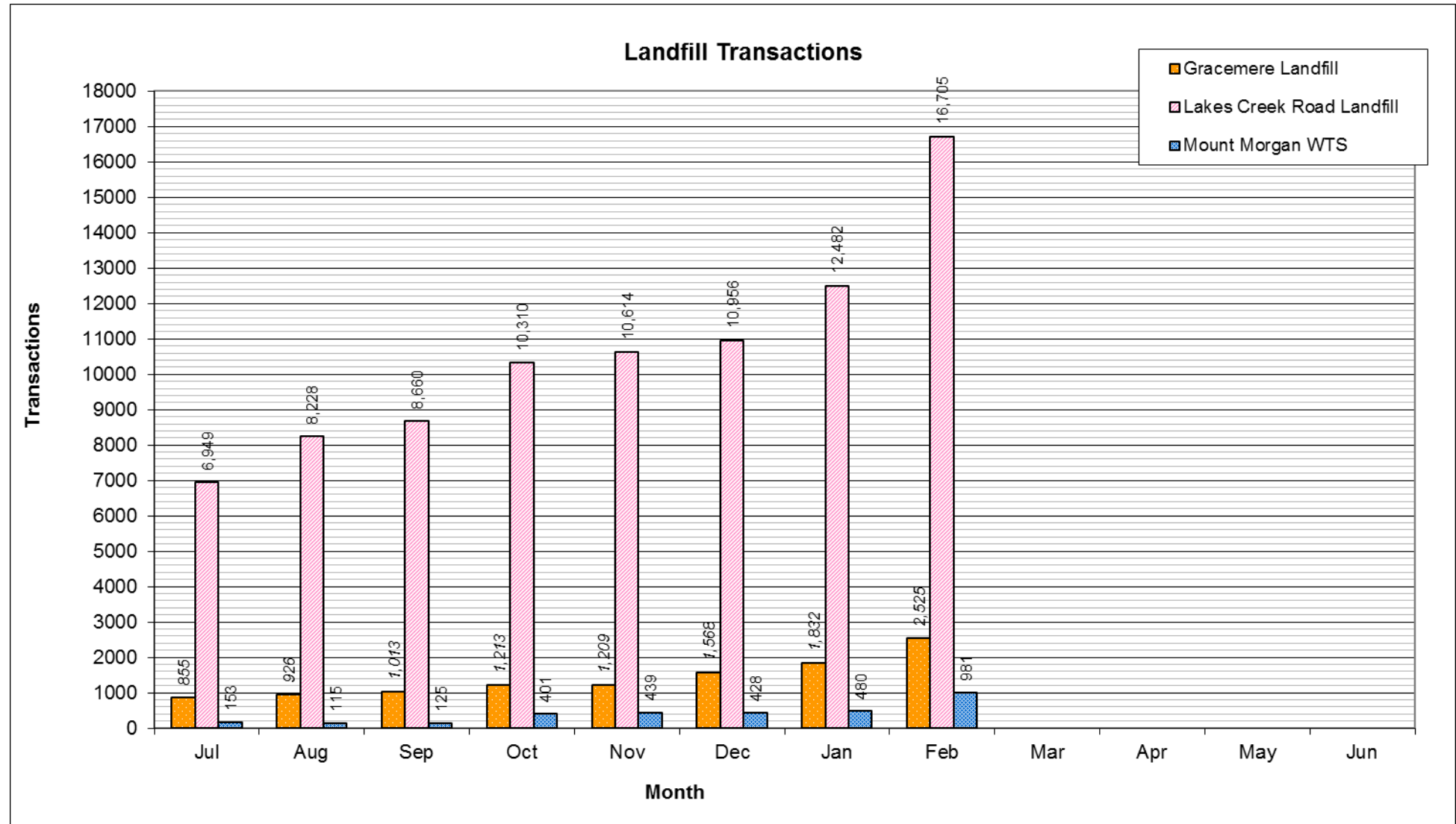
*The graph above shows the number of bins replaced during the 2014/2015 financial year on a monthly basis.*

**Comment:** General Waste: Nil  
Recycling: Recycling bin replacement is considerable less as all bins are newer than the General Waste bins and carry a lesser weight (ie “less wear and tear”).



*The graph above shows waste tonnage by waste types accepted at all facilities during the 2014/2015 financial year to date.*

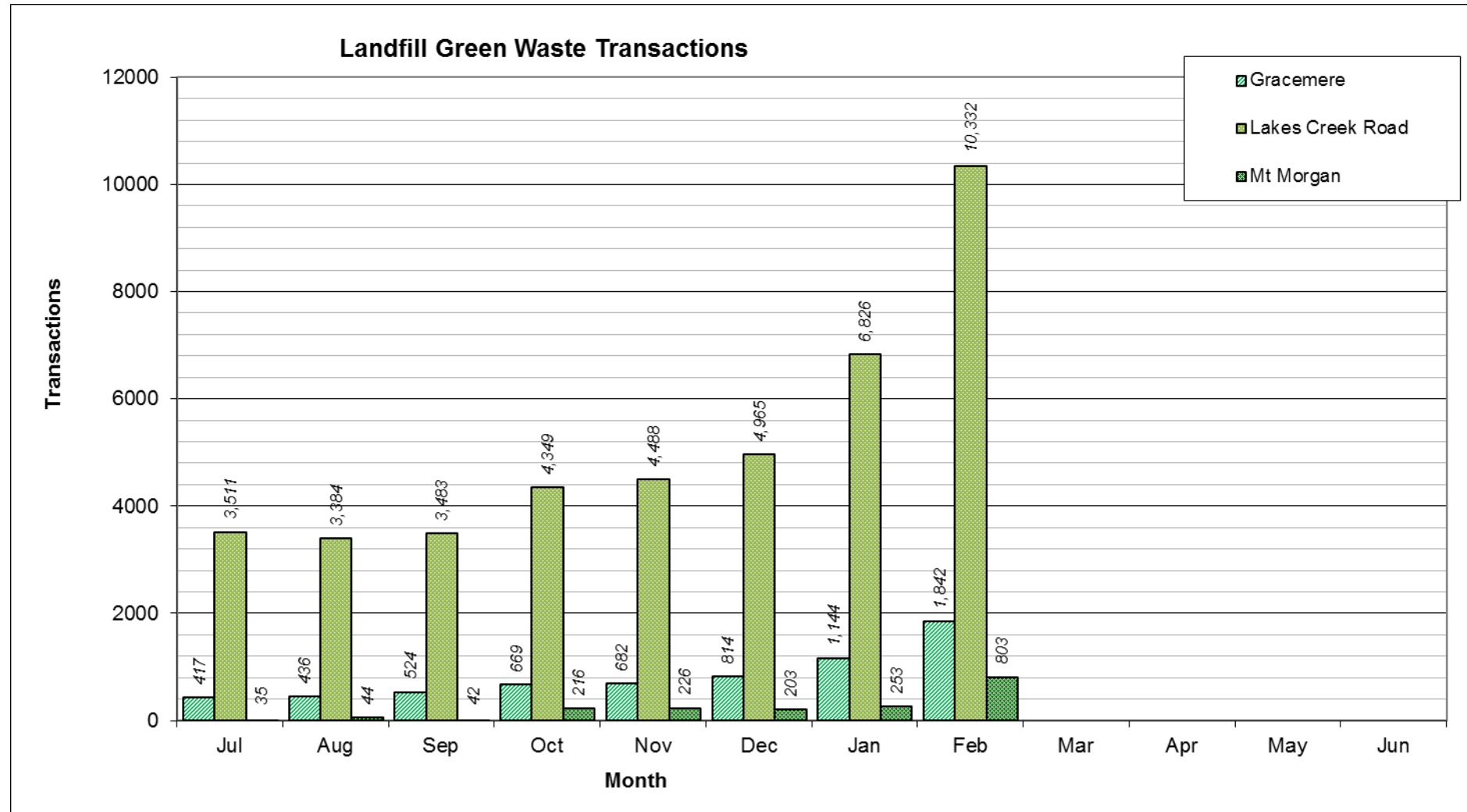
**Comment:** All levels are rising slightly.



*The graph above shows the number of transactions to landfill facilities during the 2014/2015 financial year on a monthly basis.*

**Comment:** The increase in transactions in February is due to the effects of Cyclone and the initiation of free disposal of waste.





*The graph above shows the number of Green Waste Transactions accepted at facilities with electronic record keeping capabilities during the 2014/2015 financial year on a monthly basis.*

**Comment:** The increase in transactions in February is due to the effects of Cyclone and the initiation of free disposal of waste.

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

### *Safety Statistics*

The safety statistics for the reporting period are:

	LAST QUARTER			THIS REPORTING PERIOD
	OCTOBER	NOVEMBER	DECEMBER	FEBRUARY
Number of Lost Time Injuries	0	0	1	0
Number of Days Lost Due to Injury	0	0	4	0
Total Number of Incidents Reported	7	0	2	1
Number of Incomplete Hazard Inspections	0	0	0	0

**Comment:** Incidents are generally down.

### *Risk Management Summary*

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Failure to construct & have operational the Waste Transport Station (WTS), including off site haulage at Lakes Creek Road Landfill, by December 2016 which may result in the community of Rockhampton and its surrounds	Moderate 6	Nil – Risk at acceptable level	N/A	N/A	The WTS building is almost complete and work continues on the internal and external road



Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to manage large facilities/processes on behalf of the community					
Failure to locate and establish a new Landfill for the community of Rockhampton and its surrounds prior to the closure of the existing Lakes Creek Road Landfill - current closure date December 2016 which would result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused.	Moderate 6	Nil – Risk at acceptable level	N/A	N/A	The project with Gladstone Regional Council continues with a report into the feasibility of the project has been provided and is being reviewed. The Landfill Life Extension Project for Lakes Creek Road Landfill has Planning approval and discussions have commenced with EHP over the Landfill design
Loss of a major waste management facility due to a natural or man-made disaster, i.e. flood, storm damage, discovery of unexploded ordinance, discovery of a hazardous waste type, etc. which may result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to	Low 7	Nil	N/A	N/A	Nil work this period

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
manage large facilities/processes on behalf of the community.					
Failure to adequately fund and support Council's asset system which may result in financial loss through increased maintenance costs and service delivery disruptions.	Low 7	Nil	N/A	N/A	Nil

***Legislative Compliance & Standards***

Legislative Compliance Matter	Due Date	% Completed	Comments
Overdue performance reviews	Various	99% Calculated /by number of staff	All have been completed. Am working with one staff member to develop appropriate KPIs
Quarterly and Annual Performance Plans	30/09/14 31/12/14 31/03/15 30/06/15	50%	Presented to Council at the October meeting – adopted by Council First quarterly report for 2014/15 complete December Quarterly Report combined with the January Monthly Report and submitted to Council at the February Business Enterprise Committee Meeting
National Pollutant Inventory	30/12/15	0%	Annual reporting requirements – has been placed in the RRWR Corporate Calendar for September 2015 to be addressed
Landfill Licences – Department of Environment and Heritage Protection (EHP)	Ongoing for Licences	Ongoing	Licences currently being rewritten in association with EHP as they were incorrect when supplied to RRC post the de-amalgamation process ongoing No work undertaken in this period due to work priorities and resources
Annual Report	30/06/15	0%	

Legislative Compliance Matter	Due Date	% Completed	Comments
Annual Return	30/08/15	0%	Both the Annual Report and Annual Return have been placed in the RRWR Corporate Calendar for action. In both cases EHP will forward the appropriate documents to Council for attention
Queensland Waste Data System	Quarterly	ongoing	Supply of waste tonnages processed through all landfills. Previous quarter report submitted – ongoing
Waste Facilities – asbestos management	No set date	N/A	The plans are complete and are being enacted. The last 2 sampling rounds have provided results that show no ACM in the greenwaste mulch.
Fatigue Management	Ongoing	ongoing	Managed via the use of timesheet monitoring, and Wastedge - ongoing
Safe Plan 2	Ongoing	ongoing	Monitored via Hazard Inspections, regular RRWR Safety Meetings and consistent highlighting at all Tool Box Meetings - ongoing

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

The following abbreviations have been used within the table below:

RRWR	Rockhampton Regional Waste and Recycling
JMK	JM Kelly Constructions
WTS	Waste Transfer Station
PC	Practical Completion
EOT	Extension of Time
LCRL	Lakes Creek Road Landfill

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
<b>ROCKHAMPTON REGIONAL WASTE &amp; RECYCLING CAPITAL WORKS PROGRAM</b>					
<b>2014/ 2015</b>					
<b>LCRL – Remediation</b>	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/14	30/06/15	60%	\$1,957,200	\$1,283,431
<b>Comment:</b> Placing rubbish on the Northern face off Stage 1. Constructing spiral drain on East and North face of Stage 1. Progressing North in Stage 2 towards the drain. Ongoing through February.					
<b>LCRL Waste Transfer Station and related Works</b>	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
<b>Waste Transfer Station</b>	29/10/12	November 2014	99%	\$800,000	\$966,049
<b>Intersection</b>	30/8/14	16/01/15	65%	\$692,000	\$10,238
<b>Queensland Rail Infrastructure</b>	10/04/15	23/04/15	44%	\$779,000	\$378,266
<b>Entry Road</b>	28/11/13	9/04/15	89%	\$386,569	\$
<b>Comment:</b> The above figures are for the Waste Transfer Station Building, Dean Street Intersection (including internal road works) and the rail crossing. The Waste Transfer Station building itself is complete except for commissioning and some defect repairs. The internal road component of the Dean Street Intersection has completed its preload phase and work has commenced on the intersection proper. QR are still programed to commence work in April.					
<b>240Litre Mobil Garbage Bin (Wheelie Bin) Purchases</b>	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/14	30/06/15	39%	\$152,389	\$59,964.52

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
<b>Comment:</b> Nil this period					
<b>Gracemere Landfill – Expansion and Capping</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$228,882	\$0
<b>Comment:</b> No action this period – awaiting Council decision in regards future airspace requirements					
<b>Waste Infrastructure Plan &amp; Landfill Infrastructure Plan</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$1,803,534	\$179,003
<b>Comment:</b> Report to Council in January with recommendations to undertake some alterations at some existing stations. Cost estimates and plans are being developed for the alterations to the Laurel Bank Station and work is also progressing for the provision of Bank of Bin Stations. A request has been submitted for a Bank of bin Station in the Upper Ulan area. This is being investigated.					
<b>Closure of Existing Landfill sites and landfill remediation work</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$86,436	\$0
<b>Comment:</b> No work this period					
<b>Waste Facilities, fences, gates and security maintenance</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$50,000	\$0
<b>Comment:</b> Regular inspections of Rugby Park are now occurring.					

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

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

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

Service Delivery Standard	Target	Current Performance
Weekly collection of domestic waste on same day every week	98%	99.86%
Weekly collection of commercial waste	95%	99.98%
Fortnightly Collection of domestic recyclable waste	98%	99.85%
Fortnightly Collection of commercial recyclable waste	98%	99.95%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	100.00%
Collection services will be made available within four working days upon application by owner	98%	100.00%
Provision of assisted services within ten working days from application by owner	100%	100.00%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	100.00%

as at 31 December 2014

**6. FINANCIAL MATTERS**

Percentage of year elapsed 61%

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

Report Run: 11-Mar-2015 10:05:14 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 66.7% of Year Gone
<b>WASTE &amp; RECYCLING SERVICES</b>							
<u>Waste &amp; Recycling</u>							
Revenues	(13,121,601)	(12,259,514)	0	(12,676,034)	(12,676,034)	97% ✓	
Expenses	3,907,433	3,665,801	1,542,656	1,933,348	3,476,004	89% ✗	
Transfer / Overhead Allocation	2,408,778	1,810,079	0	1,294,768	1,294,768	54% ✓	
<b>Total Unit: Waste &amp; Recycling</b>	<b>(6,805,389)</b>	<b>(6,783,634)</b>	<b>1,542,656</b>	<b>(9,447,918)</b>	<b>(7,905,262)</b>	<b>116% ✓</b>	
<u>Waste Collections</u>							
Revenues	(80,939)	(47,403)	0	(30,196)	(30,196)	37% ✗	
Expenses	3,604,587	3,485,249	0	1,632,961	1,632,961	45% ✓	
Transfer / Overhead Allocation	2,287,253	2,085,355	0	1,250,344	1,250,344	55% ✓	
<b>Total Unit: Waste Collections</b>	<b>5,810,901</b>	<b>5,523,201</b>	<b>0</b>	<b>2,853,109</b>	<b>2,853,109</b>	<b>49% ✓</b>	
<u>Waste Facilities</u>							
Revenues	(5,705,680)	(4,050,058)	0	(2,823,686)	(2,823,686)	49% ✗	
Expenses	5,443,352	3,637,835	103,111	2,662,994	2,766,105	51% ✓	
Transfer / Overhead Allocation	(1,089,665)	(166,964)	0	48,232	48,232	-4% ✗	
<b>Total Unit: Waste Facilities</b>	<b>(1,351,993)</b>	<b>(579,187)</b>	<b>103,111</b>	<b>(112,460)</b>	<b>(9,349)</b>	<b>1% ✗</b>	
<b>Total Section: WASTE &amp; RECYCLING SERVICES</b>	<b>(2,346,480)</b>	<b>(1,839,620)</b>	<b>1,645,767</b>	<b>(6,707,269)</b>	<b>(5,061,502)</b>	<b>216% ✓</b>	
		(16,356,976)		(15,529,916)		95%	
		14,517,356		8,822,647		61%	
		(1,839,620)		(6,707,269)			

All percentages are exclusive of committals unless specifically mentioned.

***Operational*****Summary**

Total Revenue is above the percentage of year elapsed at 95% due to the second half of the years rates notices now having been issued. This is being offset by slightly lower than anticipated operating expenses of 61% resulting in a YTD surplus. As the year progresses it is anticipated that this surplus will be brought closer to budget.

*All percentages are exclusive of committals unless specifically mentioned.*

**Capital**

RRWR capital project expenditure is above the percentage of year elapsed at 61%.

The majority of RRWR capital expenditure to date relates to LCR Waste Transfer Station, LCR Landfill Capping and regional waste infrastructure project.



**9.3 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE REPORT****File No:** 7927**Attachments:** 1. RRWR Monthly Operations and Annual Performance Report**Authorising Officer:** Robert Holmes - General Manager Regional Services**Author:** Craig Dunglison - Manager RRWR

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**SUMMARY**

*This report is a combination of the Monthly Section Report and the Quarterly Report as required under the Rockhampton Regional Waste and Recycling Annual Performance Plan for the quarter ending the 31 December 2014.*

**OFFICER'S RECOMMENDATION**

THAT the Rockhampton Regional Waste and Recycling Monthly operations and Annual Performance Plan report be received.

# **ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE REPORT**

## **RRWR Monthly Operations and Annual Performance Report**

**Meeting Date: 8 April 2015**

**Attachment No: 1**

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**MONTHLY OPERATIONS REPORT****ROCKHAMPTON REGIONAL WASTE AND RECYCLING****Period Ended 31 January 2015****AND****RRWR ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2014**

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**OBJECTIVES**

This report is a combination of the Monthly Section Report and the Quarterly Report as required under the Rockhampton Regional Waste and Recycling Annual Performance Plan for the quarter ending the 31 December 2014.

**VARIATIONS, ISSUES AND INNOVATIONS**

January – Monthly Matters:

Rugby Park: FRW are currently laying a new water main just north of the Yeppen Lagoon, adjacent to the buffalo enclosure and encountered a layer of waste. Subsequent investigations revealed that the waste could be considered to be landfill waste. The area where this waste was encountered is outside currently known locations for waste at Rugby Park which is known to have a landfill under the two existing football fields. Further investigations are underway to determine the extent of this mass.

Review of RRWR: A consultancy has commenced a review of RRWR activity as directed by Council. A workshop will be conducted with Councillors later in April.

Emission Reduction Fund: RRWR Officers attended a webinar on this matter. Council does not appear to be eligible to participate in the scheme under the waste management area as Council does not capture and landfill gas. The capture of landfill gas appears only viable at the Lakes Creek Road Landfill a trial at the site has not been put forward due to budget constraints and no available resources to establish and manage the trail.

Waste Reduction and Recycling Plan (WRRP): This plan which has previously been entitled a Waste Management Strategy is currently under development and a workshop with Council will be arranged to work through the proposed WRRP base format.

Quarterly Report Matters – Manager's Overview:

Mulch Fires: There were mulch fires during the Quarter which were of concern as some were in the contaminated mulch. Also the initial batch of tested mulch generated under the new inspection regime was also basically destroyed. This meant that there would be a least one to two months delay in being able to supply mulch to the community.

As a result of these fires discussions were held with the Queensland Fire Service (QFS) on how to best prevent and manage these fires particularly as Council's resources in regards to fire fighting are extremely limited.

The outcome for the meeting with QFS was RRWR should reduce the fuel (greenwaste and mulch) and to do this RRWR will increase the mulching frequency and increase efforts to move the mulch off the site as soon as practical.

Research into mulch fire has also provided information that once a mulch pile reached 73 – 75 degrees centigrade it will then swiftly rise to 93 degrees and then spontaneously combust in most cases. A process has been put in place to regularly monitor the temperature of the mulch piles and if any temperature rise occurs the mulch pile involved is dispersed.

Contaminated Mulch – Work has advanced in the development of the procedures and associates paperwork to hopefully produce mulch of a suitable quality that can be distributed to the community. Work is almost complete in appropriately burying the existing contaminated mulch.

Interim Waste Infrastructure Plan – Council was provided with an update of progress on all matter covered in the plan. The main points being the advancement of the joint Gladstone Regional Council and Rockhampton Regional Council Joint Refuse Project, the proposal to alter the operation of several Roadside Bins.

#### **IMPROVEMENTS / DETERIORATION IN LEVELS OF SERVICES OR COST DRIVERS**

Nil

## LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

## All Monthly Requests (Priority 3) RRW&R 'Traffic Light' report January 2015

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed										
Waste/Recycling - RATES NOTICE QUERY	1	1	1	0	1	0	10	●	0.00	●	3.13	●	1.69	1.07
Additional Recycling Service (Fee applies) JJ RICH	0	0	2	1	1	0	2	●	1.00	●	1.00	●	2.20	1.00
Additional Waste Service (Fee applies) RRC	0	0	6	6	0	0	2	●	0.67	●	0.83	●	1.11	1.00
Park Bins (RRC Park/Reserve areas)	1	1	3	0	3	0	23	●	0.00	●	10.20	●	7.67	8.33
Change to Existing Bins (JJ RICHARDS)	3	3	9	9	0	0	5	●	1.89	●	2.68	●	2.84	2.26
Change to Existing Bins (RRC)	1	1	8	7	1	0	2	●	1.14	●	2.08	●	2.08	1.40
Missed Service Recycling - SAME DAY JJ RICHARDS	0	0	10	9	1	0	2	●	1.22	●	1.98	●	2.56	1.30
Missed Service Waste - SAME DAY ENQUIRY RRC	0	0	24	23	1	0	2	●	0.87	●	0.89	●	0.98	0.81
Missed Recycling Bin JJ (Not out or Truck Missed)	1	1	31	29	2	0	2	●	2.10	●	1.82	●	2.19	1.29
Missed General RRC (Bin Not Out or Truck Missed)	0	0	47	46	1	0	2	●	0.41	●	0.98	●	1.15	1.00
New ( First) Bin Set Up (Domestic/Recycle & Comm)	4	4	29	22	7	0	5	●	2.77	●	3.12	●	3.41	2.66
Repair JJ Richards Recycle	0	0	0	0	0	0	5	●	0.00	●	5.56	●	4.60	2.63
Repair RRC General Waste Bin	0	0	31	31	0	0	2	●	1.42	●	1.42	●	1.69	1.30
Replacement Bin JJ (Damaged/Lost/Stolen)	1	1	4	4	0	0	5	●	2.75	●	3.05	●	3.49	3.01
Replacement Bin RRC (Damaged/Lost/Stolen)	2	2	121	119	2	0	2	●	1.23	●	1.17	●	1.39	1.08
Special Event Bins (Parks/Halls etc)	0	0	0	0	0	0	2	●	0.00	●	2.00	●	1.81	1.45
Landfills & Transfer Station - Waste Facilities	1	1	6	6	0	0	1	●	1.50	●	1.13	●	1.52	0.73
Waste and Recycling General Query	3	3	22	21	1	1	5	●	2.76	●	2.52	●	2.29	1.43
Compliment or Complaint RRC or JJ Richards	0	0	9	9	0	0	2	●	2.56	●	2.08	●	2.91	1.24

**Comment:** Most requests have been met within required time frame.

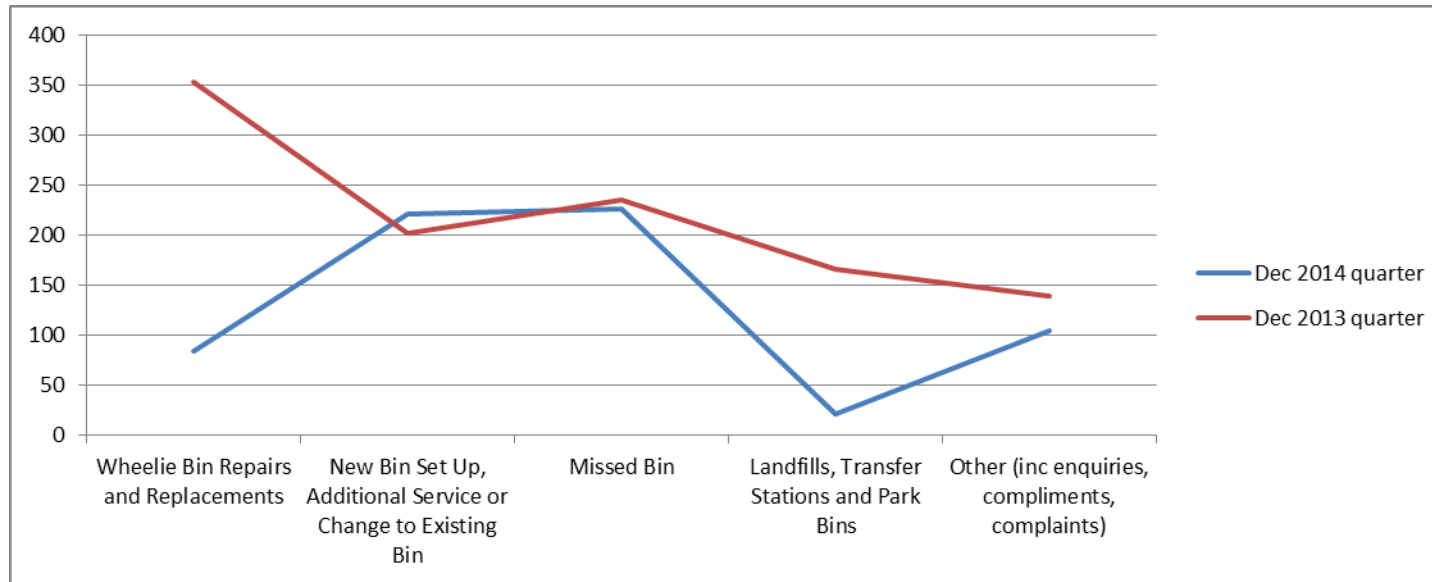
The following Table 1 summarises customer contact made via the telephone and face to face by Council's Customer Service Centre. These customer contacts are then addressed by RRWR. Note - The previous years' data includes data for the region prior to de-amalgamation.

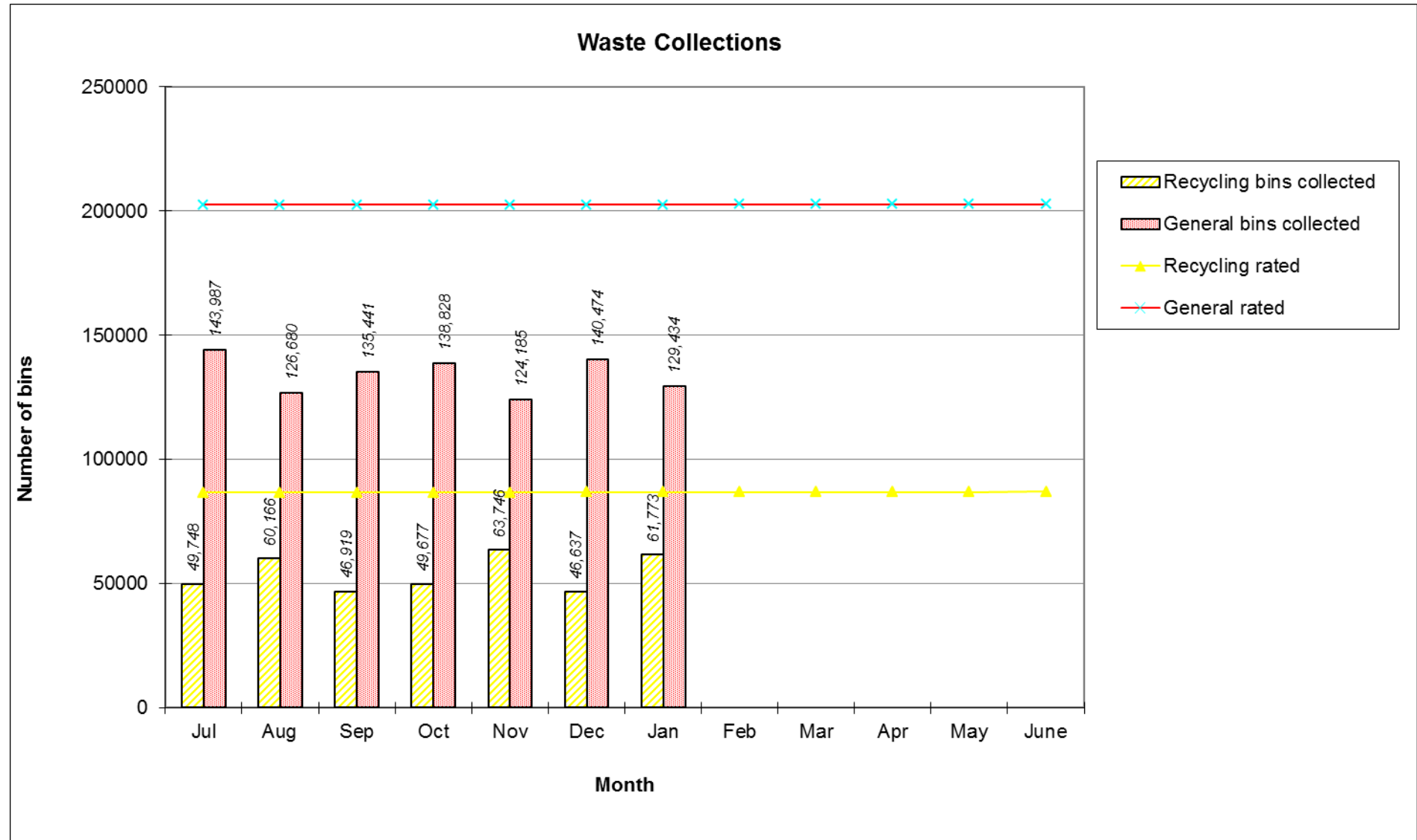
Table 1: Customer Contact

2<sup>nd</sup> quarter – 1 October to 31 December 2014

<b>Customer Contact Type</b>	<b>2<sup>nd</sup> Quarter 2014/15</b>	<b>2<sup>nd</sup> Quarter 2013/14</b>	<b>Total 2013/14 Year</b>	<b>Total 2012/13 Year</b>
<b>Wheelie Bin Repairs and Replacements</b>	84	354	1632	1750
<b>New Bin Set up, Additional Service or Change to Existing Bin</b>	221	202	691	1626
<b>Missed Bin</b>	226	236	1231	1469
<b>Landfills, Transfer Stations and Park Bins</b>	21	166	838	178
<b>Other (incl. Enquiries, compliments, complaints)</b>	105	139	553	535
<b>Total Customer Contacts</b>	<b>657</b>	<b>1412</b>	<b>4945</b>	<b>5558</b>

This data is based on a total of 406,108 waste bin collection lifts and 156,833 recycling bin collection lifts presented in the quarter within the designated collection area.

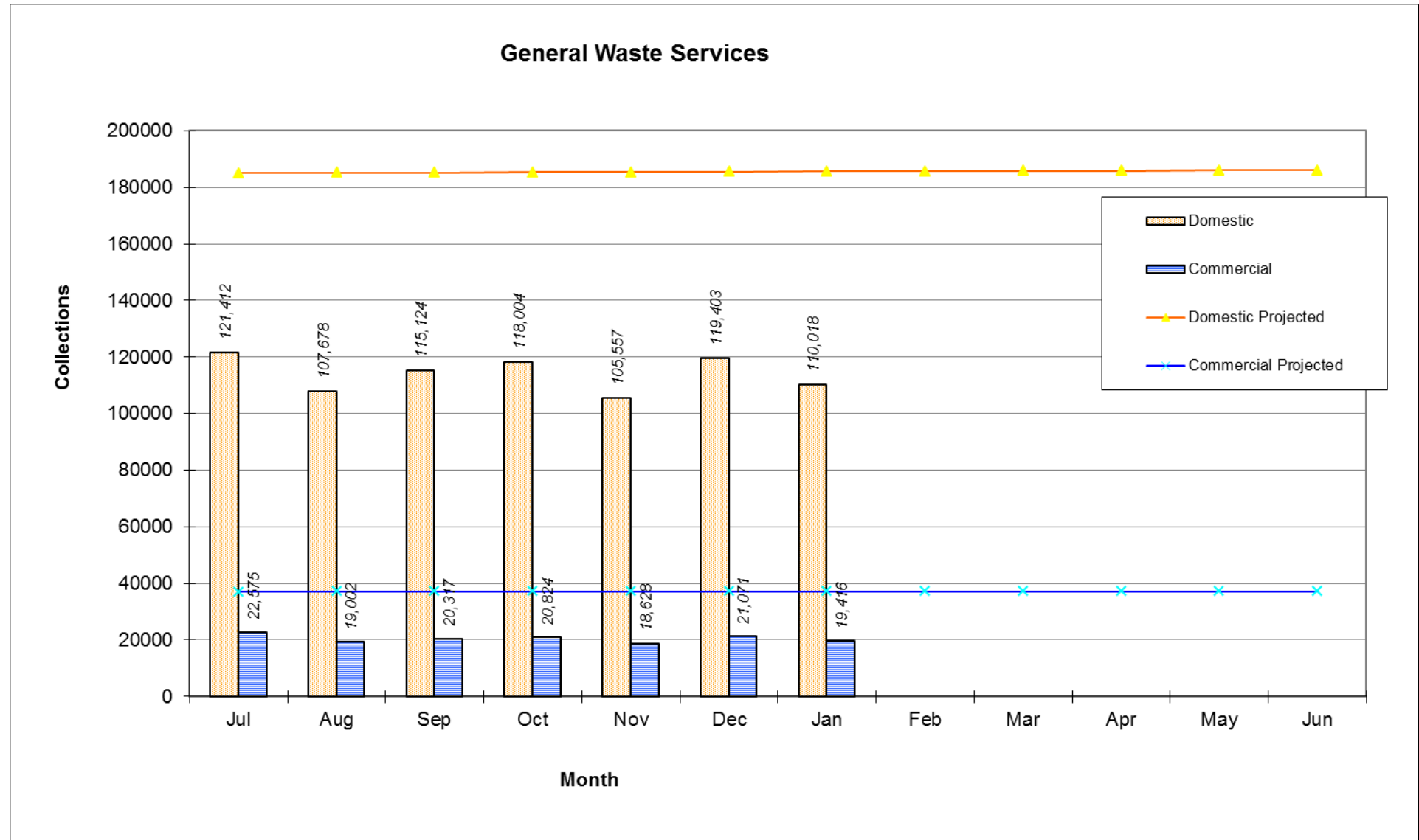




*The graph above shows the number of General Waste and Recycling bins serviced during the 2014/2015 financial year on a monthly basis.*

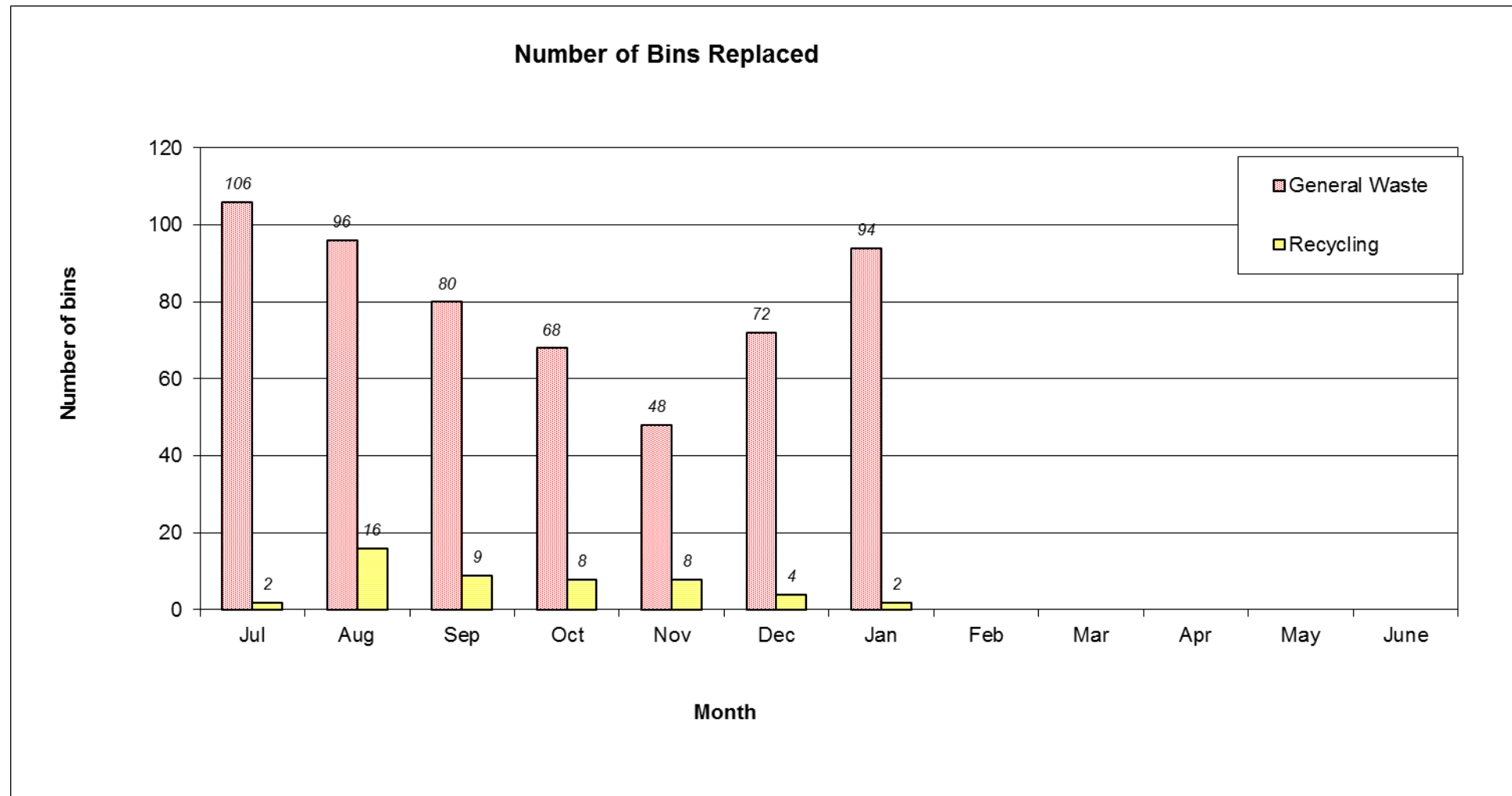
**Comment:** Nil





*The graph above depicts the division of domestic and commercial waste collection services provided during the 2014/2015 financial year on a monthly basis.*

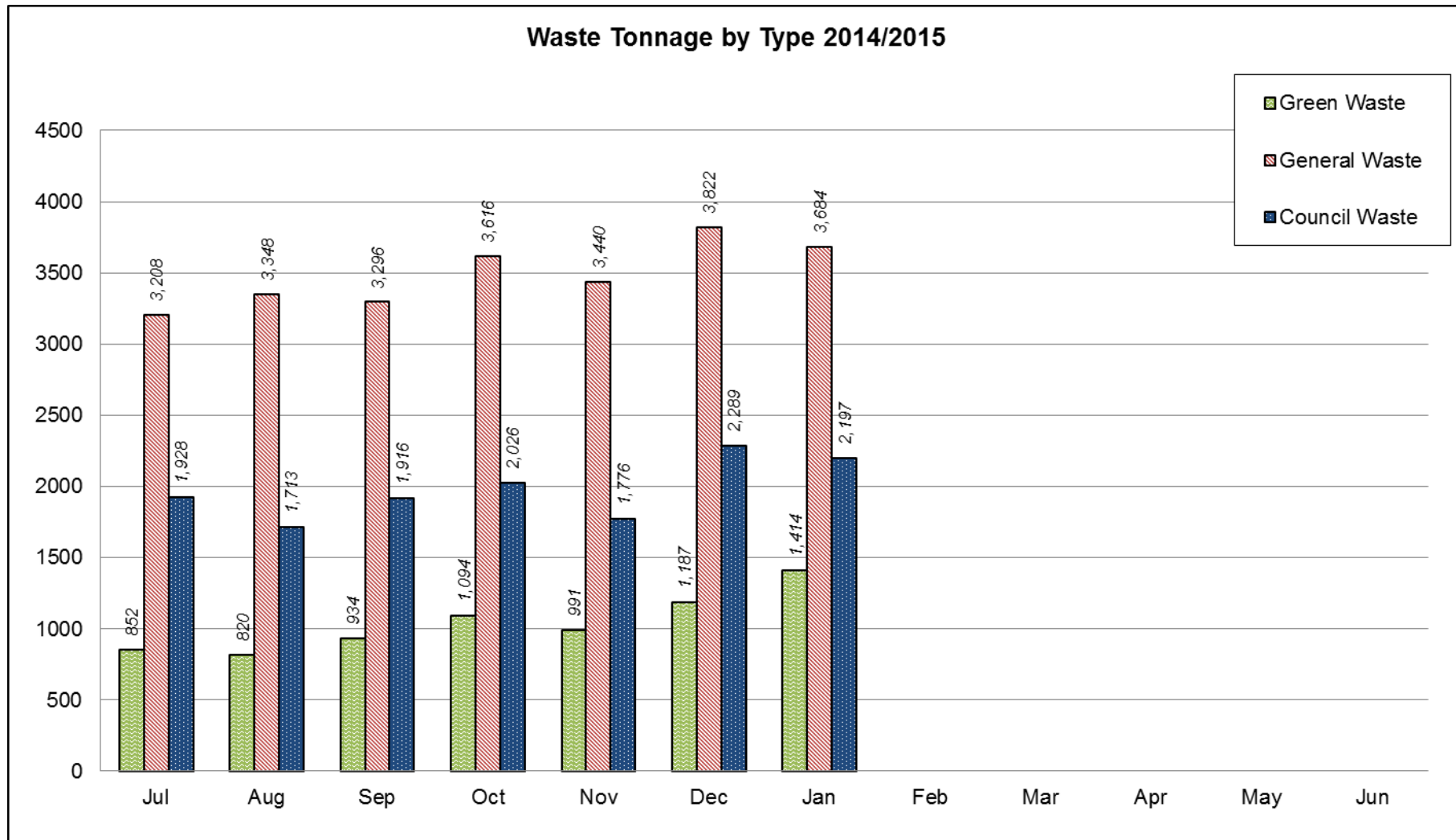
**Comment:** Nil



*The graph above shows the number of bins replaced during the 2014/2015 financial year on a monthly basis.*

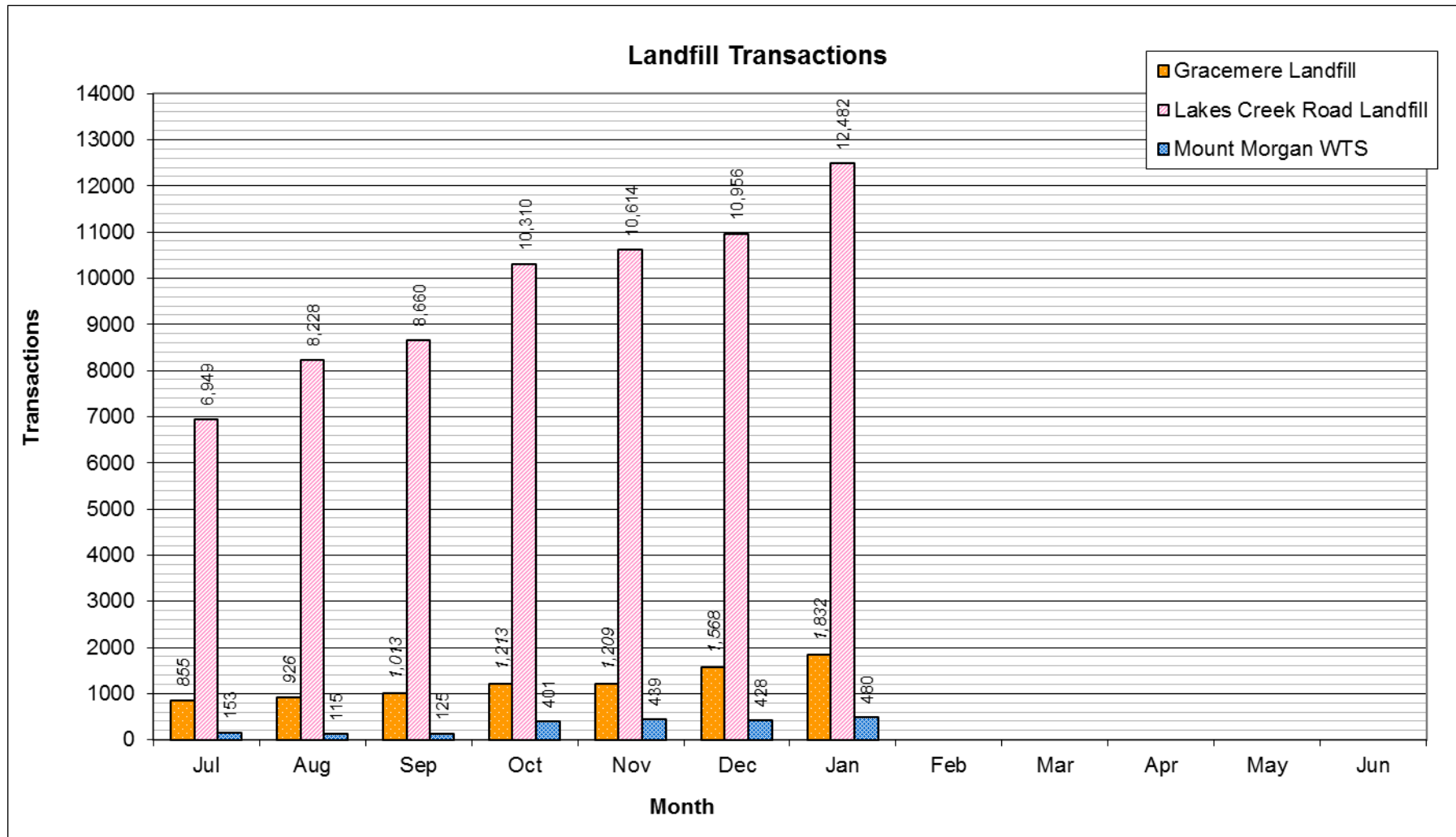
**Comment:** General Waste: Nil

Recycling: Recycling bin replacement is considerable less as all bins are newer than the General Waste bins and carry a lesser weight (ie "less wear and tear").



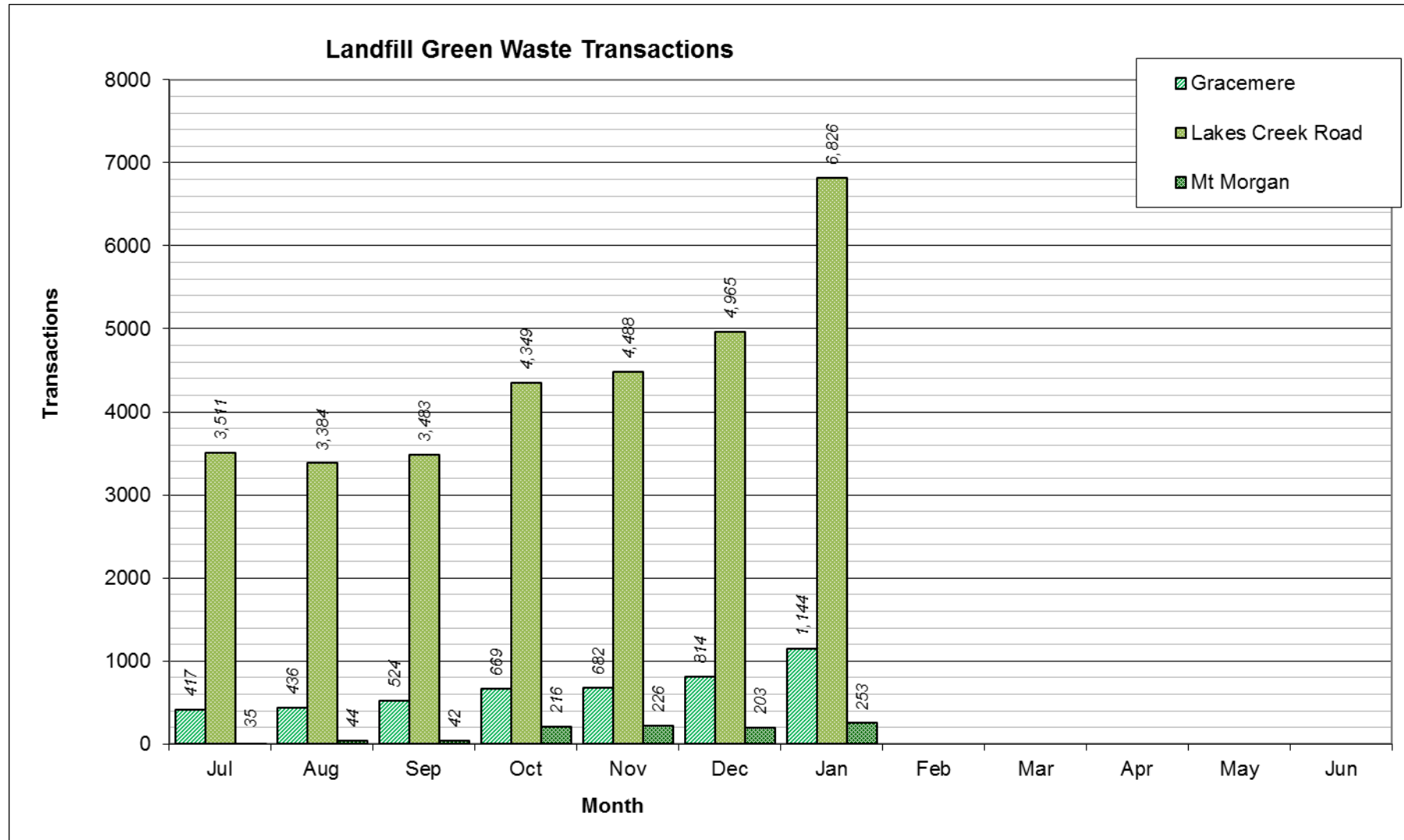
*The graph above shows waste tonnage by waste types accepted at all facilities during the 2014/2015 financial year to date.*

**Comment:** All levels are rising slightly.



*The graph above shows the number of transactions to landfill facilities during the 2014/2015 financial year on a monthly basis.*

**Comment:** The same as the previous graph all transaction types are rising. The rise in transactions is more pronounced than the actual tonnes as it has been observed that the delivery of greenwaste due to it being free has dropped in quantity per transaction.



*The graph above shows the number of Green Waste Transactions accepted at facilities with electronic record keeping capabilities during the 2014/2015 financial year on a monthly basis.*

**Comment:** The rise in transactions is more pronounced than the actual tonnes as it has been observed that the delivery of greenwaste due to it being free has dropped in quantity per transaction.

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

### *Safety Statistics*

The safety statistics for the reporting period are:

	LAST QUARTER			THIS REPORTING PERIOD
	OCTOBER	NOVEMBER	DECEMBER	JANUARY
Number of Lost Time Injuries	0	0	1	0
Number of Days Lost Due to Injury	0	0	4	0
Total Number of Incidents Reported	7	0	2	1
Number of Incomplete Hazard Inspections	0	0	0	0

**Comment:** Incidents are generally down.

### *Risk Management Summary*

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Failure to construct & have operational the Waste Transport Station (WTS), including off site haulage at Lakes Creek Road Landfill, by December 2016 which may result in the community of Rockhampton and its surrounds	Moderate 6	Nil – Risk at acceptable level	N/A	N/A	The WTS building is almost complete and work continues on the internal and external road

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to manage large facilities/processes on behalf of the community					
Failure to locate and establish a new Landfill for the community of Rockhampton and its surrounds prior to the closure of the existing Lakes Creek Road Landfill - current closure date December 2016 which would result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused.	Moderate 6	Nil – Risk at acceptable level	N/A	N/A	The project with Gladstone Regional Council continues with a report into the feasibility of the project has been provided and is being reviewed. The Landfill Life Extension Project for Lakes Creek Road Landfill has Planning approval and discussions have commenced with EHP over the Landfill design
Loss of a major waste management facility due to a natural or man-made disaster, i.e. flood, storm damage, discovery of unexploded ordinance, discovery of a hazardous waste type, etc. which may result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to	Low 7	Nil	N/A	N/A	Nil work this period

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
manage large facilities/processes on behalf of the community.					
Failure to adequately fund and support Council's asset system which may result in financial loss through increased maintenance costs and service delivery disruptions.	Low 7	Nil	N/A	N/A	

**Legislative Compliance & Standards**

Legislative Compliance Matter	Due Date	% Completed	Comments
Overdue performance reviews	Various	99% Calculated /by number of staff	All have been completed. Am working with one staff member to develop appropriate KPIs
Quarterly and Annual Performance Plans	30/09/14 31/12/14 31/03/15 30/06/15	50%	Presented to Council at the October meeting – adopted by Council First quarterly report for 2014/15 complete December Quarterly Report combined with the January Monthly Report and submitted to Council at the February Business Enterprise Committee Meeting
National Pollutant Inventory	30/12/15	0%	Annual reporting requirements – has been placed in the RRWR Corporate Calendar for September 2015 to be addressed
Carbon Regulatory Report	02/02/15	100%	The required 15,362 Emission Units have been purchased and submitted to ANREU which has acquitted Council's liability.
Landfill Licences – Department of Environment and Heritage Protection (EHP)	Ongoing for Licences	Ongoing	Licences currently being rewritten in association with EHP as they were incorrect when supplied to RRC post the de-amalgamation process ongoing No work undertaken in this period due to work priorities and



Legislative Compliance Matter	Due Date	% Completed	Comments
Annual Report	30/06/15	0%	resources
Annual Return	30/08/15	0%	Both the Annual Report and Annual Return have been placed in the RRWR Corporate Calendar for action. In both cases EHP will forward the appropriate documents to Council for attention
Queensland Waste Data System	Quarterly	ongoing	Supply of waste tonnages processed through all landfills. Previous quarter report submitted – ongoing
Alton Downs and Mt Morgan Landfills – Compliance Inspection by EHP	No date set	N/A	A response outlining Council's proposed action, that being the development of closure plans detailing the tiding of the site and installation of groundwater monitoring bores has been submitted to EHP. An acknowledgement of the receipt of this submission by EHP has been received by Council
Gracemere Landfill – underground water investigation	No set date	N/A	No further response from EHP in regards to this matter. The recommended additional sampling (for a short period) supplied in the investigation report will be undertaken and then assessed. Item will be removed from this table.
Waste Facilities – asbestos management	No set date	N/A	The development of the required management plans is ongoing
Fatigue Management	Ongoing	ongoing	Managed via the use of timesheet monitoring, and Wastedge - ongoing
Safe Plan 2	Ongoing	ongoing	Monitored via Hazard Inspections, regular RRWR Safety Meetings and consistent highlighting at all Tool Box Meetings - ongoing

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

The following abbreviations have been used within the table below:

RRWR	Rockhampton Regional Waste and Recycling
JMK	JM Kelly Constructions
WTS	Waste Transfer Station
PC	Practical Completion
EOT	Extension of Time
LCRL	Lakes Creek Road Landfill

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
<b>ROCKHAMPTON REGIONAL WASTE &amp; RECYCLING CAPITAL WORKS PROGRAM</b>					
<b>2014/ 2015</b>					
<b>LCRL – Remediation</b>	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
	01/07/14	30/06/15	60%	\$1,957,200	\$1,175,019
<b>Comment:</b> Placing rubbish on the Northern face off Stage 1. Constructing spiral drain on East and North face of Stage 1. Progressing North in Stage 2 towards the drain.					
<b>LCRL Waste Transfer Station and related Works</b>	<i>Start Date</i>	<i>Expected Completion Date</i>	<i>Status</i>	<i>Budget Estimate</i>	<i>YTD actual (incl committals)</i>
<b>Waste Transfer Station</b>	29/10/12	November 2014	99%	\$800,000	\$847,427
<b>Intersection</b>	30/8/14	16/01/15	65%	\$692,000	\$10,234

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
<b>Queensland Rail Infrastructure</b>	10/04/15	23/04/15	44%	\$779,000	\$352,839
<b>Entry Road</b>	28/11/13	9/04/15	89%	\$386,569	\$
<b>Comment:</b> The above figures are for the Waste Transfer Station Building, Dean Street Intersection (including internal road works) and the rail crossing. The Waste Transfer Station building itself is complete except for commissioning and some defect repairs. The internal road component of the Dean Street Intersection has completed its preload phase and work has commenced on the intersection proper. QR are still programed to commence work in April.					
<b>240Litre Mobil Garbage Bin (Wheelie Bin) Purchases</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	39%	\$152,389	\$59,964.52
<b>Comment:</b> Nil this period					
<b>Gracemere Landfill – Expansion and Capping</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$228,882	\$0
<b>Comment:</b> No action this period – awaiting Council decision in regards future airspace requirements					
<b>Waste Infrastructure Plan &amp; Landfill Infrastructure Plan</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$1,803,534	\$179,003
<b>Comment:</b> Report to Council in January with recommendations to undertake some alterations at some existing station.					
<b>Closure of Existing Landfill sites and landfill remediation work</b>	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$86,436	\$0
<b>Comment:</b> No work this period					
Waste Facilities, fences, gates and security maintenance	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/14	30/06/15	0%	\$50,000	\$0
<b>Comment:</b> Regular inspections of Rugby Park are now occurring.					

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

As at period ended 31/08/2104 – 16.67% of year elapsed.

<b>Project</b>	<b>Revised Budget</b>	<b>Actual (incl. committals)</b>	<b>% budget expended</b>	<b>Explanation</b>
Nil	Nil	Nil	Nil	Nil

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

<b>Service Delivery Standard</b>	<b>Target</b>	<b>Current Performance</b>
Weekly collection of domestic waste on same day every week	98%	99.86%
Weekly collection of commercial waste	95%	99.98%
Fortnightly Collection of domestic recyclable waste	98%	99.85%
Fortnightly Collection of commercial recyclable waste	98%	99.95%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	100.00%
Collection services will be made available within four working days upon application by owner	98%	100.00%
Provision of assisted services within ten working days from application by owner	100%	100.00%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	100.00%

as at 30 June 2014

#### **Customer Service Performance**

RRWR has an internal service level agreement with Finance & Business 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 1 summarises customer contact made via the telephone and face to face by Council's Customer Service Centre. These customer contacts are then addressed by RRWR. Note – The previous year's data includes data or the region prior to de-amalgamation.

Table 1: Customer Contact  
2<sup>nd</sup> quarter – 01 October to 31 December

<b>Customer Contact Type</b>	<b>2<sup>nd</sup> Quarter 2014/15</b>	<b>2<sup>nd</sup> Quarter 2013/2014</b>	<b>Total 2013/14 Year</b>	<b>Total 2012/13 Year</b>	<b>Total 2011/12 Year</b>
Wheelie Bin Repairs and Replacements	84	354	1632	832	1750
New Bin Set Up, Additional Service or Change to Existing Bin	221	202	691	823	1626
Missed Bin	226	236	1231	697	1469
Landfills, Transfer Stations and Park Bins	21	166	838	71	178
Other (inc enquiries, compliments, complaints)	105	139	553	261	535

**6. FINANCIAL MATTERS**

Percentage of year elapsed 58.3%

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES								
As At End Of January								
Report Run: 10-Feb-2015 09:32:48 Excludes Nat Accs: 2802,2914,2917,2924								
	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 58.3% of Year Gone	
<b>REGIONAL SERVICES</b>								
<b>WASTE &amp; RECYCLING SERVICES</b>								
<u>Waste &amp; Recycling</u>								
Revenues	(13,121,601)	0	0	(13,520,305)	(13,520,305)	103% ✓		103%
Expenses	3,907,433	0	10,076	1,789,643	1,799,718	46% ✓		46%
Transfer / Overhead Allocation	2,408,778	0	44,555	1,106,550	1,151,105	48% ✓		46%
<b>Total Unit: Waste &amp; Recycling</b>	<b>(6,805,389)</b>	<b>0</b>	<b>54,631</b>	<b>(10,624,113)</b>	<b>(10,569,483)</b>	<b>155% ✓</b>		<b>156%</b>
<u>Waste Collections</u>								
Revenues	(80,939)	0	0	(27,550)	(27,550)	34% ✗		34%
Expenses	3,604,587	0	0	1,452,198	1,452,198	40% ✓		40%
Transfer / Overhead Allocation	2,287,253	0	0	1,105,436	1,105,436	48% ✓		48%
<b>Total Unit: Waste Collections</b>	<b>5,810,901</b>	<b>0</b>	<b>0</b>	<b>2,530,083</b>	<b>2,530,083</b>	<b>44% ✓</b>		<b>44%</b>
<u>Waste Facilities</u>								
Revenues	(5,705,680)	0	0	(2,544,853)	(2,544,853)	45% ✗		45%
Expenses	5,443,352	0	30,360	3,016,974	3,047,334	56% ✓		55%
Transfer / Overhead Allocation	(1,089,665)	0	0	74,181	74,181	-7% ✗		-7%
<b>Total Unit: Waste Facilities</b>	<b>(1,351,993)</b>	<b>0</b>	<b>30,360</b>	<b>546,302</b>	<b>576,662</b>	<b>-43% ✗</b>		<b>-40%</b>
<b>Total Section: WASTE &amp; RECYCLING SERVICES</b>	<b>(2,346,480)</b>	<b>0</b>	<b>84,991</b>	<b>(7,547,728)</b>	<b>(7,462,738)</b>	<b>318% ✓</b>		<b>322%</b>

## End of Month Management Report



Percentage of Year Elapsed: 58.33% ▲

		1415 Adopted inc Carry Forward \$	YTD Actuals \$	Committals \$	Total YTD Actuals (inc committals) \$	% of YTD Actuals (excl committals) to Total Budget %
<b>CP620 CAPITAL CONTROL WASTE</b>						
0580971	[N] Lakes Creek Rd Landfill - Capping Tr	\$1,957,200	\$1,174,846	\$0	\$1,174,846	60%
0580972	[N] WTS & Stage 3 development - Lakes Cr	\$3,155,179	\$2,501,765	\$1,330,869	\$3,832,633	79%
0943108	Closure of existing landfill sites and r	\$86,463	\$0	\$0	\$0	0%
0959202	LIP - Gracemere - Planning incl Stage 2	\$132,597	\$0	\$0	\$0	0%
0983826	[R] Rubbish Bins - Rockhampton Regional	\$152,389	\$58,329	\$0	\$58,329	38%
0983996	[N] Planning and development approvals a	\$174,177	\$0	\$25,212	\$25,212	0%
0984012	[N] Regional Waste Infrastructure	\$248,534	\$186,488	\$4,651	\$191,139	75%
0984024	[N] Capping & Closure of Stage 1 & 2 -	\$96,285	\$1,593	\$0	\$1,593	2%
0987815	[R] Waste facilities fences gates securi	\$50,000	\$17,518	\$0	\$17,518	35%
1033823	[R] Regional Bin Station & WTS Solution	\$500,000	\$0	\$0	\$0	0%
1033861	[N] Reg Waste - future landfill investig	\$500,000	\$74,900	\$0	\$74,900	15%
<b>TOTAL CAPITAL EXPENDITURE</b>		<b>7,052,824</b>	<b>4,015,439</b>	<b>1,360,732</b>	<b>5,376,170</b>	<b>57%</b>

All percentages are exclusive of committals unless specifically mentioned.



***Operational***

Revenue is significantly above the percentage of year elapsed at 103%, as a result of the second half of the year's rates notices now having been issued, with discounts yet to be taken up.

Operational expenditure is currently trending below the percentage of year elapsed at 46%, as a result of lower than anticipated interest charged on loans (42.4%) and lower than anticipated salaries and wages (42.4%) on costs (47.6%), legal (2.0%), training (3.8%) and advertising / marketing expenditure (16.9%) YTD.

Transfer / overhead allocation expenditure is currently lower than the percentage of year elapsed at 46% as a result of lower than anticipated internal plant hire (16.4%) and payroll tax (52.4%) expenditure year to date.

**Waste Collections**

Collections revenue YTD is below the percentage of year elapsed at 34% as a result of lower than expected extra residential bin collections and local events bin collections.

Expenditure is also below the percentage of year elapsed at 40% due to low, Legal expense (1.4%) salaries and wages expenditure (50.6%), salaries and wages oncost (49.6%) and lower than anticipated contractors other (37.2%) expenditure as a result of Orora Tax Invoice timing delays.

Transfer / overhead allocation expenditure is currently below budget at 48% as a result of lower than anticipated internal plant hire, being offset by higher than expected internal revenue (59.8%) YTD.

**Waste Facilities**

Facilities revenue is currently trending below target at 45% due to lower than anticipated gate fees for Lakes Creek (48.78%), Gracemere (8.96%) Mt Morgan (53.12%), Bouldercombe (41.23%) and Alton Downs (61.67%) landfill facilities primarily as a result of the removal of the Carbon Tax revenue component and Gracemere collections being transported to LCR. This will be amended during December's budget revision.

Expenditure is also below budget at 55% primarily as a result of lower than anticipated carbon tax (43.8%), salaries and wages (47.5%) and surveyor expenditure (0.00%) all being offset by higher than expected building / construction expenditure (168.6%), equipment & plant hire (59.4%) professional technical (495.8%) and other (69.2%) expenditure YTD. This will be amended during December's budget revision.

Transfer / overhead allocation expenditure is significantly below budget at -7% as a result of higher than anticipated internal expenditure and lower than anticipated internal revenue YTD, which will also be amended during December's budget revision.

## Summary -----

Total Revenue is above the percentage of year elapsed at 85% due to the second half of the years rates notices now having been issued, all being offset by slightly lower than anticipated operating expenses of 51.6% resulting in a YTD surplus. As the year progresses it is anticipated that this surplus will be brought closer to budget and may even deteriorate further.

All percentages are exclusive of committals unless specifically mentioned.

## Capital

RRWR capital project expenditure is above the percentage of year elapsed at 57%.

The majority of RRWR capital expenditure to date relates to LCR Waste Transfer Station, regional waste infrastructure project and LCR Landfill Capping.

## **10 NOTICES OF MOTION**

Nil

## **11 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.*

## **12 CLOSURE OF MEETING**