

AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

5 DECEMBER 2017

Your attendance is required at a meeting of the Airport, Water and Waste Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 5 December 2017 commencing at 3.00pm for transaction of the enclosed business.

CHIEF EXECUTIVE OFFICER 28 November 2017

Next Meeting Date: 13.02.18

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 R A Swadling 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

The Mayor, Councillor Margaret Strelow currently on leave of absence.

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 19 September 2017

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 ROCKHAMPTON AIRPORT MONTHLY OPERATIONAL REPORT - NOVEMBER 2017

File No:	7927
Attachments:	1. Rockhampton Airport Monthly Operational Report – November 2017
Authorising Officer:	Scott Waters - General Manager Aviation
Author:	Tracey Baxter - Manager Airport

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport for November 2017 is presented for Councillors information.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Airport Operations and Annual Performance Plan Report for November 2017 be 'received'.

COMMENTARY

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

CONCLUSION

It is recommended that the monthly operations and annual performance plan report for the Rockhampton Airport for period ending November 2017 be received.

ROCKHAMPTON AIRPORT MONTHLY OPERATIONAL REPORT -NOVEMBER 2017

Meeting Date: 5 December 2017

Attachment No: 1



Monthly Operations Report

Rockhampton Airport

November 2017

1. Highlights

Exercise Wallaby Wrap-up

Another successful engagement with the Singapore Armed Forces saw the conclusion of Exercise Wallaby and demobilisation from the airport entirely by early November.

The airport saw over 279 rotary movements, 45 fixed wing, 22 charters with over 5,650 passengers on the dedicated services and 4 movements of the Antonov.

Preparation is underway for further military exercises in 2018 with the Singapore Armed Forces, Australian Defence Force and United States Military at varying times throughout the year.





Australian Airports Association (AAA) National Conference

Australia's biggest annual aviation conference and exhibition was held in Adelaide during November and attended for the first time by Penny Gillespie, Assistant Operations Coordinator.

Penny attended the Technical Program held on the Thursday which included topics such as; Airport Safety in a Global Context, New Airfield Lighting Technologies at Airports Around the World, Emergency Management, Wildlife Hazard Management and Identifying the Risk at Aerodromes.

The benefits of Penny attending and representing Rockhampton Airport are numerous and include hearing the lastest innovations in airport technology, learning about the latest development in best practice principles in the industry, discovering how to integrate wildlife hazard management into all aspects of airport business and learning about the latest safety products, practices and principles and how to apply them at Rockhampton Airport.

2. Innovations, Improvements and Variations

(Operational Plan Ref:

5.3.2.1 Identify at least one operational saving per section of responsibility

5.4.2.6 Identify at least two improved processes per section of responsibility)

Nil Innovations, Improvements and Variations for the month of November 2017.

3. Customer Service Requests

(Operational Plan Ref: 4.1.1.1 Provide timely and accurate responses to requests)

Response times for completing customer requests in this reporting period for October 2017 are within set timeframes. November figures were not available at the time of reporting.



All Monthly Requests (Priority 3) Airport 'Traffic Light' report October 2017

			Current M Requ	onth NEW Jests	TOTAL		Completion	Avg	Avg	Avg	Avg Duration
	Balance B/F Col in /	Completed in Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (days)	Completion Completion Time (days) Time (days) Current Mth 6 Months		Completion Time (days) 12 Months	(days) 12 Months (complete and incomplete)
Airport General Enquiries	0	0	1	1	0	0	10	9 3.00	9 5.80	5.41	3.56
Airport Services General Enquiries	0	0	0	0	0	0	10	0.00	0.00	0.00	0.00

4. Service Delivery

(Operational Plan Ref: 4.1.1.2 Provide effective delivery of Council services)

Non-Financial Performance Targets & Required Outcomes Required Outcomes compared for the same period in 2016/2017:

	Monthly Target	<u>Result</u> Monthly / YTD	
Passenger Numbers	0%	-8.11%	-2.21%
Aircraft Movements*	0%	-7.10%	10.21%
Bird Strikes	3 per month	4	8
Lost Time Days – workplace injuries	0	0	0
Reported Public Injuries on Airport Precinct	0	1	3
Customer Requests Actioned	100%	100%	100%
Airline Engagement Meetings	Every 3 months	100%	100%
Military Exercise Briefings Attended	100%	100%	100%

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

5. Legislative Compliance and Standards (including Risk and Safety)

(Operational Plan Ref: 5.2.1.1 Comply with legislative requirements)

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments		
Annual Airport Electrical	November	100%	Jasko Airport Services conduct an annual inspection of the key aviation related electrical components of the aerodrome.		
	2017		This inspection is scheduled for 26-27 November 2017.		
Annual Airport Technical	November	0%	Jasko Airport Services conduct an annual inspection of the aerodrome facilities, equipment, procedures and OLS.		
Inspection	2017		This inspection is scheduled for 27-29 November 2017		
Emergency Exercise (Field Top Exercise)	May 2018	0%	An onsite emergency exercise is required to be conducted at least every second year. The 2017 exercise scenario will be the basis for the 2018 on site exercise.		
Annual Runway Friction Testing	March 2018	0%	An external contractor is engaged to undertake this specialised testing.		
Biannual Review of Airport Security Risk Register	September 2018	0%	Review assesses security measures and procedures to consider if they are adequate to meet the requirements of the local security risk context statement.		
Annual Review of Airport SMS Risk Register	October 2018	100%	Review is conducted at least annually to determine whether the nominated risk treatments/controls remain valid for the risks identified.		
			The RRC Risk Calculator is used to quantify the current risk rating.		

Safety Statistics

The safety statistics for the reporting period are:

	SECOND QUARTER 2017/2018						
	October	November	December				
Number of Lost Time Injuries	0	0	0				
Number of Days Lost Due to Injury	0	0	0				
Total Number of Injuries	0	0	0				
Number of Completed Hazard Inspections	0	0	0				

* November safety statistics were not available at the time of this report.

Risk Management Summary

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Security breach or threat at the airport resulting in possible death or injury, reputation damage to the airport, additional costs, disruption to airline services due to airport closure, infrastructure damage, fines in relation to a regulatory breach	Moderate 6	Replace hard key system on all gates and access points with proximity card electronic card system so lost cards can have access withdrawn.	30/06/2018	90%	Final stages of the design of an automatic emergency access gate for emergency services. The Airport system requires a software update which is expected to occur in late February 2018.
Airport revenue decreases over a sustained period resulting in the airport performance KPI's not being met, budgetary impacts, reduced availability of funds for capital programs.	Moderate 5	Redevelop the airport terminal to increase retail revenue.	Terminal 1/07/2020	80%	The options for Terminal redevelopment will be further considered as part of the Airport Master Planning process.
Airport assets not maintained, upgraded, inspected or monitored effectively in accordance with regulatory requirements resulting in possible death or injury, reputational damage, compliance failure, reduced service delivery, WH&S fine	Moderate 6	Facility maintenance and condition assessment inspection schedules are in the process of being completed and detailed in conquest. Upgrade of RPT and GA Apron flood lighting to meet LUX standards.	Stage 1: 30/6/2015 30/06/2018	80%	 \$5 million in funding was secured through the BBRF scheme to overlay the main runway and surface enrichment treatment of the main taxiway's and apron. Works are scheduled to commence in 2018. 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
		Asset			assessment completed
		Plan			Airport Council owned buildings condition assessment completed and priority 1 defects being addressed.
					FRW has undertaken condition report on mains water and replacement of priority section completed final section in Capex program.

6. Operational Plan Targets by Section

Operational Plan Ref	Action	Target	On Track	On Budget
2.1.4.1	Promote the Airport as the "Gateway to Northern Australia"	Masterplan to be completed by 30 September 2017	Completed	Yes
2.1.4.2	Identify and implement business development opportunities for the Airport	Conduct a micro analysis of performance of airlines by 30 September 2017	Completed	Yes
		Update reports on partner airline performance presented to Council on a quarterly basis	Completed	Yes
		Six monthly passenger surveys	Watching	Watching
2.5.3.1	Prepare a strategy for a FIFO hub development within the Region	Strategy presented to Council by 30 September 2017	Yes	Yes
2.6.1.1	Strengthen relationship with Singapore	Successfully deliver Wallaby 17 by 30 November 2017	Completed	Yes
4.1.1.1	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	Yes	Yes
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards and service levels	Yes	Yes
5.2.1.1	Comply with legislative requirements	Updates to be presented to Council in sectional monthly reports	Yes	Yes
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Risk registers are presented to Council on a quarterly basis	Yes	Yes

Operational Plan Ref	Action	Target	On Track	On Budget
5.2.1.8	Monitor and review non-compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	Yes
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Review workforce requirements in accordance with budget schedule	Yes	Yes
5.3.2.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	Yes	Yes
5.4.2.6	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	Watching	Watching

7. Capital Projects

October figures have been used as the November data was not available at the time of reporting.

As at period ended October – 33.33% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)			
ROCKHAMPTON AIRPORT CAPITAL WORKS PROGRAM								
959133 – RPT Apron Lighting	29/08/13	June 2018	WIP Installation of six new switchboards at each apron light pole, four complete, two remaining. Operations to review aircraft parking requirements prior to conducting design review to consider LED Lighting and installation.	\$590,078	\$0			
Commentary: To obtain regulatory compliance a condition assessment was conducted in 2014 with upgrade recommendations identified one area remaining non- compliant. Engineering assessment confirmed additional lights could be installed on existing poles. Original concept design under review to investigate options of LED installation and review parking layout. Testing of electrical supply cables identified that they were close to failure. Project to be delivered in two stages, Stage 1 16/17 – Replace and upgrade electrical supply cables, Lighting Design Review and Project Concept, Stage 2 17/18 – Implement								
959135 – GA Apron Lighting	17/02/12	June 2018	WIP Remainder of project postponed to allow reconfiguration of cross runway. Operations to review of aircraft parking requirements prior to conducting design review to consider LED Lighting and installation.	\$17,100	\$0			
Commentary: To obtain regulatory compliance a condition assessment was conducted in 2014 with upgrade recommendation. Original concept design under review to								

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)			
investigate options of an LED installation and review aircraft parking layout. System remains non-compliant due to inability to infringe the airspace of Runway 04/22; this will be rectified in Stage 3 following Runway 04/22 displacement. Project to be delivered in three stages, Stage 1 15/16 – Install three lights for RFDS Operations, Stage 2 16/17 – Lighting Design Review and Project Concept, Stage 3 18/19 – Implement compliant system.								
987694 – Refurbish Terminal Concourse Toilets	Early 2015	Phase 1 – January 2018	WIP Contractor engaged of Phase 1 – Removal of entry doors from all four main toilets. Original entry doors have been removed; new curved wall entries have been installed. Remaining works being scheduled.	\$54,955	\$39,947			
Commentary: It has been identified that the terminal toilets are not meeting the current passenger needs and impede passenger flow through the terminal. Toilets need to be refurbished and reconfigured to improve customer service levels. Project to be delivered in three stages, Phase 1 – Removal of toilet entry doors, Phase 2 – Reconfigure Southern toilet facilities, Phase 3 – Reconfigure Northern toilet facilities								
987712 – Replace General Aviation Power Switchboards	Early 2015	Phase 2 – June 2018	WIP Contractor to supply and replace Area 3 (Aeroworx) Switchboard has been delivered, installation scheduled for Saturday 25/11/2107. Obtaining quotes to replace RRC Maintenance Shed switchboard.	\$72,686	\$14,863			
Commentary:		I						
A condition assessment conducted in 2015 has identified that several General Aviation switchboards are in various stages of deterioration and will require replacement. Project Concept Design has been developed to accommodate future potential business growth and system upgrade requirements. Replacement of Area 3 (Aeroworx) Switchboard identified as a priority due to age and non-compliance, Phase 1 – Design Area 3 Switchboard 16/17 (\$17,250). Phase 2 – Implement Area 3 Switchboard 17/18 (\$60,000). Remaining switchboards replacements have been postponed until to 2026/27.								
1047109 – Replace existing storage- workshop-office-lunchroom (site BD)	Sept 15	June 2018	 WIP Proposed building works have been presented to the RRC Duty Planner who advised: A Development Application will be required including a Flood Hazard Assessment – in progress. 	\$154,481	\$3,472			

Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)					
		Sewer connection infrastructure - completed							
e Aeroworx co nducted in 20 ew electrical c	mplex were ide 15. Office buil connection and	entified in the RRC Asset Building Inspection in 2014. ding and electrical switchboards are beyond repair the I replace office and lunchroom.	Electrical swit refore requirin	chboard issues g replacement.					
		WIP							
Sept 15	February 2018	Construction works are progressing to plan. New system now operational. Terminal BMS being connected for monitoring.	\$51,290	\$84,752					
		Additional works required to remove the in-ground fuel tank is in progress.							
of the Terminal	, it failed durin t of the Airport	g cyclone Marcia and failed again not long after and re Business Continuity Plan.	eplaced with a	hire generator.					
		WIP							
Jan 17	June 2018	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.	\$315,000	\$6,500					
The Chiller unit has reached the end its expected life. This has been quantified by several component failures over recent years. With the current load on the chiller it is required to operate at 100% capacity to cool the Airport Terminal during the hottest portion of the year.									
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									
		WIP							
July 2017	June 2018	Management framework for project to be finalised	\$520,200	\$0					
	Planned Start Date	Planned Start DatePlanned End Datee Aeroworx complex were ide nducted in 2015. Office buil ew electrical connection andSept 15February 2018of the Terminal, it failed durin tial component of the AirportJan 17June 2018pected life. This has been qui capacity to cool the Airporte of works), design, construct tire project.July 2017June 2018	Planned Start Date Planned End Date Status Start Date • Sewer connection infrastructure - completed • Sewer connection infrastructure - completed • Aeroworx complex were identified in the RRC Asset Building Inspection in 2014. Inducted in 2015. Office building and electrical switchboards are beyond repair the ew electrical connection and replace office and lunchroom. Sept 15 February 2018 Construction works are progressing to plan. New system now operational. Terminal BMS being connected for monitoring. Additional works required to remove the in-ground fuel tank is in progress. of the Terminal, it failed during cyclone Marcia and failed again not long after and re tial component of the Airport Business Continuity Plan. Jan 17 June 2018 WIP 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. pected life. This has been quantified by several component failures over recent yea capacity to cool the Airport Terminal during the hottest portion of the year. a of works), design, construction and commissioning stages. While this project con- tire project. July 2017 June 2018	Planned Start Date Planned End Date Status Budget Estimate Start Date • Sewer connection infrastructure - completed •					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)				
Commentary:									
The Rockhampton Airport has recently exp in the continued aeronautical operation du effectiveness of current drainage systems.	perienced seve ring extreme w This will inclu	eral cases of so veather. The in de implementio	ubsidence within flight area of the airport. The drainag itention of this project is to evaluate the causes of this ng strategies to improve drainage and remedial work o	e of the Airpor subsidence ar on existing dra	t is a key factor nd the inage systems.				
989183 – Terminal Refurbishment – Auto Doors	July 2017	June 2018	WIP Technical Specification being developed	\$130,645	\$0				
Commentary:				1					
Terminal automatic entry doors are approaching the end of their useful life. Currently there are safety concerns with these doors, with small children able to be impacted by the door mechanisms. Project scope has been revised to initially upgrade the control system and drive mechanisms on the nine oldest doors.									
987727 –Master planning and reconfiguration	Late 2015	July 17	WIP Completion of Airport Masterplan	\$27,840	\$2,440				
Commentary:					1				
Ongoing engagement with LEAPP.									
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing	WIP Finalising design requirements to install automatic vehicle gate at Airside Security Gate 1.	\$53,715	\$69,751				
Commentary:									
Operational need identified to replace Airs	ide Security G	ate 1 due to er	mergency access requirements and high usage during	military exerc	ises.				
			 WIP Stage 1 – Practical completion issued 24 April 						
959150 – Runway Lighting System Replacement	18/12/11	31/11/17	 2014. List of final defects repaired. Stage 2 – Practical completion has been issued. Issues with initial Contractor being available to repair defects. Current on-site contractor have commenced defect rectification. Stage 3 – Currently working through the 	\$165,704	\$326,060				

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)				
			commissioning and regulatory process. Decommissioning of current system and close out of remaining defects.						
Commentary:									
Major Projects are managing this project; please refer to the Major Projects Monthly Report for more detail.									
The Airport Lighting System was commissioned on the 5th June, ongoing rectification works to be undertaken in the coming months.									
1076549 - Smart business hub business lounge	ТВА	ТВА	ТВА	\$60,000	\$54,545				

8. Operational Projects

Rockhampton Airport Pavement Project

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.

It is intended that the project will be delivered using a design and construct methodology. To allow a preliminary design, an engineering survey was undertaken. The survey results will be issued to tenderers for use during the tender period and design phase of the project In preparation for the tender process an Expressions of Interest (EOI) has been issued in order to shortlist not more than three suitably qualified and experienced airport asphalt resurfacing companies. The EOI closes 14 December 2017.

9. Budget

Financial performance as expected for the reporting period

AIRPORT FINANCIAL

October figures have been used as the November data was not available at the time of reporting.

Summary

Total revenue is slightly below the percentage of year elapsed at 32.69% primarily as a result of lower than anticipated PSC and Security screening revenue YTD. Expenditure is also lower than the percentage of year elapsed at 30.13% resulting in an overall surplus position.

Capital

Airport's capital expenditure YTD is significantly below the percentage of year elapsed at 5% with expenditure expected to be brought closer to budget when construction works are undertaken on the runway pavement renewal project.

End of Month Conserval Lodger (Onerating Only) DECIONAL DMENT 8 AV

	End of world' Ger	ierai Leug	jer - (Operau	ilg Olliy) - REG	IONAL DWEN		
RRC		As	At End Of Oc	tober 2017			
	Report Run: 03-Nov-201 Adopted Budget	7 14:23:54 E Revised Budget	Excludes Nat Acc EOM Commitments	s: 2802,2914,2917 s YTD Actual	7,2924 Commit + Actual	Variance %	On target
AVIATION SERVICES	•	•	•	·	•		
AIRPORT							
Airport Operations							
Revenues	(10,231)		0	0 (3,256)	(3,256)	32%	1
Expenses	2,358,112		0 49,49	95 521,315	570,809	22%	x
Transfer / Overhead Allocation	158,872		0	0 35,370	35,370	22%	x
Total Unit: Airport Operations	2,506,752		0 49,49.	5 553,429	602,924	22%	×
Airport Facilities							
Revenues	(604,052)		0	0 (198,176)	(198,176)	33%	1
Expenses	4,078,944		0 542,76	50 1,081,079	1,623,839	27%	x
Transfer / Overhead Allocation	89,391		0	0 1,235	1,235	1%	x
Total Unit: Airport Facilities	3,564,283		0 542,76	0 884,138	1,426,898	25%	x
Airport Administration							
Revenues	(55,000)		0	0 (20,768)	(20,768)	38%	1
Expenses	4,051,359		0 1,59	92 1,475,771	1,477,362	36%	x
Transfer / Overhead Allocation	4,576,718		0	0 1,523,672	1,523,672	33%	x
Total Unit: Airport Administration	on <i>8,573,077</i>		0 1,59.	2 2,978,675	2,980,266	35%	x
Airport Commercial							
Revenues	(15,076,582)		0	0 (4,925,779)	(4,925,779)	33%	1
Expenses	430,388		0 37,54	46 105,470	143,016	25%	x
Transfer / Overhead Allocation	2,083		0	0 0	0	0%	1
Total Unit: Airport Commercial	(14,644,111)		0 37,54	6 (4,820,309)	(4,782,763)	33%	1
Total Section: AIRPORT	[0]		0 631,39.	2 (404,067)	227,325	61534156065529500%	x

10. Section Statistics

AIRPORT COMMERCIAL

Passenger Numbers

Domestic passenger numbers for October 2017 were: 50,570 compared to October 2016: 52,889. November figures were not available at the time of reporting.



Patient Travel Subsidy Scheme Car Park Waiver

During October 2017, 185 vehicles had \$7,841.00 in car park fees waived. The total period of time these vehicles were in the Airport car parks was an average of 1.89 days stay per passenger. November figures were not available at the time of reporting.

AIRPORT OPERATIONS

Audit and Compliance

Airport Management received the final audit report from the Office of Transport Security for the audit conducted in October 2017. The report found no non-compliances and one observation relating to the internal processes of the contracted screening provider.

The Annual Aerodrome Technical and Electrical Inspection was conducted in November 2017. The report is yet to be received.

Military Exercises

Planning commenced for Exercise Hamel 2018 with a site recce and meeting with key stakeholders scheduled at Rockhampton Airport in December 2017.

<u>General</u>

The Airport Safety Management System Policy and the Committee Constitution were updated as part of the annual review. Changes were made to reflect the change to the Management structure at the airport and to include the additional risk of drone operations in the vicinity of the airport.

AIRPORT FACILITIES

Terminal Air Conditioning System

A consultant engineer is developing a strategy to manage the replacement of Terminal Air Conditioning Assets through the Capital Replacement program over the next ten years.

Replacement of Aeroworx Storage/Workshop/Office/Lunchroom Building (Lease Site BD)

A Development Application is in the process of being developed.

8.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT NOVEMBER 2017

File No:	7927
Attachments:	1. RRWR Operations Report November 2017
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Craig Dunglison - Manager RRWR

SUMMARY

The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of November 2017.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Waste and Recycling November 2017 Report be received.

ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT NOVEMBER 2017

RRWR Operations Report November 2017

Meeting Date: 5 December 2017

Attachment No: 1



Monthly Operations Report

Rockhampton Regional Waste and Recycling 1st to 25th November 2017

1. Highlights

Lakes Creek Road – Bird Dispersal Activities

Rockhampton Regional Waste and Recycling (RRWR) staff have now been trained in performing active bird dispersal by Avisure. Since this training has been completed, RRWR staff have commenced active dispersal in conjunction with Ecosure to enhance the outcome achieved.

Calendar Competition

This month, in association with Councillors, visits have been made to a number of schools in the Region to award the winners of the Calendar Competition Drawing Competition. The school children were asked to draw their favourite recycling hero or heroes. The response was great in quality and quantity. The winners' drawings are in the 2018 calendar which is being distributed.

2. Innovations, Improvements and Variations

Lakes Creek Road – Stormwater Management

Arrangements have commenced to erect suitable evaporation infrastructure to more proactively evaporate stormwater on-site to ensure the appropriate management and non-release of stormwaters from site.

Lakes Creek Road – Northern Boundary Landscaping Works

The completed landscape design has recently been reviewed by Avisure to assess suitability and risk associated with becoming a bird attractant. The landscape plan has proven to address risks. Planting of chosen trees / shrubs is scheduled to commence in the coming month.

Nil Variations

3. Customer Service Requests



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

			Current M Requ	onth NEW Jests	TOTAL		Completion		Avg		Avg		Avg	Avg Duration
	Balance B/F	Completed in Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (days)	Co Tin Cu	mpletion ne (days) rrent Mth	Co Tin 6	mpletion ne (days) Months	Co Tii 12	ompletion ne (days) 2 Months	(days) 12 Months (complete and incomplete)
Waste/Recycling - RATES NOTICE QUERY	0	0	0	0	0	0	10	•	0.00	•	5.00		4.44	2.71
Additional Recycling Service (Fee applies) JJ RICH	0	0	2	2	0	0	4	•	0.50	•	1.00		1.09	0.57
Additional Waste Service (Fee applies) RRC	1	1	8	8	0	0	4	•	0.50	•	0.74		0.58	0.45
Park Bins (RRC Park/Reserve areas)	1	0	3	1	3	0	23	•	0.00	•	3.38		3.88	5.00
Change to Exisiting Bins (JJ RICHARDS)	5	4	1	1	1	0	5	•	1.00	•	1.76		2.14	2.76
Change to Exisiting Bins (RRC)	11	11	10	9	1	0	4	•	1.22	•	2.00		1.60	0.83
Missed Service Recycling - SAME DAY JJ RICHARDS	5	5	12	10	2	0	4	•	1.20	•	1.96		1.78	0.87
Missed Service Waste - SAME DAY ENQUIRY RRC	2	2	40	34	6	0	4	•	0.41	•	0.56		0.53	0.48
MIssed Recycling Bin JJ (Not out or Truck Missed)	6	6	30	26	4	0	4	•	1.58	•	1.68		1.55	1.05
Missed General RRC (Bin Not Out or Truck Missed)	3	3	40	37	3	0	4	•	0.51	•	0.56		0.51	0.44
New (First) Bin Set Up (Domestic/Recycle & Comm)	4	3	18	11	8	0	5	•	1.45	•	1.40		1.81	1.58
Repair JJ Richards Recycle (Bin To Be Empty)	0	0	4	4	0	0	5	•	5.25	•	4.45		4.05	1.92
Repair RRC General Waste Bin (Bin To Be Empty)	3	3	17	12	5	0	4	•	1.83	•	1.58	•	1.49	1.17
Replacement Bin JJ (Damaged/Lost/Stolen)	1	1	5	4	1	0	5	•	3.75	•	2.98	•	3.71	2.84
Replacement Bin RRC (Damaged/Lost/Stolen)	5	4	62	53	9	1	4	•	1.74	•	1.10		1.38	1.20
Special Event Bins (Parks/Halls etc)	1	1	4	4	0	0	4	•	0.25	•	1.67		1.52	0.68
Landfills & Transfer Station - Waste Facilities	0	0	0	0	0	0	1	•	0.00	•	1.13	•	1.34	0.82
Waste and Recycling General Query	6	3	26	22	6	1	5	•	1.77	•	2.20		4.37	4.96
Compliment or Complaint RRC or JJ Richards	0	0	2	2	0	0	2	•	1.00	٠	0.92		0.93	0.48

Traffic light report for November 2017 was not available as reports were submitted before end of month

4. Service Delivery

ADOPTED OPERATIONAL SERVICE DELIVERY STANDARD	Target	Oct 2017 Performance
Weekly collection of domestic waste on same day every week	98%	99.99%
Weekly collection of commercial waste	95%	99.99%
Fortnightly Collection of domestic recyclable waste	98%	99.95%
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%	80.49%
Collection services will be made available within four working days upon application by owner	98%	78.57%
Provision of assisted services within ten working days from application by owner	100%	58.33%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	91.49%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	82.95%

November 2017 data not available as reports were due and submitted before end of month

5. Legislative Compliance and Standards

Legislative timeframes

ltem	Due Date	Compliant? (Yes/No)	Status
Quarterly and Annual Performance Plans – Reports to Council	30/10/17 31/01/18 30/04/18	Yes	Submitted as part of the monthly Section report Collecting data for 31/01/19
Annual Report	31/07/18		
National Pollutant Inventory	30/09/18	Yes	Submitted
Annual Report / Annual Return for held ERAs - landfills	30/09/18	Yes	Submitted
Queensland Waste Data System	31/10/2017	Yes	Submitted Q1 report to DEHP

Item	Due Date	Compliant? (Yes/No)	Status
	31/01/18	Yes	Collecting data for 31/01/18
	30/04/18		
	31/07/18		

6. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

Operational Plan Ref	Action	Target	Status
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance program	Delivery of the annual operating budget to 95%	Training ongoing.
1.1.1.2	Deliver the annual capital works program	Budget expenditure greater than 95%	See Section 7 of this report for detailed comments.
1.3.5.2	Develop a plan for the effective safe management of waste during a disaster	Plan developed by 31 December and adopted by Council by 30 June 2018	Have developed the format. Am working through the pre-season actions to meet the Plans aim and Action no 2.2.3.1
2.2.3.1	Support programs that encourage residents to transition away from social options	Consider options in budget planning to support programs in 2018/19	This Action will be address in action 1.3.5.2
3.1.6.1	Develop and deliver an effective educational program to the community promoting kerbside recycling and general resource conservation	Achieve targets in line with the Waste Reduction and Recycling Plan (WRRP)	With the transference of the sole staff member working in the area to another area in Council all work has ceased in this area. The work being undertaken was mainly reactive in nature, i.e. managing requests for information. It is now proposed to develop a specification document / quotation to engage a third party to undertake this work so as to meet the requirements of the Waste Reduction and Recycling Plan and the Operational Plan
4.1.1.1	Provide a timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	In the vast majority of customer requests RRWR is managing to meet the standards as set. The minor number of failures are due to a variety of reasons and are being reviewed on a case by case basis so as to avoid a repeat of the

AIRPORT, WATER AND WASTE COMMITTEE AGENDA

Operational Plan Ref	Action	Target	Status
			failure.
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards or adopted service levels	In the vast majority of customer requests RRWR is managing to meet the standards as set. The minor number of failures are due to a variety of reasons and are being reviewed on a case by case basis so as to avoid a repeat of the failure.
5.2.1.1	Comply with legislative requirements	Updates to be presented to Council on sectional monthly reports	Compliance achieved this period.
5.2.1.4	Operational risk are monitored and managed in accordance with legislative requirements	Risk registers are presented to Council on a quarterly basis	Risk Register update, no work performed in the area this period. Late in the period a review of this documents has commenced.
5.2.1.8	Monitor and review non- compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly *** basis	No legislative non-compliance occurred this period.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Review workforce requirements in accordance with budget schedule	Some budget review has been undertaken this period and this work has not revealed any issues.
5.3.2.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	No specific work on this matter this period.
5.4.2.6	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	Continual review is underway; seeking appropriate matters, but none have been detected this period

7. Capital Projects

As at period ended October – 33.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)				
CAPITAL WORKS PROGRAM									
Approved FY17/18 Capital Budget									
Lakes Creek Road Landfill - Remediation	01/07/17	30/06/18	16%	\$844,778	\$102,282				
Comment: Minor works with capping of stage one and entrance areas to th	e landfill.			<u> </u>	<u> </u>				
LCRL Augmentation	01/07/17	30/06/18	9%	\$4,500,000	\$546,698				
Comment: Tender for the construction of Cell A has been released to open prepared to present the final landform shape for the Piggy-back project	tender. A report	to Council for th	ne December	Committee M	leeting is being				
Capping and Closure of Stage 1 and 2 – Gracemere landfill	01/07/17	30/06/18	5%	\$200,000	\$55,683				
Comment: Consultant engaged to progress final design of capping and closure plan. Design work progressing.									
RRC Rubbish Bin Renewal Program	1/7/17	30/6/18	31%	\$140,000	\$49,861				
Comment: No purchased this period. Purchase Plan still under developmer	 nt.			<u> </u>	<u> </u>				

	Planned Start	Planned End		Budget	YTD actual (incl					
Project	Date	Date	Status	Estimate	committals)					
LCR Carpark Upgrade Front Office Area	1/7/17	01/10/17	100%	\$0	\$215,334					
Comment: Car Park area for front offices complete.										
LCR Pedestrian Path Office to WTS	01/07/16	30/06/17	0%	\$60,000	\$0					
Comment: Install footpath between administration office and WTS to mitigate risk for pedestrians traversing between locations. Design work ongoing										
and is planned to incorporate the use of recycled glass as a sand replacement.										
LCR Traffic Layout Redesign of Recycle Drop Off Area	01/07/16	30/06/17	0%	\$180,000	\$0					
Comment: Complete				1						
LCR Stormwater pipes and outlets	01/07/17	30/06/18	5%	\$160,000	\$14,533					
Comment: Design and construction of new stormwater pipes and outlets to allow controlled stormwater discharge during rain events. Design complete with construction commenced.										
Gracemere WTS Design and Construct	01/07/16	30/06/17	10%	\$75,000	\$0					
Comment: Design phase 16/17 to 17/18 with construction expected to take place in 18/19. No action this period.										

8. Operational Projects

As at period ended October – 33.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Waste Collection - Dangerous Streets / Options Report	01/07/17	31/12/17	Dangerous Street list for Mt Morgan completed. Work commencing on Streets in Rockhampton. A request has been placed with Ergon to remove a power pole in Glencoe Street as it has been struck twice in recent time.	Officer time	\$0
Waste Collection – Assisted Services Assessment	101/07/2017	31/12/17	Safety assessment of all properties completed	Officer time	\$0
Waste Collection Vehicles			Supplier has delivered all vehicles and driver induction training completed on 22/11/2017. Vehicle decals scheduled for installation in the week commencing 27/11/2017.	Officer time	\$0
Roadside Bin Station Review	01/05/17	31/09/17	Report to Council has been prepared and was submitted to the December meeting of this Committee.	Officer time	\$0
Biomax Project	01/05/17	31/12/17	No work this period, awaiting final report from the consultancy undertaking the work	\$10,000	\$0

9. Budget

As at period ended October – 33.3% of year elapsed

Operational Summary

Total revenue is significantly above the percentage of year elapsed at 45.06% due to the first half of the years rating cycle having been issued. Expenditure is lower than the percentage of year elapsed at 27.91% resulting in an overall surplus position.

Capital Summary

RRWR capital project expenditure is significantly below the percentage of year elapsed at 12% of budget. The majority of RRWR's capital expenditure to date relates to the, LCR Capping Project and the LCR Front Office Carpark Upgrade. It's anticipated that expenditure will be brought closer to budget as construction works are undertaken on the landfill life extension project.
End of Month General Ledger - (Operating Only) - REGIONAL SERVICES

RRC		As	s At End (Of October 2	2017	7		
	Report Run: 03-No	ov-2017 14:09:03 l	Excludes Na	t Accs: 2802,2	2914,	2917,2924		
		Adopted	Revised	EOM			Commit +	
		Budget	Budget	Commitmer	nts	YTD Actual	Actual	Variance
		\$	\$	\$		\$	Commit + Actual \$ (1,318,450) 2,482,479 (327,463) 836,566 (16,343) 1,069,108 578,488 1,631,253 (6,851,871) 847,326 850,549 (5,153,996)	%
REGIONAL SERVICES								
WASTE & RECYCLING SERVICE	s							
RRWR Waste Operations								
Revenues		(4,299,636)		0	0	(1,318,450)	(1,318,450)	31%
Expenses		5,014,969		0 1,169,	095	1,313,384	2,482,479	26%
Transfer / Overhead Allocation		(566,824)		0	0	(327,463)	(327,463)	58%
Total Unit: RRWR Waste Operations	1	148,508		0 1,169,	095	(332,528)	836,566	-224%
RRWR Collections								
Revenues		(98,001)		0	0	(16,343)	(16,343)	17%
Expenses		3,598,638		0 13,	674	1,055,434	1,069,108	29%
Transfer / Overhead Allocation		2,125,192		0	0	578,488	578,488	27%
Total Unit: RRWR Collections		5,625,830		0 13,	674	1,617,578	1,631,253	29%
RRWR Management								
Revenues		(13,771,417)		0	0	(6,851,871)	(6,851,871)	50%
Expenses		2,765,926		0 26,	672	820,655	847,326	30%
Transfer / Overhead Allocation	_	2,435,020		0	0	850,549	850,549	35%
Total Unit: RRWR Management		(8,570,472)		0 26,	672	(5,180,667)	(5,153,996)	60%
Total Section: WASTE & RECYCLING	SERVICES	(2,796,134)		0 1,209,	440	(3,895,617)	(2,686,177)	139%

Note November 2017 stats not available as reports were due and submitted before end of month.

10. Section Statistics



The above graph depicts the number of general waste and recycling bins serviced monthly over a 13 month period. November 2017 data not available as reports were due and submitted before end of month.



The above graph depicts the number of general waste wheelie bins serviced and the rated wheelie bins for both domestic and commercial waste collection services over a 13 month period

November 2017 data not available as reports were due and submitted before end of month



The above graph depicts the tonnes of General Waste, Green Waste and Council Waste accepted at all waste facilities over a 13 month period November 2017 data not available as reports were due and submitted before end of month



The above graph depicts the number of transactions at Waste Facilities on a monthly basis during a 13 month period November 2017 data not available as reports were due and submitted before end of month



The above graph depicts the number of free green waste transactions at Waste facilities over a 13 month period November 2017 data not available as reports were due and submitted before end of month

8.3 DEPARTMENT OF ENERGY AND WATER SUPPLY (DEWS) REGIONAL WATER SUPPLY SECURITY ASSESSMENT (RWSSA) FOR MOUNT MORGAN

File No:	2830
Attachments:	1. Mount Morgan Regional Water Supply Security Assessment
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

The Department of Energy and Water Supply (DEWS) has been working with FRW since early 2016 to undertake an assessment of the water supply security of the Mount Morgan water supply. This assessment is now completed to draft final form and the findings are presented in this report. The assessment provides some history of water supply security for the Mount Morgan community and also predicts the likely future water supply security for this important community. The assessment also identifies a number of actions that Council can potentially undertake to help improve water supply security in Mount Morgan.

OFFICER'S RECOMMENDATION

THAT the Regional Water Supply Security Assessment report for Mount Morgan be received and endorsed.

COMMENTARY

The completion of a RWSSA for Mount Morgan is part of a broader program initiated by DEWS to assess the water supply security of regional Queensland communities. To date, assessments for 13 regional centres have been completed and are published on DEWS website (<u>https://www.dews.qld.gov.au/water/supply/security/wssa</u>). Following the completion of the RWSSA for Rockhampton in late 2015, officers from DEWS have been working with FRW to assess the water supply security for the Mount Morgan community.

The purpose of the RWSSA program is to define the current water supply security in regional areas so that water service providers such as local governments have accurate information that they can use to plan for the future needs of the community. Ensuring water supply security is important for public and environmental health needs, but is also often a key catalyst for future economic growth and development in a community. The completion of the RWSSA is therefore an important undertaking for both local and state governments. Representatives from DEWS, Craig Gordon and Giovanella Carini will present the key findings of the RWSSA with FRW to present information on the implications and options for the future.

Report Outline

The RWSSA report (see attached) provided for Council's review and comment, describes the current water supply resources and infrastructure, examines current and future population and associated water demand and compares this information with the available water supply storage volumes and the reliability and capability of this water supply to meet the current and future water demand of the Mount Morgan community.

The report prepared by DEWS explains in some detail the methods, processes and assumptions used in the assessment process. The results of the predictive analyses completed using historical and stochastic modelling techniques are presented graphically to provide an indication of water supply security in Mount Morgan. A number of scenarios are presented based on different rates of growth in population and water demand and also included is an analysis of the effects of demand management using water restrictions on the water supply security for this community.

Overall, the RWSSA shows that for the current water demand and projected water demand in the year 2035 and without the implementation of water restrictions, Mount Morgan No. 7 Dam would reach its minimum operating level for a period of >1 month less than twice in 100 years. If the same analysis is completed with water restrictions included, the frequency or likelihood of a water supply failure occurring is halved.

Moving Forward

The final section of the RWSSA provides a brief summary of the options available to Council to further increase the water supply security of the Mount Morgan water supply. Options associated with further analysis of the Mount Morgan No. 7 Dam to more accurately quantify its storage volume and also measure any water losses out of the storage are described. Also described is the ongoing work to further promote waterwise behaviours in a community that already demonstrates relatively good performance in this regard. Finally, the long term option to construct a bulk water supply pipeline to supply water from the Rockhampton Water Supply Scheme to Mount Morgan to take advantage of the abundant water supply in the Fitzroy River is also discussed.

CONCLUSION

The RWSSA report for Mount Morgan provides the basis for further planning and development of a long term strategy to ensure water supply security for Mount Morgan. It is therefore very important that Council reviews and endorses the RWSSA report for the benefit of the Mount Morgan community.

DEPARTMENT OF ENERGY AND WATER SUPPLY (DEWS) REGIONAL WATER SUPPLY SECURITY ASSESSMENT (RWSSA) FOR MOUNT MORGAN

Mount Morgan Regional Water Supply Security Assessment

Meeting Date: 5 December 2017

Attachment No: 1

Mount Morgan

regional water supply security assessment





This publication has been compiled by the Department of Energy and Water Supply.

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Introduction

Mount Morgan is an historical mining town on the Dee River that has become a popular town for retirees and commuters to Rockhampton, many attracted by affordable house prices and the country town lifestyle.

Mount Morgan is a small urban community located approximately 38 km south-west of Rockhampton. Its population peaked at 30 000 in the early 1900s with the productivity of the Mount Morgan gold mining operation. In 2016 Mount Morgan's population was approximately 2900 people, with its economy mostly relying on tourism, agriculture, forestry and small business.

Safe, secure and reliable water supplies are an essential resource for Mount Morgan, supporting the health and wellbeing of the community. Water for Mount Morgan is sourced from Number 7 Dam (No. 7 Dam) on the Dee River. Fitzroy River Water, which is a business unit of the Rockhampton Regional Council (Council), is the registered water service provider for Mount Morgan's urban water supply, providing water and sewerage services to the community.

The Department of Energy and Water Supply and Council partnered to investigate and establish a shared understanding of the existing security of the Mount Morgan urban water supply and its capacity to support future growth. Arising from this partnership is this regional water supply security assessment, which provides valuable information about Mount Morgan's urban water supply security and a foundation for future water supply planning for the community. This assessment shows how the current low water use by the community contributes to maintaining a relatively secure urban water supply. It is important to note that the information presented in this assessment does not consider any changes to the capacity of the existing water supply system and associated infrastructure or the impacts of possible water quality issues. The assessment also does not specifically consider the impact that climate change may have on the catchment hydrology. Changes to demand that may be driven by climate variability, population growth or other factors have been considered in this assessment by taking into account a wide range of water demand levels.

Water supply source

No. 7 Dam is the sole source of water supplying Mount Morgan's reticulation network.

Water for the Mount Morgan community is sourced from No. 7 Dam, which is on the Dee River immediately downstream of the river's junction with Limestone Creek. The catchment area of the Dee River above the dam is approximately 39 km². Urban water supply for Mount Morgan is unsupplemented and authorised under the Water Plan (Fitzroy Basin) 2011. Council holds the only water licence authorising the take of water from No. 7 Dam, which allows the extraction of 584 megalitres per annum (ML/a).

No. 7 Dam is a mass concrete dam with an earth levee, which was built by the Mount Morgan Gold Mine Company in the early 1900s to supply water to the mine and the town. At that time, Mount Morgan was primarily supplied with water from the Fletcher Creek Weir via an adjacent groundwater bore. In 1993, Council assumed ownership of the dam and the delivery main from the Mount Morgan mine, and the dam become the town's main water supply source. In 1999, No. 7 Dam became the sole water supply for the community when it was raised by 4.5 m to provide the current storage capacity of 2830 ML. The Fletcher Creek bore has since been decommissioned and the supply of water from this source has been discontinued.

Figure 1 shows the location of Mount Morgan and the surrounding area.



Figure 1: Mount Morgan and the surrounding area



Water users and water use

The Mount Morgan reticulation network supplies water for urban purposes, servicing approximately 2900 people in 2015–16.

Mount Morgan's reticulation network

The total volume of water sourced from No.7 Dam for the Mount Morgan reticulation network between 2003-04 and 2015-16 averaged approximately 367 ML/a.¹ To better understand the community's water use, the average daily water use and average daily residential water use were investigated.

The average daily water use is expressed as litres per capita per day (L/c/d) and is calculated by dividing the average daily volume of water sourced for the reticulation network by the serviced population.² This water includes all urban uses such as residential, commercial, municipal and industrial water use, as well as water losses associated with treatment and distribution. It also includes water use associated with Mount Morgan's nonresident population within the community (e.g. tourists). Between 2003–04 and 2015–16, the average daily water use for Mount Morgan was approximately 367 L/c/d and the average daily residential water use was approximately 230 litres per person per day (L/p/d). The average daily residential water use relates only to the water used by residents within the Mount Morgan community, divided by the serviced population.³

2 The serviced population includes only permanent residents connected to Council's reticulation network. It does not include the transient population, such as tourists and temporary workforces.

Recycled water

A small proportion (less than 20%) of the water supplied through Mount Morgan's reticulation network is subsequently recycled through the Mount Morgan sewage treatment plant. Effluent from Council's sewage treatment plant is reused to irrigate school ovals and sporting fields. This recycled water does offset some urban water demand; however, as it is a reliable ongoing source, this offset demand is considered separate to the urban demand on No. 7 Dam for the purposes of this assessment.

Water use impacted by climate variations

Urban water use varies between years and within each year depending on various factors, including climatic conditions such as rainfall, with higher use usually occurring during drier periods. Figure 2 illustrates the relationship between the monthly rainfall recorded in Mount Morgan and Mount Morgan's monthly water use from July 2008 to January 2016. During this period, water use varied considerably from month to month, ranging from 17 ML in August 2008 to 47 ML in October 2013.

It is important to note that the average rainfall for the period for which detailed urban water use records were available (i.e. from 2003–04 to 2015–16) is similar to the average rainfall over the longer term record (i.e. from 1901–02 to 2015–16).

¹ Data sourced from the Statewide Water Information Management (SWIM) database from 2009–10 to 2015–16 and from Council's water treatment plant records from 2003–04 to 2008–09.

³ As above



Figure 2: Monthly rainfall impact on monthly water use

Other users of the bulk water supply source

Agriculture

Agriculture is an important part of Mount Morgan's economy. Land use around the Dee River and Fletcher Creek is predominately cattle grazing and undisturbed bushland. The remainder is forestry and irrigated cropping. Agriculture and forestry accounted for 22.6% of all businesses within the Mount Morgan region in 2013–14.⁴ Licences that authorise the take for agriculture from within the Dee River catchment are only located downstream of the dam. Therefore, these water entitlements do not impact the water supply security for Mount Morgan.

Mining

The Mount Morgan Gold Mining Company operated from 1882 until 1991. No mining or processing activity has occurred on site, and consequently there has been no water use for mining activities since the shutdown of operations.

⁴ Queensland Government Statistician's Office, resident profile (2015).



Industry and tourist sector

The tourism industry is relatively important to the Mount Morgan economy due to the presence of the old Mount Morgan mine site, its location on the Burnett Highway and its vicinity to Queensland's populated central coast. Other industries in Mount Morgan include agricultural support industries, health care, social assistance, retail and real estate services. These businesses are generally of a small scale, consistent with most urban areas, and there are no major industrial users of water in Mount Morgan.

Water for industry and the tourist sector in Mount Morgan is supplied through the reticulation network. As such, water use by industry is accounted for within the total water use figures for Mount Morgan. Over the period 2003–04 to 2015–16, the combined industrial, commercial and municipal (i.e. non-residential) water use in Mount Morgan constituted, on average, about 10% of Mount Morgan's urban water use.

Historical performance of No. 7 Dam

No. 7 Dam is a small storage, which relies on summer rainfall in the relatively small catchment area of the Dee River to fill. Due to its small capacity, No. 7 Dam can fill rather quickly and, because the majority of river flows occur during a relatively short time frame during the year, at times there can be significant flow over the spillway. At current water use levels and without further inflows to the dam, the storage capacity of No. 7 Dam is sufficient to meet Mount Morgan's water demands for approximately 24 months, or longer if water restrictions were to be imposed. The relatively short drawdown period of the dam makes it susceptible to short, extreme dry events. From 2002–03 to 2015–16⁵, water levels in No. 7 Dam declined to critical levels on a number of occasions. However, Mount Morgan did not experience a water supply shortfall in this period despite 5 years (from 2003–04 to 2007–08) of low to no inflows, during which time the dam reached 3% (87 ML) of its full supply volume. A water supply shortfall is defined as an event during which water supply is unable to meet urban water demand.

While the historical performance of a water supply system offers an indication of supply security, its application to future performance is limited. The historical performance does not take into account trends in demand patterns, climate variability or variation in historical inflows. Historical performance is dependent on water use at the time, with water use typically increasing proportionately with population growth. A period of low inflows that did not result in a failure to meet water demand in the past may have failed under a higher water demand. More sophisticated tools, such as demand forecasting and stochastic modelling, are needed to account for a wider range of potential scenarios.

In response to drought or other temporary water shortage events, Council may impose water restrictions for Mount Morgan.⁶ The water level in No. 7 Dam is used as a guide for managing the implementation of restrictions by Council's Drought Management Response Team, with restrictions being lifted when the dam storage volume returns to higher levels. The restrictions focus on both residential and nonresidential outdoor water use (if the water is not required for core business needs). Council are currently reviewing their drought management strategy, including the restrictions schedule.

⁵ This reflects the period for which there are detailed water level records available from the Department of Natural Resources and Mines Water Monitoring Information Portal (https://watermonitoring.information.qld.gov.au).

⁶ Under the Fitzroy River drought management plan (2009).

HOSPITAL

Future water use

Effective water supply planning must be evidence-based and consider likely and possible changes in future water demand.

A forecast of Mount Morgan's future urban water demand was collaboratively developed between the Department of Energy and Water Supply and Council. It is based on current water use rates and population projections. These water demand projections will, of course, remain subject to ongoing monitoring of actual population growth and variations in urban water use trends (e.g. education and provision of more timely personal water consumption data may reduce consumption).

Mount Morgan's reticulation network

In this assessment, two population projections were used—one based on the Queensland Government Statistician's Office (QGSO) population projections, and a more conservative population projection by Council. For both projections it was assumed that the proportion of the Mount Morgan population connected to the reticulation network would slightly increase over the projection period (from 91% in 2015 to 92% in 2032). Based on the QGSO projection, the population connected to the Mount Morgan reticulation network is expected to increase by approximately 29% to reach 3750 people in 2035–36. In comparison, Council anticipates that the population connected to the Mount Morgan reticulation network will increase by approximately 5% to reach 3050 people in 2035–36. Council's population projection is considered most likely to be achieved.

The average daily water use over the past 11 years (i.e. 2003–04 to 2015–16) of 367 L/c/d was assumed to represent the average daily water demands into the future for the Mount Morgan community. This average daily urban water demand level will sometimes be exceeded, as it is based on an average demand on the system over a number of years rather than the demand that might occur in drier years. The use of average demand provides an indication of when demand is likely to exceed available supply. For planning purposes, this means an appropriate balance can be reached between the cost of water supply and the demand for available water.

Figure 3 shows that the likely projected annual water demand on No. 7 Dam is estimated to increase to 410 ML/a by 2036. The likely projected water demand is based on the average daily water use of 367 L/c/d and Council's derived connected population projection. Figure 3 also presents the moderate water demand projection, which is also based on the average daily water use of 367 L/c/d but on QGSO's higher rate of population growth. The moderate average annual water demand is estimated to reach approximately 500 ML/a by 2036 and might be achieved through higher population growth or during extended dry periods.



Figure 3: Mount Morgan's annual water demand projections

Other users of the bulk water supply source

Agriculture

There are no known agricultural projects planned for the region that would impact on water supply security for the Mount Morgan community.

Mining

Carbine Resources Limited plans to reopen the Mount Morgan Mine in the near future to process the tailings left behind from previous mining activities. Carbine Resources states that the 'mine life' for tailings retreatment is a minimum of 8 years.⁷ The mine has its own water supply source. Furthermore, Council considers it unlikely that the mine reopening would result in a significant increase in the residential population of Mount Morgan. Therefore, the potential reopening of the mine should not significantly impact the community's water demands or water supply security.

Industry and tourist sector

While it is difficult to predict, recent trends suggest that moderate growth in tourist numbers may continue.

Industrial activity centred in Mount Morgan is not likely to increase and is expected to remain at a small scale.

The non-residential water demand, to which industrial and tourist sector demands contribute, is met through the Mount Morgan reticulation network and is assumed to grow approximately proportionate to population growth. There is no industrial development expected within the region that would significantly impact on the water demands or water supply security of Mount Morgan.

⁷ Carbine Resources 2015, 'Mount Morgan', viewed 4 March 2016, http://www.carbineresources.com.au/projects/>.



Water supply system capability

Hydrologic assessment of Mount Morgan's water supply system

Hydrologic assessments have been undertaken to determine the capability of Mount Morgan's existing urban water supply (including existing operational arrangements and water licences) to meet current and projected future water demands.

Both historical and stochastic modelling techniques were used to simulate the performance of Mount Morgan's water supply from No. 7 Dam. Historical modelling was used to demonstrate how the water supply would have performed under historical climatic conditions for a range of demand levels. The stochastic modelling involved generating 100 replicates of 10 000 years of stochastic data, which incorporated key statistical indicators from the historical records. The stochastic modelling accounts for a wider variation of potential climatic scenarios than the historical records.

In the hydrological modelling, Mount Morgan's water demands were represented at four different water demand levels to reflect the impact of population growth, and are summarised in Table 1. The 2035–36 likely water demand projection is considered the most likely representation of the Mount Morgan community's future water demand. Table 1: Water demand levels modelled

Water demands (ML/a)	Description of demand level
380 ML/a	Annual water demand in 2015–16 (i.e. current water use)
410 ML/a	2035–36 likely water demand projection based on the average daily water use of 367 L/c/d and Council's derived connected population projection
500 ML/a	2035–36 moderate water demand projection based on the average daily water use of 367 L/c/d and the QGSO's derived connected population projection
584 ML/a	Full entitlement use of Council's water licence for Mount Morgan from No. 7 Dam

Frequency of water supply shortfalls and low water levels

Stochastic modelling results show that the frequency of events reaching low water levels in No. 7 Dam increases with increasing water demand by the Mount Morgan community. Figure 4 shows that, assuming no water restrictions are applied, the likelihood of No. 7 Dam reaching 15% of its full supply volume nearly doubles as water demand increases from the current water use of 380 ML/a (i.e. 2015–16 water use) to 500 ML/a (i.e. 2035–36 moderate water demand projection). Figure 4 also shows that it is nearly two times more likely for No. 7 Dam to reach its minimum operating volume when demand is 500 ML/a compared to 410 ML/a (i.e. 2035–36 likely water demand projection).



Figure 4: The average recurrence interval of reaching low volumes in No. 7 Dam at various water demands (assuming no water restrictions)

Image courtesy of Rockhampton Regional Council



Duration and severity of water supply shortfalls and low water levels

Figure 5 shows, for a range of water demand levels, the predicted frequency of No. 7 Dam being below specified low storage volumes for longer than 1 month, 3 months and 6 months, assuming no water restrictions are applied. The frequency and duration of No. 7 Dam falling to low storage volumes is a key indicator of the long-term reliability of the water supply system.



Figure 5: Frequency and duration of reaching low storage volumes in No. 7 Dam at various demands (assuming no water restrictions)



As water demand increases, so does both the predicted number of occurrences of the dam falling to low volumes and the relative proportion of occurrences that last for longer than 3 and 6 months. Stochastic modelling results indicate that at full entitlement use (584 ML/a) there are four times more instances of No. 7 Dam being below minimum operating volume longer than 6 months than at current demands of 380 ML/a (i.e. 2015–16 current water use). The stochastic modelling results also show that nearly half of the events of No. 7 Dam being at or below 25% of full supply volume for 1 month extend for longer than 6 months. This indicates that the storage is likely to stay at low levels for an extended period, potentially leading to prolonged periods of demand management measures, such as water restrictions.

Water restrictions

Council is currently evaluating its demand management measures, including the triggers for imposing water restrictions. Generally, water restrictions are imposed in an effort to reduce water consumption and extend the duration of available water supply during prolonged dry periods. Council's water restrictions primarily target outdoor water uses, including watering gardens, irrigating sports fields, and swimming pools.

In the hydrological modelling, a water restriction regime based on the storage volume of No. 7 Dam and targeted water use reductions was tested (refer to Table 2).

Table 2: Mount Morgan's water restriction levels⁸

Restriction levels	Supply trigger levels (% of full supply volume)	Targeted reduction in urban water use (%)
o (no restrictions)	>60%	-
1	50% <capacity <60%<="" td=""><td>5%</td></capacity>	5%
2	40% <capacity <50%<="" td=""><td>10%</td></capacity>	10%
3	30% <capacity <40%<="" td=""><td>15%</td></capacity>	15%
4	25% <capacity <30%<="" td=""><td>20%</td></capacity>	20%
5	15% <capacity <25%<="" td=""><td>25%</td></capacity>	25%
6	Capacity <15%	30%

The hydrologic assessment assumes that modelled savings from the water restrictions will actually be achieved. Figure 6 shows the improvement of the Mount Morgan water supply system performance when these water restrictions are imposed.

⁸ Trigger levels and reduction targets are based on the water restriction regime developed for Council's 2009 drought management plan and are currently under review.





The stochastic results indicate that No. 7 Dam is less likely to reach low levels if these water restrictions are in place. Figure 6 shows that the likelihood of No. 7 Dam being unable to meet Mount Morgan's water demand (i.e. No. 7 Dam reaching minimum operating volume) halves with the water restriction regime in place.

Considerations such as the acceptable frequency of reaching low water levels in No. 7 Dam, the associated frequency of imposing water restrictions and the underlying likelihood of not being able to meet demand are fundamental parts of the water supply planning currently being undertaken by Council.

The assessment results demonstrate that Mount Morgan's urban water supply is expected to have the capacity to support community growth over the next 20 years. Council is committed to improving water security for this community.

Figure 6: Average recurrence interval for No. 7 Dam reaching low levels under various water demands with and without water restrictions

Moving forward

This regional water supply security assessment represents a collaborative approach between the Department of Energy and Water Supply and Rockhampton Regional Council to establish a shared understanding of the existing security of Mount Morgan's urban water supply and its capacity to support future growth.

Council is committed to developing a strategy to ensure the long-term security of the Mount Morgan water supply. In the development of this strategy, a number of initiatives are being considered. Initially, plans are being developed to undertake further analysis of Mount Morgan No. 7 Dam to better understand its performance as a raw water storage. This work will include performing an accurate bathymetric survey of the storage to ensure that the storage characteristics are fully understood, and also investigating the extent to which any losses are occurring from the storage through the riverbed and associated dam structure.

The Mount Morgan community has a relatively low per capita water use, indicating that this community understands the importance of being waterwise to improve water security. Council will continue to encourage this community attitude and look to enhance this through further promotion of water efficiency and water conservation initiatives. Council will also look to expand the use of recycled water in Mount Morgan to offset the use of potable water where possible.

Longer term, Council is continuing to pursue options of eventually connecting the Mount Morgan community to the Rockhampton Water Supply Scheme via a bulk water supply pipeline. This project opportunity, if realised, would increase Mount Morgan's water supply security through use of the abundant Fitzroy River water resource to augment supply to this important community.



For more information on the Regional Water Supply Security Assessment program please visit

www.dews.qld.gov.au



8.4 FRW ANNUAL PERFORMANCE PLAN AS AT 30 SEPTEMBER 2017

File No:	1466
Attachments:	1. Customer Service Standards as at 30 September 2017
	2. Customer Service and Financial Targets as at 30 September 2017
	3. Non Compliance Comments as at 30 September 2017
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

Fitzroy River Water's performance against financial and non-financial targets and key strategies is reported to Council on a quarterly basis in accordance with the adopted 2017/18 Performance Plan. This report as at 30 September 2017 is presented for the Committee's information.

OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 30 September 2017 be received.

Background

Fitzroy River Water (FRW) is required to provide a quarterly report on its performance against financial and non-financial performance targets and key strategies as adopted in the Annual Performance Plan for 2017/18.

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

Manager's Overview

Overall, FRW's performance during the first quarter has been of a high standard, with compliance against all except two of the 22 Customer Service Standards indicators and in this instance, only relatively minor non-compliances recorded. Water production volumes are much greater than the same quarter last year, with an increase of approximately 42% compared to last year. This large increase reflects the low water demand last year following record rainfall in July 2016. FRW continues to maintain a very standard of compliance with legislative standards and national guidelines for water quality in both water and sewerage operations. The delivery of capital programs is progressing well and given that only one quarter has passed, this activity is generally on-track. Operating expenditure and also tracking well in line with budget expectation.

Customer Service Performance

FRW has an internal service level agreement with Finance and 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 summarises customer contacts made via the telephone and face to face at the Council Customer Service Centres. These customer contacts are then addressed by FRW.

Table 1: Customer Contact

1st quarter – 1 July 2017 to 30 September 2017

Customer Contact Type	1st Quarter 2017/18	1st Quarter 2016/17	Total 2017/18 Year	Total 2016/17 Year	Total 2015/16 Year		
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	645	625	645	2738	2574		
Sewerage (incl. blockages, trade waste etc)	221	257	221	990	866		
Development, Construction and Private Works	102	104	102	102 327			
Other (incl. contract matters, rebate, special meter reads, etc)	472	416	472	1772	1810		
Total Customer Contacts	1440	1402	1440	5827	5640		



Financial Performance

<u>Operational</u>

Revenue is currently 37.8% of the 2017/2018 Adopted budget. Some revenue streams are below target – fees & charges, private works and rental revenue.

Gross water consumption revenue is 16.9% of the 2017/2018 Adopted budget. Nine sectors of Rockhampton have been billed during the quarter. Water consumption for this quarter has almost doubled compared to the same time last year. Gross water and sewerage access charges are on target. Bulk water sales are on target. Private Works is below target at 21.5% due to nil private works jobs completed. Fees and charges are below target at 15.3%, attributed to the timing of invoicing for trade waste and metered standpipe hire. Low bulk liquid waste charges are also a contributing factor. Interest revenue is on target.

Expenditure year to date is 27.5% of the 2017/2018 Adopted budget. Most expenditure streams are on target; however contractors and consultants, administrative expenses, competitive neutrality adjustments and transfer/overhead allocations are exceeding target.

Administrative expenses are exceeding target due to the timing of marketing for Barrage open day, postage costs for June 2017 not accrued back and timing of payments for software licences. Contractors and consultants exceeding target in treatment and supply unit due to the timing of some major maintenance performed on GWTP Highlift HV/LV and the NRSTP centrifuge. Competitive neutrality adjustments are above target due to the timing of payments of income tax and state tax equivalents.

No other material exceptions to be reported.

<u>Capital</u>

Capital expenditure is below the percentage of year elapsed at 18.4% in comparison to the 2017/2018 Adopted including carry forward budget. Expenditure during September has decreased slightly compared to August. Compared to the 2016/2017 September quarter, expenditure has increased by \$600k indicating a good start to the 2017/2018 capital program.

Water YTD 20.2% and Sewer YTD 16.7%.

Networks YTD 20.3% and Treatment YTD 16.3%.

The areas of prominent activity are the Rogar Ave reservoir rechlorination, GWTP electrical and SCADA upgrades, NRSTP aerator replacement, Yaamba Rd 600mm water main replacement, UV disinfection at MMSTP and WTP, Sewer pipeline from WRSTP to SRSTP, Sewer main refurbishment and Water Main Replacement programs.

This quarter has seen the completion of:

- New 150mm water main Johnson Road;
- Barrage crane mechanical works;
- Six water main and service replacements;
- One combined line replacement;

There are no other material exceptions to this report.

Compliance Matters

Drinking Water Quality

Throughout this quarter, the Fitzroy River Barrage has seen a significant increase in the counts of cyanobacteria in the raw water. Otherwise raw water quality has generally been of a high standard. Despite the presence of cyanobacterial blooms, the quality of drinking water has remained at a very high standard throughout this quarter with all water quality test results compliant with Queensland Government and Australian Drinking Water Guideline targets. Drinking water quality complaints have remained at relatively low levels and well beneath the Customer Service Standard targets. The arrival of early wet season rainfall and subsequent river flows has now brought an end to the cyanobacterial blooms due to the arrival of more turbid raw water from parts of the upper catchment. This status is expected to remain well into 2018.

Variations / Concerns

As indicated above, recent early wet season rainfall has led to both the Fitzroy River Barrage and the Mount Morgan No. 7 Dam being 100% full. This is an excellent outcome for water security for the region with these storages not usually achieving these levels until mid- to late summer.

Safety Management

The safety statistics shown in Table 2 indicate the safety performance in the workplace. Safety initiatives include regular FRW management site audits, hazard inspections, risk assessments, staff toolbox talks and the FRW Safety Committee. During this quarter, FRW recorded one notifiable safety incident with an external contractor working for FRW damaged an underground high voltage electrical cable in Rockhampton. Follow-up actions have been taken to help prevent this type of incident from occurring in future. FRW did not sustain any lost time injuries during this quarter and has now exceeded 150 days LTI free.

Table 2: Safety Statistics

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

1st quarter - 1 July 2017 to 30 September 2017

Lost Time Injury Statistics	1st Quarter 2017/18	1st Quarter 2016/17	Total 2017/18 Year
Days Lost	105	31	105
Lost time Injury (Work Cover & non-Work Cover claims)	0	2	0
Medical Expense Only Claims	0	5	0
Total Number of Incidents Reported	13	14	13



Risk Management

Quarterly risk reviews and reporting requirements have been undertaken, with significant progress towards mitigating the risk of STP non-compliances through the construction of a new rising main to eventually enable the West Rockhampton STP to be decommissioned. In addition, the SCADA upgrade project has seen a significant reduction in the cybersecurity risks associated with FRW's SCADA system.

Conclusion

Progress towards achieving or exceeding the requirements of the Annual Performance Plan has been strong during this first quarter, and it is expected that this performance will continue into future quarters.

FRW ANNUAL PERFORMANCE PLAN AS AT 30 SEPTEMBER 2017

Customer Service Standards as at 30 September 2017

Meeting Date: 5 December 2017

Attachment No: 1

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 September 2017

Non-Financial Performance Targets

			Potable Water Schemes							Potable Water Schemes					
Table Reference	CSS Reference	Performance indicator		Rockham N	pton and Gra umber of ac as a	acemere Wate cess charge at July 2017	er Supply Scheme <mark>s - 38,003</mark>				Mt Morgan W Number of ac as a	/ater Supply cess charge It July 2017	Scheme es - 1,510		
· · · · · · · · · · · · · · · · · · ·			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	
Table 1 Water - Day to Day Continuity	CSS1	Extent of unplanned interruptions - connections based (no. per 1,000 connections per year)	9				<80	9	22				<80	22	
	CSS2	Extent of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Gracemere 769 km Mt Morgan 71 km	9				<30	9	1				<30	1	
	CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	100%				>90%	100%	ND				>90%	#DIV/0!	
	CSS4	Customer interruption frequency:													
		1 interruption per year	1.21%				12%	1.21%	2.90%				12%	2.90%	
		2 interruptions per year	0.00%				2%	0.00%	ND				2%	0.00%	
		3 interruptions per year	ND				1%	0.00%	ND				1%	0.00%	
		4 interruptions per year	ND				0.50%	0.00%	ND				0.50%	0.00%	
		5 or more interruptions per year	ND				0.25%	0.00%	ND				0.25%	0.00%	
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	13%				>30%	13%	50%				>30%	50%	
	CSS6	Average interruption duration - planned and unplanned (hours)	2.19				3 hrs	2.19	2.58				3 hrs	2.58	
	CSS7	Response time													
		Priority 1 – 1 hour response	93%				95%	93%	100%				95%	100%	
		Priority 2 – 2 hours response	93%				95%	93%	100%				95%	100%	
		Priority 3 – 24 hours response	100%				95%	100%	100%				95%	100%	
		Restoration time													
		Priority 1 – 5 hours restoration	100%				95%	100%	100%				95%	100%	
		Priority 2 – 24 hours restoration	100%				95%	100%	100%				95%	100%	
		Priority 3 – 5 days restoration	100%				95%	100%	100%				95%	100%	

				Potable Water Schemes		Potable Wa
Table Reference	CSS Reference	Performance indicator	Rockhampton Numbe	and Gracemere Water Supply Scheme er of access charges - 38,003 as at July 2017		Mt Morgan Wate Number of acces as at Ju
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure standard at the water meter (kPa)	220	220 kPa	220	220
	CSS9	Minimum flow standard at the water meter	9	9 L/min	9 L/min	9
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	0.3%	<2.5%	0.3%	2.0%
	CSS11	Drinking water quality (compliance with industry standard)	100%	>98%	100%	100%
	Phys	FRW's Drin ical and Chemical Water Quali	king Water Quality Management v Parameters - Target: >99% of	Plan identifies the following key water quality and the following	ality parameter lian Drinking W	rs as reference indicators for customer servi ater Guidelines and E.coli - Target: None de
	CSS12	Drinking water quality complaints (number per 1,000 connections)	0.21	<5	0.21	2.65
	CSS13	Drinking water quality incidents (number per 1,000 connections)	0	<5	0	0

					Potable		Potable Wat						
Table Reference	CSS Reference	Performance indicator		Rockham <mark>N</mark>	pton and Gra umber of acc as a	cemere Wate cess charge at July 2017	er Supply Scheme s - 38,003			Mt Morgan Number of as as			
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4	
Table 3 Long Term Continuity of Water Services	CSS14	Water main breaks (number per 100 km main) Rockhampton and Gracemere 769 km Mt Morgan 71 km	3				<40	3	4				
	CSS15	Water services breaks (number per 1,000 connections)	4				<40	4	4				
	CSS16	System water loss (litres per connection per day)	170				< 200 L	170	164				

er Schemes		
r Supply Sche s charges - * ily 2017	eme 1,510	
	220 kPa	220
	9 L/min	9 L/min
	<2.5%	2.0%
	>98%	100%
e purposes: tected in >98	% of all samp	oles tested
	<5	2.65
	<5	0
er Schemes		
r Supply Sche s charges - 2 Ily 2017	eme 1,510	
4th qtr Ar	nnual Target	Year to Date
	<40	4
	<40	4
	≤ 200 L	164

				Sewerage Schemes						Sewerage Schemes					
Table Reference	CSS Reference	Performance indicator		Rockhampton and Gracemere Sewerage Scheme Number of access connections - 51,102 as at July 2017						Mt Morgan Sewerage Scheme Number of access connections - 515 as at July 2017					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	
Table 4 Effective Transportation of Sewage	CSS17	Sewage overflows – total (number per 100 km main) Rockhampton and Gracemere 740 km Mt Morgan 13 km	2.16				<30	2.16	ND				<10	0	
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	1.57				<10	1.57	ND				<5	0	
	CSS19	Odour complaints (number per 1,000 connections)	0.14				<1	0.14	0				<1	0	
	CSS20	Response time													
		Priority 1 – 1 hour response	88%				>95%	88%	ND				>95%	#DIV/0!	
		Priority 2 – 2 hours response	98%				>95%	98%	ND				>95%	#DIV/0!	
		Priority 3 – 24 hours	100%				>95%	100%	ND				>95%	#DIV/0!	
		Restoration time													
		Priority 1 – 5 hours restoration	94%				>95%	94%	ND				>95%	#DIV/0!	
		Priority 2 – 24 hours restoration	100%				>95%	100%	ND				>95%	#DIV/0!	
		Priority 3 – 5 days restoration	100%				>95%	100%	ND				>95%	#DIV/0!	
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton and Gracemere 740km Mt Morgan 13 km	3.92				<50	3.92	ND				<20	0	
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.15				<5	1.15	2.4				<5	2.40	

Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton and Gracemere 740km Mt Morgan 13 km	3.92	<50	3.92	ND
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.15	<5	1.15	2.4

Reference Codes

A blank field should contain one of the following:

a. **0** (zero)

b. **ND** (no data is available, although the indicator is relevant)

c. **NR** (not relevant; the indicator is not relevant to that scheme)

FRW ANNUAL PERFORMANCE PLAN AS AT 30 SEPTEMBER 2017

Customer Service and Financial Targets as at 30 September 2017

Meeting Date: 5 December 2017

Attachment No: 2
Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 September 2017 (cont)

Customer Service Targets

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

Financial Performance Targets

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

FRW ANNUAL PERFORMANCE PLAN AS AT 30 SEPTEMBER 2017

Non Compliance Comments as at 30 September 2017

Meeting Date: 5 December 2017

Attachment No: 3

Customer Service Standards - Non Compliance Comments for the 30 September 2017 Quarter

Table Reference	CSS Reference	Scheme	Comment
Table 1 Water - Day to Day Continuity	CSS7	Rockhampton and Gracemere Water Supply Scheme	Response P1 - Total of 14 requests and 13 responded to withint 1 hour response time. P2 - Total of 28 requests and 26 responded to within 2 hour response time. Network Operations staff continue to allocate resources and prioritise requests in order to improve service standard compliance, although current service standard is only 2% below annual target.
Table 4 Effective Transportation of Sewage	CSS20	Rockhampton and Gracemere Sewerage Scheme	Response P1 -Total of 17 requests and 15 responded to within 1 hour response time. Restoration P1 - Total of 17 requests and 15 restored within 5 hour restoration time. Increased number of requests during significant rainfall events has resulted in extended response times.

8.5 FITZROY RIVER WATER SPECIALISED ITEM SUPPLIERS

File No:	1466
Attachments:	Nil
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details a number of items of equipment or products that are important to Fitzroy River Water's water and sewerage operations for which Council approval is sought for these items to be provided by the listed sole suppliers in accordance with s235(b) of the Local Government Regulation (2012).

OFFICER'S RECOMMENDATION

THAT pursuant to s235(b) of the *Local Government Regulation 2012* Council approves the use of the nominated suppliers for the items listed without the need to seek additional quotes or tenders.

BACKGROUND

Fitzroy River Water relies on specialized items in many of its water and sewerage assets to ensure standardization of design, operation and maintenance, and to help ensure optimal safety and reliability of services. Table 1 lists items of such equipment or products and the suppliers. The previous engagement of the suppliers for this equipment has been completed based on seeking quotes on multiple occasions, however this process is not efficient or an effective use of Council and the Supplier's time and resources, as these suppliers are continually selected due to the specialist nature of the equipment they supply and the ability of this supplier and their equipment to meet Fitzroy River Water's operational needs.

Tabl	le 1. Items	of equipment	or products fo	r water and	l sewerage	operations	and t	their
sup	pliers		-		_	-		

Item	Supplier	Justification		
Wet Well Submersible Sewerage Pumps - Flygt	Xylem (or authorized resellers)	Standardised approach to design, operation and maintenance, reliable, value for money product with proven performance.		
Dry Well Submersible Sewerage Pumps - Sulzer	Sulzer (or authorized resellers)	Standardised approach to design, operation and maintenance, reliable, value for money product with proven performance.		
Positive Displacement Blowers - Aerzen	Aerzen Australia	Standardised approach to design, operation and maintenance, reliable, value for money product with proven performance.		
Peristaltic chemical dosing pumps	Watson Marlow Fluid Technology Group	Standardised approach to critical chemical dosing applications in water and sewage treatment.		
Sewer Odour Filtration Systems	McBerns Innovative Solutions	Standardised approach to design, operation and maintenance for specialized odour treatment applications.		
Bulk Liquid Disinfectant for Sewerage Overflows – Algae Dyed B	Cyndan Chemical Solutions	Specialised product that is safe and non- corrosive for external applications.		

Sewerage Wet Well Cleaning and Odour Treatment Chemical – Effluent Care	Nalco Water (Ecolab)	Proprietary product that provides a high value solution to sewerage wet well maintenance.
SCADA Software and Service Support	Honeywell Process Solutions	Critical for water and sewerage operations to ensure safety, reliability and cybersecurity.
Transport of dewatered biosolids – skip bins	Absolute Waste	Only local provider willing to complete this service.
Dewatering Centrifuge Servicing	Flottweg Australia	Highly specialized equipment that is a critical part of the North Rockhampton Sewage Treatment Plant.
Ultraviolet Disinfection systems and servicing	WestWater	Specialised equipment for water or sewage treatment to ensure safe and reliable water quality, OEM supplier.
Electrochlorination systems and servicing	WestWater	Specialised equipment for water or sewage treatment to ensure safe and reliable water quality, OEM supplier.
Sewage treatment horizontal brush aerator components	Water Treatment Australia	Highly specialized equipment that is a critical part of the North Rockhampton Sewage Treatment Plant.
Pressure and Flow Control Valves	Challenger Valves and Actuators	Specialised equipment for water and sewerage applications. Standardised approach to design, operation and maintenance.
Bulk and District Supply Metering	Siemens	Standardised approach to design, operation and maintenance, reliable, value for money product with proven performance.

LEGISLATIVE CONTEXT

Local Government Regulation (2012) -

235 Other exceptions

"A local government may enter into a medium-sized contractual arrangement or largesized contractual arrangement without first inviting written quotes or tenders if—"

"(b) the local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders;"

CONCLUSION

By approving the above suppliers as specialised suppliers of the stated items, Fitzroy River Water can procure important items that have demonstrated the ability to meet our operational needs in an efficient manner.

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