



AIRPORT, WATER AND WASTE COMMITTEE MEETING

AGENDA

17 APRIL 2018

Your attendance is required at a meeting of the Airport, Water and Waste Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 17 April 2018 commencing at 3.00pm for transaction of the enclosed business.

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

CHIEF EXECUTIVE OFFICER
12 April 2018

Next Meeting Date: 22.05.18

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.

TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT	1
3	APOLOGIES AND LEAVE OF ABSENCE	1
4	CONFIRMATION OF MINUTES.....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA	1
6	BUSINESS OUTSTANDING	2
	NIL	2
7	PUBLIC FORUMS/DEPUTATIONS	3
	NIL	3
8	OFFICERS' REPORTS	4
8.1	DEPARTMENT OF ENERGY AND WATER SUPPLY (DEWS) REGIONAL WATER SUPPLY SECURITY ASSESSMENT (RWSSA) FOR MOUNT MORGAN.....	4
8.2	FRW MONTHLY OPERATIONS REPORT - MARCH 2018	25
8.3	FRW ANNUAL PERFORMANCE PLAN AS AT 31 MARCH 2018	63
8.4	ROCKHAMPTON AIRPORT MONTHLY OPERATIONAL REPORT - MARCH 2018	76
8.5	ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT AS AT 31 MARCH 2018	97
9	NOTICES OF MOTION	116
	NIL	116
10	URGENT BUSINESS/QUESTIONS	117
11	CLOSURE OF MEETING.....	118

1 OPENING

2 PRESENT

Members Present:

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

In Attendance:

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

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Airport, Water and Waste Committee held 13 February 2018

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 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 to undertake an assessment of the water supply security for Mount Morgan. The history of water supply security predicts the likely future water supply security for this community and 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 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 (<https://www.dews.qld.gov.au/water/supply/security/wssa>). 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: 17 April 2018

Attachment No: 1

Department of Natural Resources, Mines and Energy

Mount Morgan

regional water supply security assessment





CS7448 10/17

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Mines and Energy

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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 Queensland Government, through the Department of Natural Resources, Mines and Energy 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.

Image courtesy of Rockhampton Regional Council

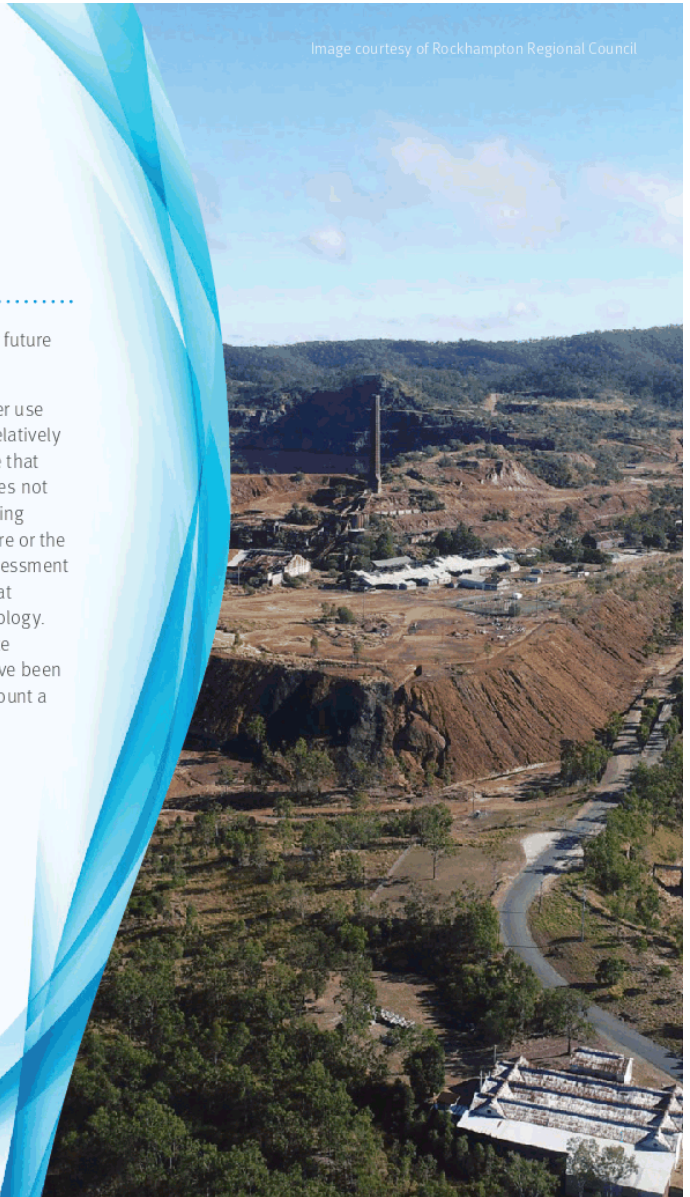


Image courtesy of Rockhampton Regional Council



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 became 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.

Mount Morgan regional water supply security assessment

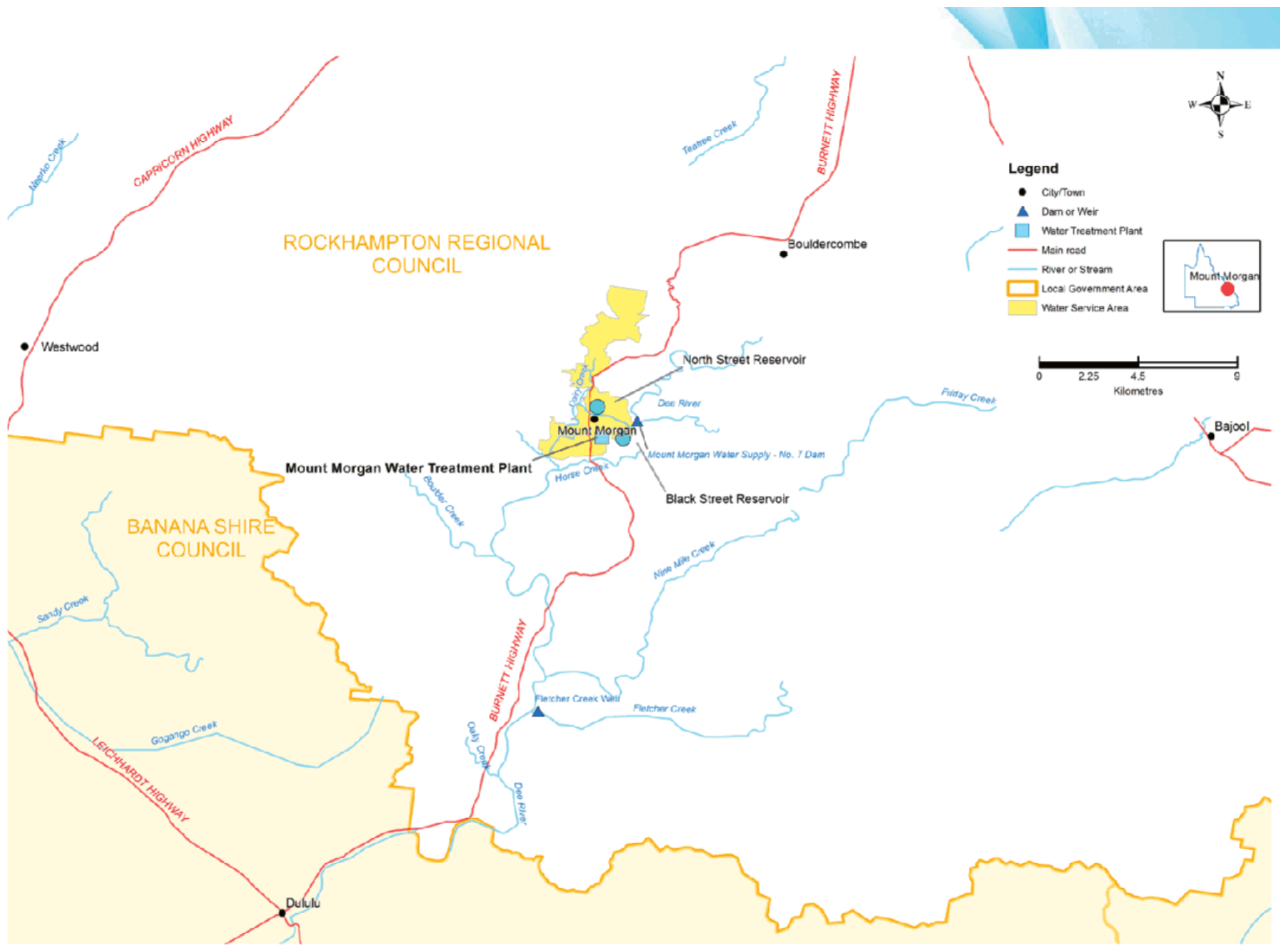


Figure 1: Mount Morgan and the surrounding area

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 non-resident 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

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.

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.

³ As above

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).

Climate change

The Queensland Government provides scientific advice on climate change projections for 13 Queensland regions, including the Central Queensland region in which Mount Morgan is located. Similarly to the rest of Queensland, the projections indicate that the Central Queensland region will be warmer and drier with increased evaporation.

The projected climatic changes may potentially result in reductions in water supply availability and increases in water demands within the region.

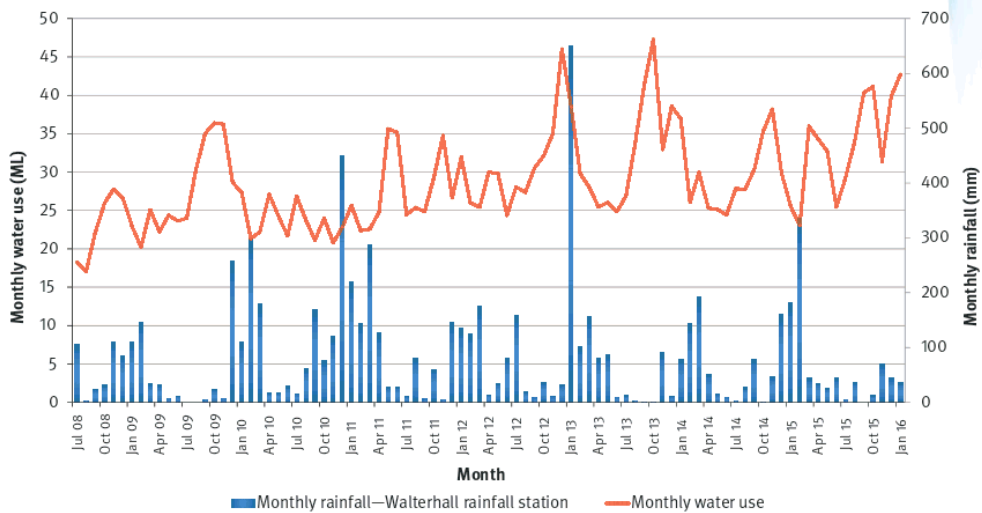


Figure 2: Monthly rainfall impact on monthly water use

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

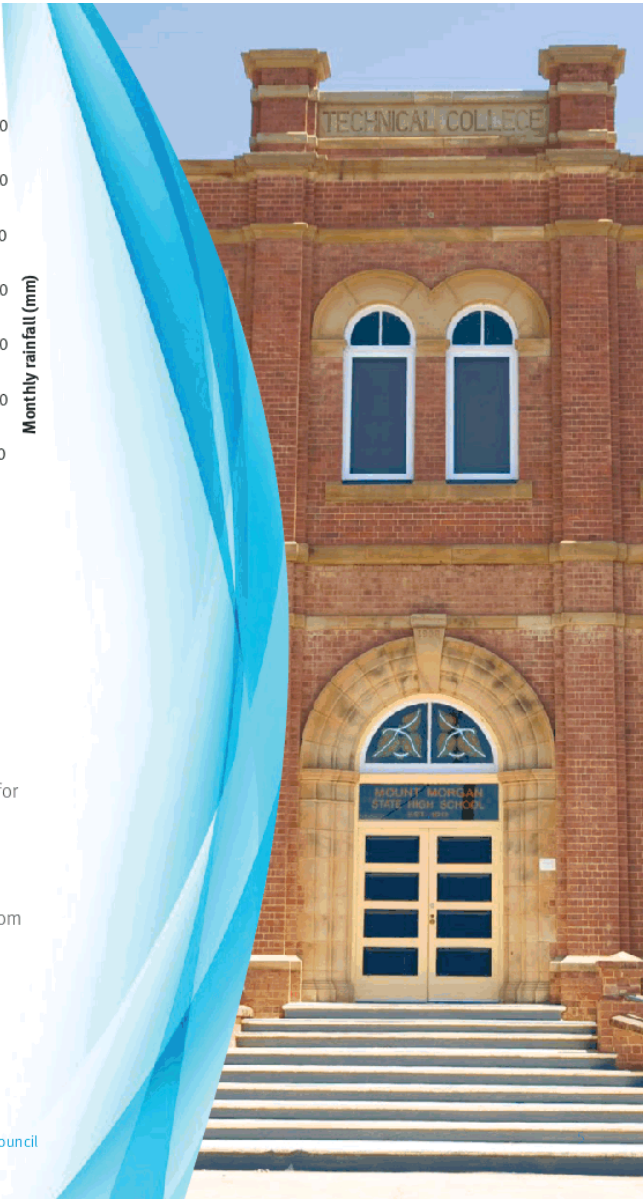
⁴ Queensland Government Statistician's Office, resident profile (2015).

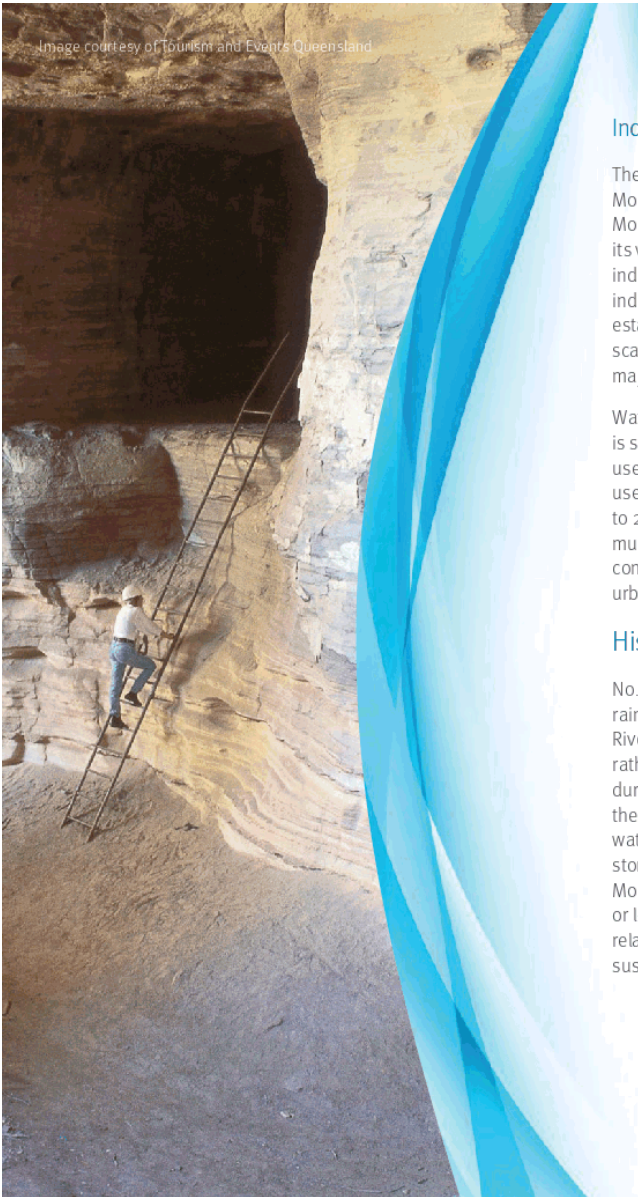
Licences that authorise the take for agriculture from within the Dee River catchment are only located downstream of the dam. Therefore, these water entitlements do not impact the water supply security for Mount Morgan.

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.

Image courtesy of Rockhampton Regional Council





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 non-residential 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, Mines and Energy Water Monitoring Information Portal (<https://water-monitoring.information.qld.gov.au>).

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

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.



Image courtesy of Rockhampton Regional Council

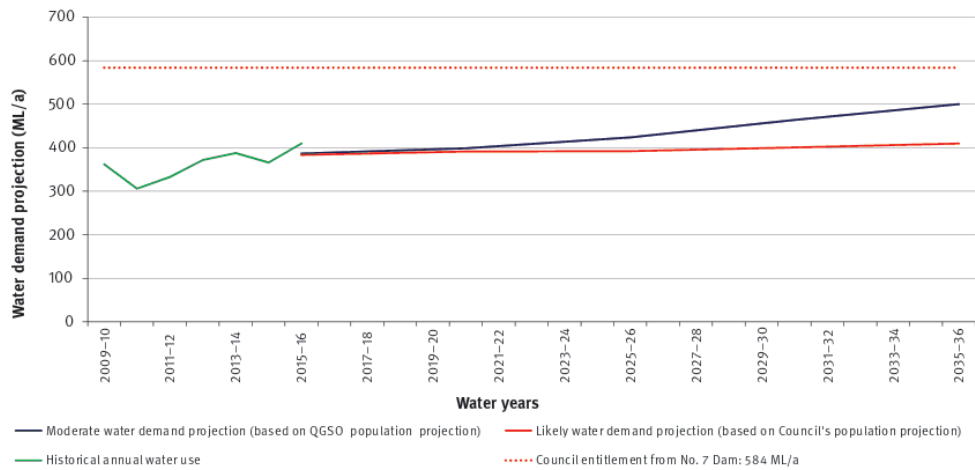


Figure 3: Mount Morgan's annual water demand projections

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.

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

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.

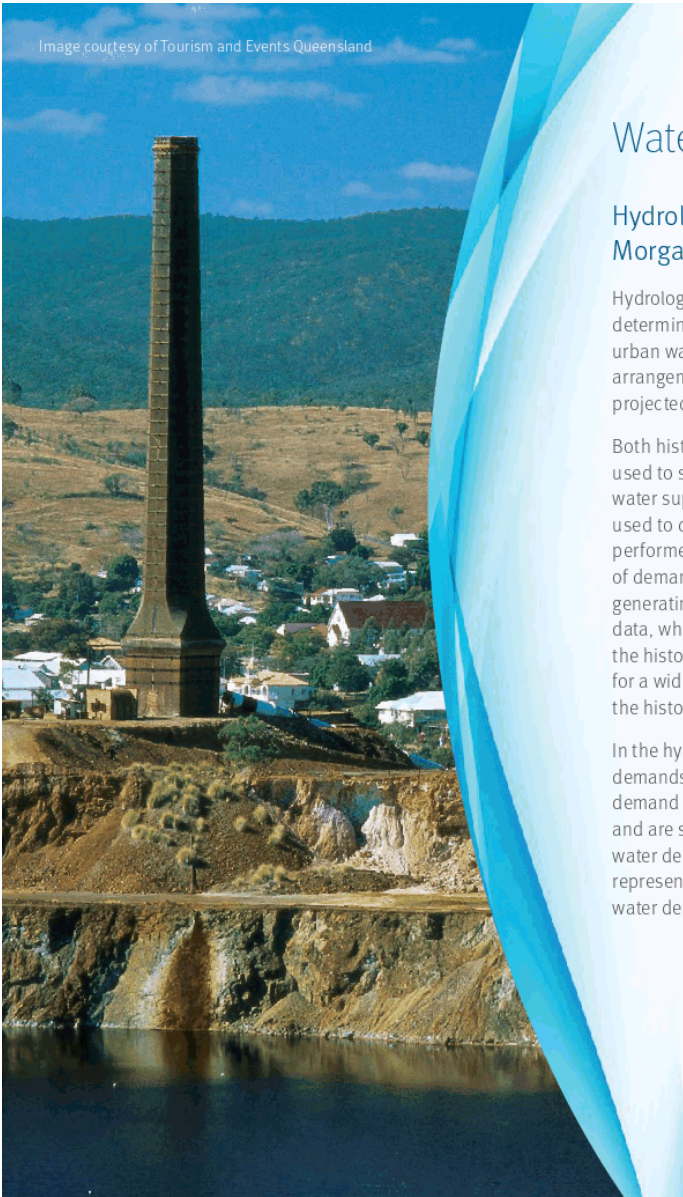


Image courtesy of Tourism and Events Queensland

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).

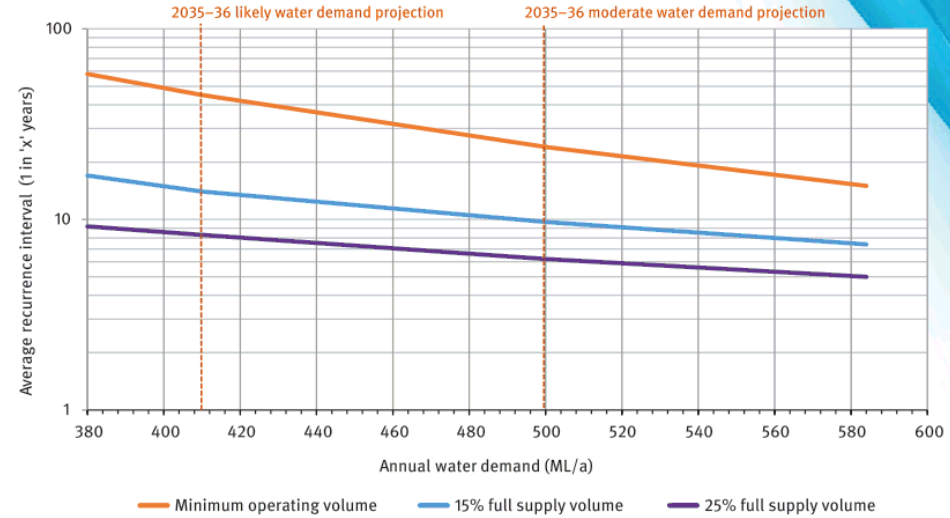


Figure 4: The average recurrence interval of reaching low volumes in No. 7 Dam at various water demands (assuming no water restrictions)

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.

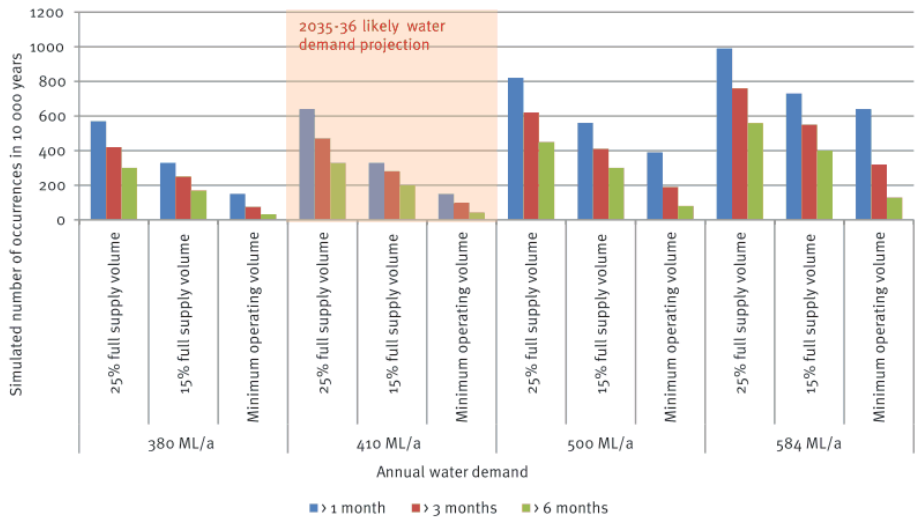


Figure 5: Frequency and duration of reaching low storage volumes in No. 7 Dam at various demands (assuming no water restrictions)



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 (%)
0 (no restrictions)	>60%	-
1	50% < capacity < 60%	5%
2	40% < capacity < 50%	10%
3	30% < capacity < 40%	15%
4	25% < capacity < 30%	20%
5	15% < capacity < 25%	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.

Image courtesy of Tourism and Events Queensland

Mount Morgan regional water supply security assessment



Image courtesy of Rockhampton Regional Council

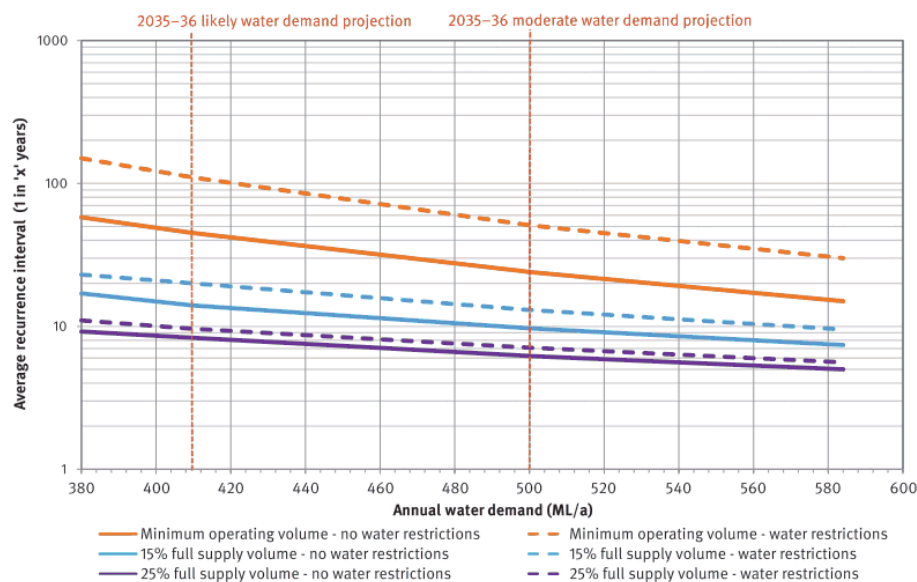


Figure 6: Average recurrence interval for No. 7 Dam reaching low levels under various water demands with and without water restrictions

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.

Moving forward

This regional water supply security assessment represents a collaborative approach between the Queensland Government, through the Department of Natural Resources, Mines and Energy 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.

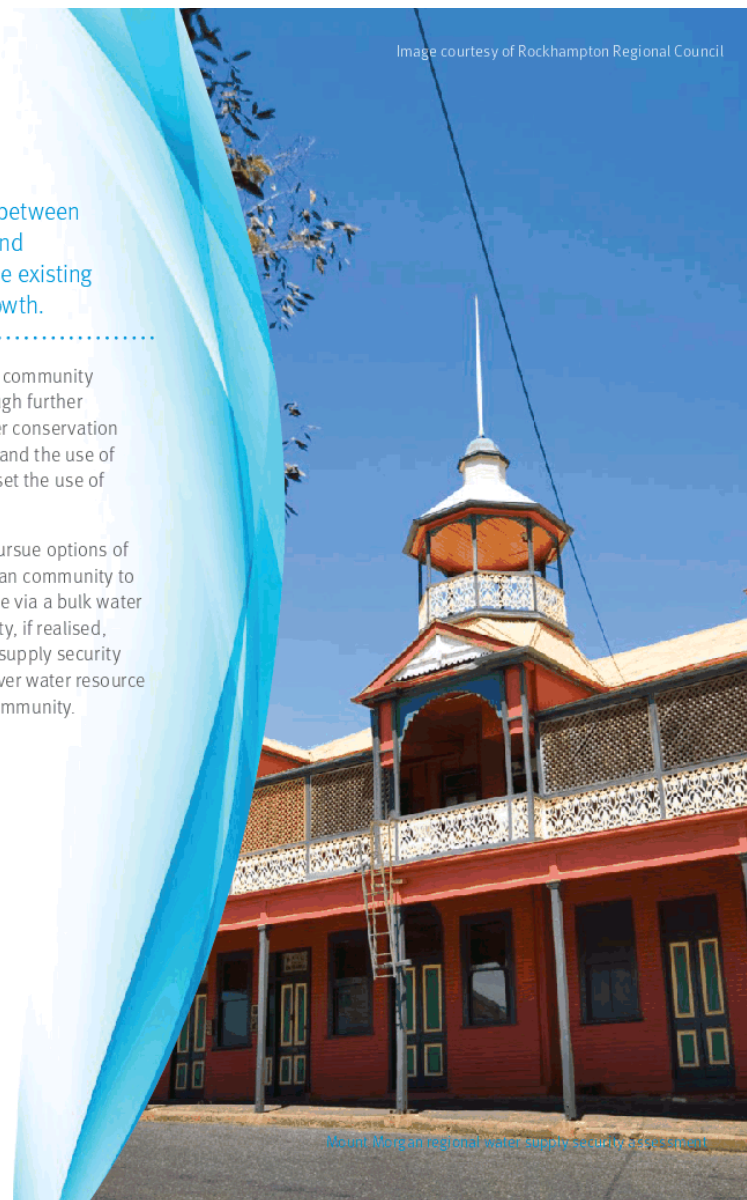
Council is committed to developing a strategy to ensure the long-term security of the Mount Morgan water supply. In the development of this strategy, a number of initiatives are being considered. Initially, plans are being developed to undertake further analysis of Mount Morgan No. 7 Dam to better understand 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.

Image courtesy of Rockhampton Regional Council



Mount Morgan regional water supply security assessment





For more information on the Regional Water
Supply Security Assessment program please visit
www.dews.qld.gov.au

8.2 FRW MONTHLY OPERATIONS REPORT - MARCH 2018

File No: 1466
Attachments: 1. FRW Monthly Operations Report - March 2018 [↓](#)
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 March 2018.

OFFICER'S RECOMMENDATION

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

FRW MONTHLY OPERATIONS REPORT - MARCH 2018

FRW Monthly Operations Report - March 2018

Meeting Date: 17 April 2018

Attachment No: 1



Monthly Operations Report

Fitzroy River Water

March 2018

1. Highlights

Queensland's Urban Potable Water and Sewerage Benchmarking Report 2016/17

The annual statewide benchmarking report for Queensland's urban water service providers was released in late March for the 2016/17 reporting year. Each year, this report compares water service providers across Queensland with respect to their performance against a range of Key Performance Indicators (KPI) associated with the operational or financial aspects of operating as a water service provider. FRW was shown to perform very well again in the areas of operating costs and costs to customers with a top five ranking for large water service providers in all four KPIs relating to these aspects of its business. FRW was listed as having the lowest typical annual residential bill for water and sewerage combined for the 13 large water service providers reporting against this KPI. FRW performed strongly again for economic real rate of return with the highest return for sewerage and fourth highest return for water amongst large water service providers. In addition to these strong results, some improvement in performance has been made with other KPIs, with an increase in ranking from eleventh to seventh for number of sewage overflows reported to the regulator. FRW's performance against KPIs such as real water losses and water mains breaks per 100 km remained similar to previous years, although recent strong performance for 2017/18 for these KPIs puts FRW on track to achieve a higher ranking for this current reporting year.

A full copy of the report can be obtained from the Queensland Water Directorate website and a more detailed analysis of FRW's performance will be included in the upcoming annual review of FRW's Performance Plan.

Lost Time Injury Free Days

On 8 March, FRW held a BBQ to marking the passing of 240 consecutive days of Lost Time Injury Free work. This event was well supported with the time taken to reinforce the significant efforts being made by the whole team towards continuing to work safely. Since that event FRW has now exceeded 300 consecutive days of Lost Time Injury Free work with this period breaking a previous record of 265 days for this important KPI. All efforts are being made to extend this period of being Lost Time Injury Free with the next milestone target of a full year now set.

2. Innovations, Improvements and Variations

Uneventful Wet Season

With April now into its second week, it appears that the 2017-18 summer season will be relatively uneventful compared to previous years, with it now looking unlikely that the region will experience a significant cyclone or flood-associated event. Despite this, relatively quiet period of weather, the Fitzroy River Barrage and Mount Morgan No. 7 Dam are 100% and 85% respectively. This means that each of these water storages have an abundant supply of water to meet demand in the coming year. The absence of any extreme weather events has also meant a relatively quiet period for reactive maintenance of water and sewerage assets due to high sewerage inflows or disruptions to power supply. This in turn helps FRW to avoid high operating costs for pumping additional volumes or for after hours reactive maintenance.

3. Customer Service Requests

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

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	On Hold	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q3
			Received	Completed										
Water/Sewer Location or New Main Enquiries Only	0	0	0	0	0	0	0	0.00	2	0.00	0.25	3.67	3.67	0.50
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.00	1	0.00	0.00	0.00	0.00	0.00
Network Construction - Planned Works (Scheduled Re	0	0	0	0	0	0	0	0.00	1	0.00	0.00	0.00	0.00	0.00
Customer Service - Rebate Residential FRW USE ONLY	6	6	47	44	3	0	0	0.00	30	2.00	3.14	5.23	3.10	2.59
Customer Service - Rebate Undetected Leaks	9	9	9	1	8	0	0	0.00	20	7.00	9.94	13.85	13.52	5.95
Customer Service - Standpipe Enquiry/Read	0	0	0	0	0	0	0	0.00	2	0.00	10.00	7.91	0.67	10.00
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	0.00	0.00	1.00	1.00	0.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	0.00	0.00	0.00	0.00	0.00
Network Systems (Network Analysis Water or Sewer)	1	1	0	0	0	0	0	0.00	7	0.00	10.67	6.80	4.50	14.00
Development - Strategic Sewer	0	0	0	0	0	0	0	6.54	10	0.00	0.00	3.17	3.17	0.00
Development - Strategic Water	0	0	0	0	0	0	0	-0.25	10	13.00	14.00	5.50	4.00	14.00
Environment and Water Conservation Enquiry	1	1	0	0	0	0	0	1.09	5	0.00	15.50	14.40	16.50	18.00
Finance - Irrigators/Water Allocations (Asset)	0	0	4	4	0	0	0	163.21	7	6.33	5.07	6.07	4.89	5.63
Network Services - No Water (Asset)	0	0	15	15	0	0	0	-0.34	1	0.06	0.11	0.35	0.34	0.14
Network Services - Reactive Sewerage Block (Asset)	5	5	23	22	1	0	0	2.56	1	0.24	4.24	85.47	113.59	1.70
Network Services - Sewer/Water Leak Reimbursement	0	0	1	1	0	0	0	0.02	7	1.00	3.94	4.21	2.26	4.67
Network Services - Sewer Inflow Inspection/Enquiry	2	1	3	2	2	0	0	0.00	7	4.00	3.03	2.90	1.88	2.88
Network Services - Water Leaks (Asset)	0	0	112	111	1	0	0	-0.20	1	0.53	0.77	1.43	0.67	0.51
Network Services- Poor Water Pressure (Asset)	1	1	2	2	0	0	0	3.62	1	0.50	0.65	1.98	0.27	0.38
Process - Tradewaste	3	3	8	6	2	0	0	0.00	7	2.67	3.10	3.80	2.75	4.14
Network Services - Lids/Cover (Asset)	1	0	9	8	2	1	0	4.01	1	0.92	1.03	2.88	3.92	0.85
Network Services - Meter Maintenance (Asset)	157	14	12	8	147	4	0	0.91	1	0.93	6.93	18.63	20.75	7.35
Network Services Private Works/Standard Connection	1	0	2	1	2	0	0	53.02	5	3.50	2.37	3.06	2.12	2.44
Network Services - Reinstatements (Asset)	0	0	6	6	0	0	0	14.98	1	4.29	4.78	4.75	5.45	3.58
Network Services Special Read Enquiry (Pty Grdh)	0	0	0	0	0	0	0	0.00	10	0.00	1.00	6.75	6.75	1.00
Network Services - Water Meter Reading Enquiry	3	3	4	4	0	0	0	61.71	5	1.00	715.94	252.12	2.97	1,175.29
Process - Odour (Sewer Only) (Asset)	0	0	3	3	0	0	0	-0.14	1	0.25	3.73	3.10	0.83	4.06
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	0.00	1.00	0.00	0.00
Process - Drinking Water Quality (Asset)	0	0	5	5	0	0	0	53.95	1	0.50	0.68	0.75	0.42	0.78
Water Meter Read Search - "NOT FOR CSO"	28	24	90	70	24	0	0	0.00	90	2.94	4.52	4.87	4.95	4.18

4. Service Delivery

Service Delivery Standard	Target	Current Performance	Service Level Type (Operational or Adopted)
Drinking Water Samples Compliant with ADWG	>99%	100%	Adopted
Drinking water quality complaints	<5 per 1000 connections	0.18	Adopted
Total water and sewerage complaints	N/A	237 odour and WQ complaints	N/A
Glenmore WTP drinking water E.C Content	<500 µS/cm	210 µS/cm	Operational
Glenmore WTP drinking water sodium content	<50 mg/L	16 mg/L	Operational
Average daily water consumption – Rockhampton	N/A	41.8 ML	N/A
Average daily water consumption – Gracemere	N/A	5.2 ML	N/A
Average daily water consumption – Mount Morgan	N/A	1.0 ML	N/A
Average daily bulk supply to LSC	N/A	7.5 ML	N/A
Drinking water quality incidents	0	0	Adopted
Sewer odour complaints	<1 per 1000 connections	0.06	Adopted
Total service leaks and breaks	80	95	Adopted
Total water main breaks	15	9	Adopted
Total sewerage main breaks and chokes	32	4	Adopted
Total unplanned interruptions – water	N/A	53	N/A
Average response time for water incidents (burst and leaks)	N/A	141 min	N/A
Average response time for sewerage incidents (including main breaks and chokes)	N/A	53 min	N/A
Rockhampton regional sewer connection blockages	42	20	Adopted

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

Safety Statistics

The safety statistics for the reporting period are:

	THIRD QUARTER 2017/18		
	January	February	March
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	11	9	11
Total Number of Incidents Reported	2	2	2
Number of Incomplete Hazard Inspections	0	0	0

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

An overview of the table above is as follows:

- There were no lost time injuries for the month
- Two employees are currently on long term lost time injury
- Two incidents were reported for the month, being:
 - A staff member having dizzy spells after arriving at work
 - A staff member slipping off the step of a machine while entering

Legislative timeframes

Item	Due Date	Compliant? (Yes/No)	Status
DEWS Review of No. 7 Dam Emergency Action Plan	01/05/2018	Yes	Review currently in pre-approval stage prior to submission.

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 programs	Delivery of the annual operating budget to 95%	Operational expenditure tracking very closely to budget.
1.1.1.2	Deliver the annual capital works program	Budget expenditure greater than 95%	Capital projects well underway and on-track overall against expenditure targets with some projects ahead of schedule and some slightly behind schedule.
1.1.1.3	Ensure safe and reliable operation of raw water storages	Compliance with state legislation and national guidelines	All water storages compliant with normal operational and maintenance work ongoing.
1.1.1.4	Ensure safe and reliable treatment and supply of drinking water	Compliance with Customer Service Standards, state legislation and national guidelines	100% compliance with state legislation and national guidelines. Performance against Customer Service Standards reported quarterly.
1.1.1.5	Ensure safe and reliable transport and treatment of sewage	Compliance with Customer Service Standards, state legislation and national guidelines	>99% compliant with state legislation and national guidelines. Some minor non-compliant results for pH and chlorine at SRSTP. See Customer Service Standards report for this quarter.
1.1.1.6	Ensure safe and reliable supply of non-potable water	Compliance with state legislation and national guidelines	100% compliance with state legislation and national guidelines.
1.3.6.1	Ensure the safe and reliable operation of raw water storages	Compliance with legislative requirements for dam safety management	Review of Mount Morgan No. 7 Dam Emergency Action Plan in final pre-approval stage. Barrage Failure Impact Assessment completed.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Consider options in budget planning to support employment programs in 2018/19	Procurement of services from local contractors where possible. Apprentice Fitter being recruited. Business Admin Trainee commenced in 2018.

Operational Plan Ref	Action	Target	Status
3.1.2.1	Promote water wise behaviours and practices	Achievement of annual marketing communications plan activities in accordance with agreed timeframes	FRW MarComms Plan currently being implemented with preparation commencing for FRW representation at Rockhampton Show.
3.1.2.1	Promote water wise behaviours and practices	Provide water rebates for residential water efficient products and process all rebate applications within 10 business days	Residential water efficient products rebates processed according to policy.
3.1.5.1	Minimise nutrient and sediment discharges to local waterways	Demonstrate compliance with Environmental Authority release limits and continuous improvement initiatives	>99% compliant with state legislation and national guidelines. Some minor non-compliant results for pH and chlorine at SRSTP. Decommissioning of WRSTP on-track for mid-2018. See Customer Service Standards quarterly report.
3.2.1.1	Develop a renewable energy program for Fitzroy River Water	Program completed by 30 June 2018	Solar Farm opportunity feasibility study nearing completion. 10% renewable energy secured for large scale contestable electricity sites.
4.1.1.1	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	See Customer Services Standards quarterly report in this agenda.
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards and service levels	See Customer Services Standards quarterly report in this agenda. See specific Operational Plan references above.
5.2.1.1	Comply with legislative requirements	Updates to be presented to Council in sectional monthly reports	See specific Operational Plan references above. Dam safety review of Emergency Action Plan for No. 7 Dam nearing completion.
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	Risk Register updated accordingly by FRW. Mitigation of SCADA cybersecurity risks and environmental compliance risks by implementing the STP strategy with the decommissioning of the WRSTP currently on-track for mid-2018.

Operational Plan Ref	Action	Target	Status
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	See specific Operational Plan references above and the remainder of the report.
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	Workforce resourcing requirements reviewed during budget planning for 2018-19 Operational Budget.
5.3.2.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	Chemical usage and contractor expenditure at STPs reviewed, with reduction in frequency of bulk waste removal implemented.
5.4.2.6	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	Work being done to assess the opportunity of using a different set of contract terms and conditions for externally contracted capital projects.

7. Capital Projects

As at period ended 31 March 2018 – 75% of year elapsed. Information is provided for projects for which significant progress has been made during this reporting period.

The following abbreviations have been used within the table below:

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

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
CAPITAL WORKS PROGRAM					
NETWORK OPERATIONS CAPITAL WORKS PROGRAM					
Rockhampton/Gracemere Water					
Yaamba Road Trunk Water Main Relocation Project 600mm water main replacement	February 2017	June 2018	60%	\$7,655,007	\$5,074,176
Comments: 600mm DICL main replacement project. Water main construction as part of Department of Transport and Main Roads RNAU Project. Stage 2 water main construction in progress with major scope/alignment changes to within the Norman Road corridor between Yeppoon Road and Olive Streets. Construction of Stage 2.2 complete, with construction of Stage 2.3 now in progress.					
Main Street (Haynes – Bertram) 150mm water main replacement	July 2017	June 2018	95%	\$225,060	\$169,129

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Comments: 150mm CI main replacement project. Approval received for an underbore within the QR reserve, works scheduled with contractor.					
Alexandra Street (Richardson – Thomasson) 150mm water main replacement	March 2018	June 2018	35%	\$120,710	\$225,299
Comments: 150mm CI main replacement project.					
Macalister, Thompson and Parris Streets 150mm water main replacement	March 2018	June 2018	20%	\$311,262	\$65,971
Comments: 150mm CI main replacement project.					
William Street (Alma – Canning) 200mm water main replacement	March 2017	February 2018	100%	\$772,914	\$753,445
Comments: 200mm CI main replacement project.					
Mount Morgan Water					
Showgrounds Road (Coronation – Racecourse) 150mm water main replacement	December 2017	March 2018	100%	\$189,259	\$188,483
Comments: 150mm AC main replacement project.					
Rockhampton/Gracemere Sewer					
West Rockhampton Sewage Catchment Diversion Project Jardine Park 300mm SRM construction	April 2017	May 2018	86%	\$3,500,000	\$3,848,213
Comments: Stage 2 construction in progress, preliminary design works for Stage 3 progressing. Significant design changes from original design, resulting in increased construction depths in excess of 5m along with increased underboring. Increased depth and ground conditions has presented the need for shoring of all trenches. Construction to CH4025 is now complete.					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Sewer rehabilitation program (including Building over Sewer)	July 2017	June 2018	88%	\$408,000	\$358,045
Comments: Rehabilitation and renewals annual program of works.					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer Construction (Stages 2 & 3 incl. SPS)	July 2015	June 2018	85%	\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$2,808,434
Comments: On Schedule. Significant increase in cost due to stabilised backfill requirements specified within TMR reserve. Scope of project increased to service additional properties. Construction of Stage 2 extensions in progress, Railway Parade SPS construction scheduled to commence in April 2018, with procurement of materials and required trench shoring now complete.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
GSTP Augmentation	July 2016	June 2019	60%	\$543,644	\$358,640
Comments: Stage 2. Installation of mechanical dewatering equipment nearing completion. Design for construction of new bioreactors well underway.					
M W Dam No 7 CCTV Installation	July 2014	May 2018	50%	\$30,000	\$12,000
Comments: Procurement of CCTV and communications equipment underway and an agreement signed with Qld Government for access to a communications tower. Currently awaiting final approval from Qld Government prior to on-site works commencing.					
M WTP CCTV Installation	July 2014	March 2018	50%	\$15,000	\$5,000
Comments: Procurement of CCTV and communications equipment underway and an agreement signed with Qld Government for access to a communications tower. Currently awaiting final approval from Qld Government prior to on-site works commencing.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2016	March 2018	99%	\$25,000	\$6,500
Comments: Work to be finalised after commissioning of the new UV Disinfection system at the WTP in early August. This project has been delayed					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
slightly due to the late completion of the UV disinfection project and associated treatment upgrades.					
R – GWTP Low Lift Pump 2 and 3 Renewal	August 2017	August 2018	40%	\$550,000	\$2,800
Comments: Design and procurement of pumps and electrical equipment underway					
R – Reservoir Access Upgrades (R'ton and Gracemere)	July 2017	May 2018	50%	\$60,000	\$0
Comments: Design work nearing completion with fabrication underway prior to installation commencing in May. Some delays in completion of design to ensure standard specifications are met.					
R – Barrage Gate Height Raising	July 2017	June 2019	30%	\$200,000	\$36,000
Comments: Failure Impact Assessment completed as part of feasibility assessment, with final feasibility report expected by late April.					
R GWTP Chemical Oxidation dosing system	September 2016	April 2018	95%	\$350,000	\$316,263
Comments: Commissioning now underway with completion expected by mid-April. Some delays in completion due to some broken equipment parts needing to be sourced from overseas.					
R – S NRSTP Aerator Replacement	July 2017	June 2018	90%	\$90,000	\$114,000
Comments: Renewal of No. 6 aerator now complete and refurbishment of No. 1 aerator complete. Additional works planned for No. 2 and No. 5 aerators as part of ongoing renewal program					
MMWTP Coagulant Dosing Upgrade	January 2016	April 2018	90%	\$121,000	\$49,968
Comments: Site installation works now complete with commissioning underway in early April.					
R – SRSTP Anoxic Mixers Renewal	December 2016	May 2018	70%	\$40,000	\$38,000
Comments: Project awarded to contractor with design work underway and equipment ordered. Equipment now received from overseas with installation planned for the coming months. This project has been delayed slightly by the later than expected completion of the secondary sludge pump renewal project (see below).					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
R – NRSTP Complete Electrical Renewal	August 2017	December 2018	20%	\$2,500,000	\$84,878
Comments: Design work well underway with equipment purchasing and switchboard fabrication commencing.					
R – SRSTP Anaerobic digester flare renewal	August 2017	June 2018	40%	\$230,000	\$3,500
Comments: Design nearing completion for installation to commence in May. Some delays due to final review of design still ongoing.					
R – SRSTP Secondary Sludge Pump Renewal	August 2017	May 2018	60%	\$94,000	\$45,000
Comments: One of two pumps installed with commissioning underway prior to installation of final pump in late April.					
R – SPS Electrical Renewal (Various stations)	July 2017	June 2018	50%	\$890,000	\$388,000
Comments: A number of SPS completed in Rockhampton and Gracemere with further SPS to be issued as additional package of works.					

8. Operational Projects

As at period ended 31 March 2018 – 75% of year elapsed.

Project	Planned Start Date	Planned End Date	Status	YTD actual (incl committals)
Inflow and Infiltration Inspection Program – South Rockhampton (selected areas)	September 2016	March 2018	Inspection program complete, repair works now complete also.	\$40,417
Inflow and Infiltration Inspection Program – North Rockhampton (selected areas)	July 2017	November 2018	Inspection program complete, rectifications works commenced March 2018 and in progress.	\$21,063

9. Budget

Operational

Revenue is currently 89.6% of the 2017/2018 September Revised Budget. Some revenue streams are below target with the exception of utility charges due the advanced impact of water and sewerage access charges.

Gross water consumption revenue is 70.7% of the revised budget. Seventy-five percent of the third quarter has been billed along with two sectors of the third quarter. Billed water consumption has increased by 6.1% compared to the same period last year. Water consumption has dropped in the last two quarters compared to the first quarter which is in line with the wetter months just passed. Gross water and sewerage access charges are on target, with the exception of Gracemere slightly below. Bulk water sales are on target. Private Works revenue is below target at this juncture and fluctuates dependent upon the number of jobs received and completed. Fees and charges are slightly below target, with trade waste, bulk liquid waste, metered standpipe hire and special water meter reading activities influencing this result. Bulk liquid waste activity slump will be address in the March budget revision, whilst the other activities will usually be close to target by year end.

Expenditure year to date is 77.6% of the 2017/2018 September Revised Budget. Most expenditure streams are on target with the exception of contractors, employee costs, competitive neutrality and internal charges. Employee costs are slightly over target due to timing of training costs and overtime higher than anticipated. Internal charges are due to higher than anticipated internal plant charges. Contractors are due to the timing of some large annual maintenance expenditure and are to be monitored. Competitive neutrality expenses are above target due to income tax equivalent payments not being a static amount on a monthly basis.

No other material exceptions to be reported.

Capital

Comparisons are to the 2017/2018 Draft March Revised Budget that is not yet adopted.

Capital expenditure is below the percentage of year elapsed at 64.5% in comparison to the 2017/2018 March Revised Budget. Expenditure during March has remained fairly static compared to February at \$1.2M.

Water YTD 69.9% and Sewer YTD 60.7%.

Networks YTD 73.7% and Treatment YTD 55.9%.

The areas of prominent activity are the Yaamba Rd 600mm water main replacement, Sewer main from WRSTP to SRSTP, Mt Morgan sewerage scheme extension, Mt Morgan STP & WTP UV disinfection and coagulant dosing, Sewer main refurbishment and Water Main Replacement programs.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of March 2018. The 90+ day balances are either on payment plans, the business is in administration or the debt is with Collection House.

	Balance	0-30 Days	30-60 Days	60-90 Days	90+ Days
No. of Customers	134	58	51	5	49
Total Value	\$141,758.26	\$75,849.75	\$28,659.99	\$663.10	\$36,585.42

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

90+ days	Comments
\$3,456.60	Trade Waste – collection attempts unsuccessful
\$4,376.48	Other payment plans – Private works, standpipes and trade waste
\$28,752.34	Other overdue debts with no fixed arrangements – trade waste, irrigators, standpipes, emergency works – overdue letters issued
60-90 Days	Comments
\$663.10	Standpipes (includes \$544.82 from 3 debtors that has 90+ days)
30-60 Days	Comments
\$14,993.97	Standpipes (includes \$6,700.46 from 3 debtors that has 90+ days)
\$2,705.25	Other – Private works
\$10,960.77	Irrigators (includes \$3,783.68 from 12 debtors that has 90+ days)

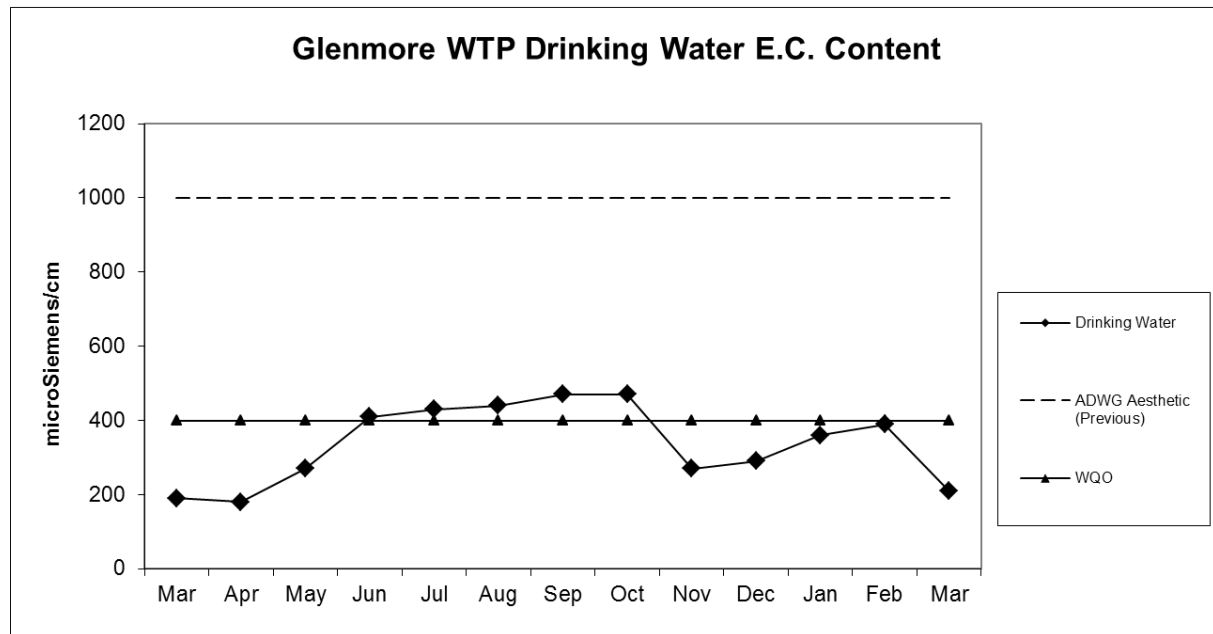
A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES							
As At End Of March 2018							
Report Run: 06-Apr-2018 13:31:46 Excludes Nat Accs: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target 75% of Year Gone
	\$	\$	\$	\$	\$	%	
REGIONAL SERVICES							
FITZROY RIVER WATER							
<u>Treatment & Supply</u>							
Revenues	0	0	0	(1,009)	(1,009)	0%	✓
Expenses	9,488,515	9,487,012	825,302	7,341,420	8,166,722	86%	✗
Transfer / Overhead Allocation	329,081	329,081	0	271,913	271,913	83%	✗
Total Unit: Treatment & Supply	9,817,596	9,816,092	825,302	7,612,324	8,437,627	86%	✗
<u>Network Services</u>							
Revenues	(392,200)	(392,200)	0	(259,999)	(259,999)	66%	✗
Expenses	2,816,957	2,802,057	1,469,791	2,056,685	3,526,476	126%	✗
Transfer / Overhead Allocation	600,302	600,302	0	502,925	502,925	84%	✗
Total Unit: Network Services	3,025,059	3,010,159	1,469,791	2,299,611	3,769,402	125%	✗
<u>FRW Management</u>							
Revenues	(63,863,150)	(63,821,450)	0	(57,289,795)	(57,289,795)	90%	✓
Expenses	16,830,004	16,969,603	16,863	12,749,338	12,766,201	75%	✗
Transfer / Overhead Allocation	25,613,747	25,613,747	0	20,385,679	20,385,679	80%	✗
Total Unit: FRW Management	(21,419,398)	(21,238,099)	16,863	(24,154,779)	(24,137,916)	114%	✓
<u>Business & Project Services</u>							
Expenses	679,596	679,596	2,334	519,175	521,508	77%	✗
Transfer / Overhead Allocation	51,964	51,964	0	44,431	44,431	86%	✗
Total Unit: Business & Project Services	731,560	731,560	2,334	563,606	565,940	77%	✗
Total Section: FITZROY RIVER WATER	(7,845,183)	(7,680,288)	2,314,290	(13,679,237)	(11,364,948)	148%	✓

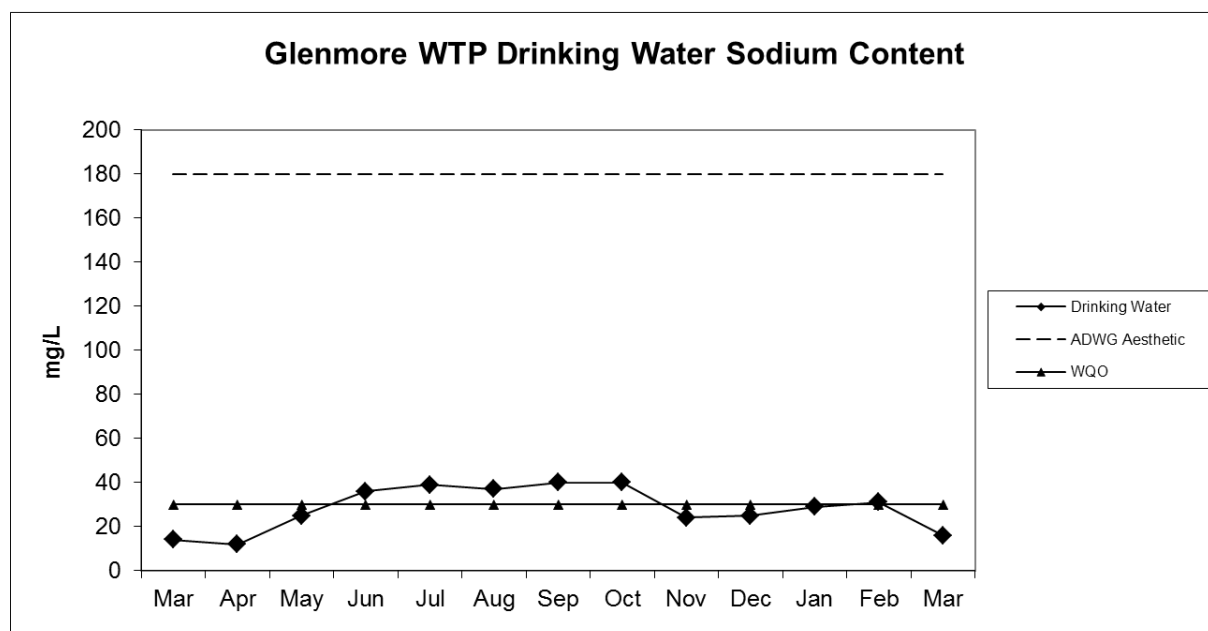
10. Section Statistics

TREATMENT AND SUPPLY

Drinking Water E.C. and Sodium Content



The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during March decreased to be 210 $\mu\text{S}/\text{cm}$ following significant river flows. The level of E.C. is well below the Water Quality Objective of 400 $\mu\text{S}/\text{cm}$ and well beneath the previously used aesthetic guideline value of 1000 $\mu\text{S}/\text{cm}$. The E.C. concentration is expected to remain relatively unchanged for the next few months.



The concentration of sodium in drinking water supplied from the GWTP during March decreased to be 16 mg/L following significant river flows. The current level of sodium is below the Water Quality Objective value of 30 mg/L and is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is expected to remain relatively unchanged for the next few months.

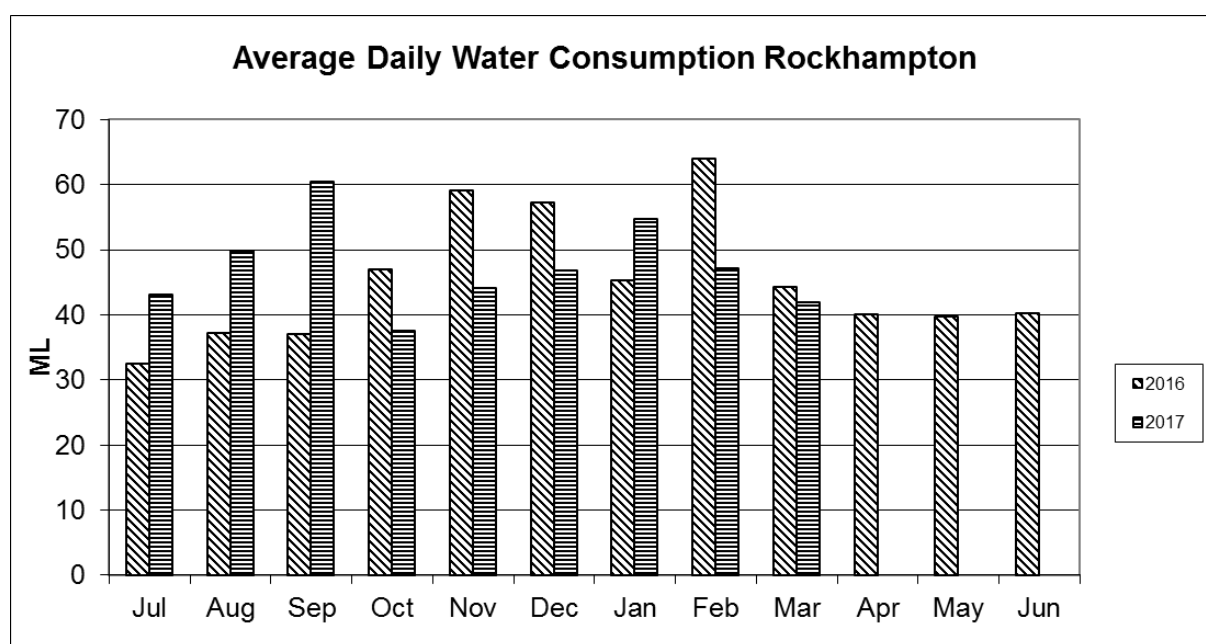
Drinking Water Quality as at 7 March 2018		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	110	150
Sodium (mg/L)	16	33
Electrical Conductivity (µS/cm)	210	260
Hardness (mg/L)	52	47
pH	7.66	7.57

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

Drinking Water Supplied

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

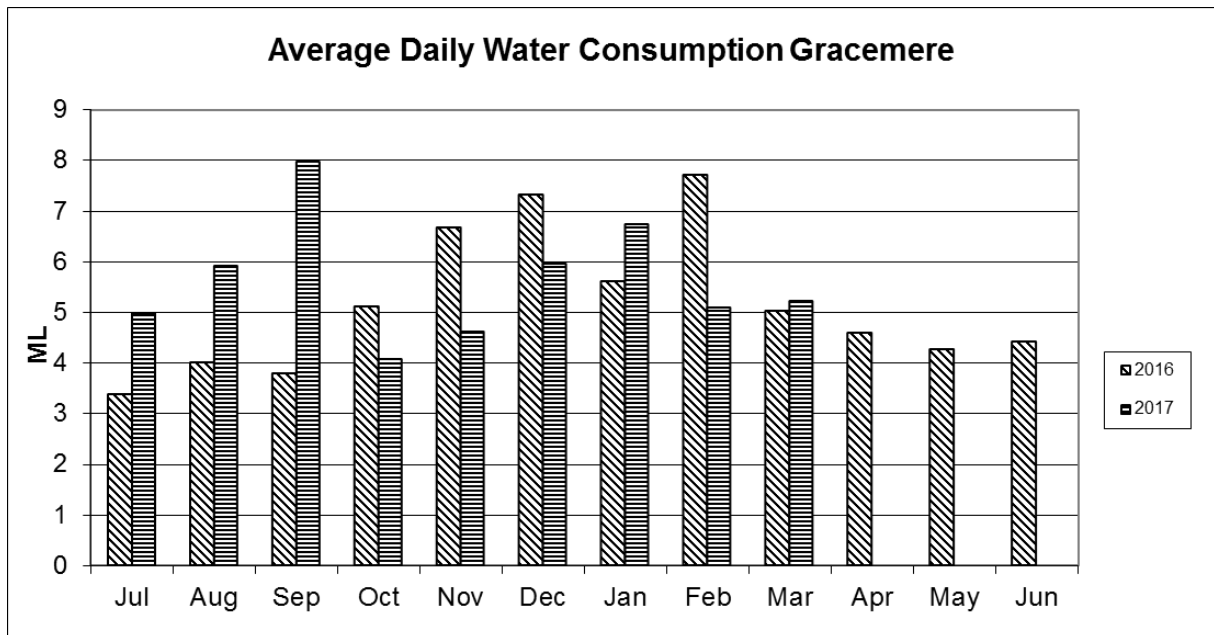
Rockhampton



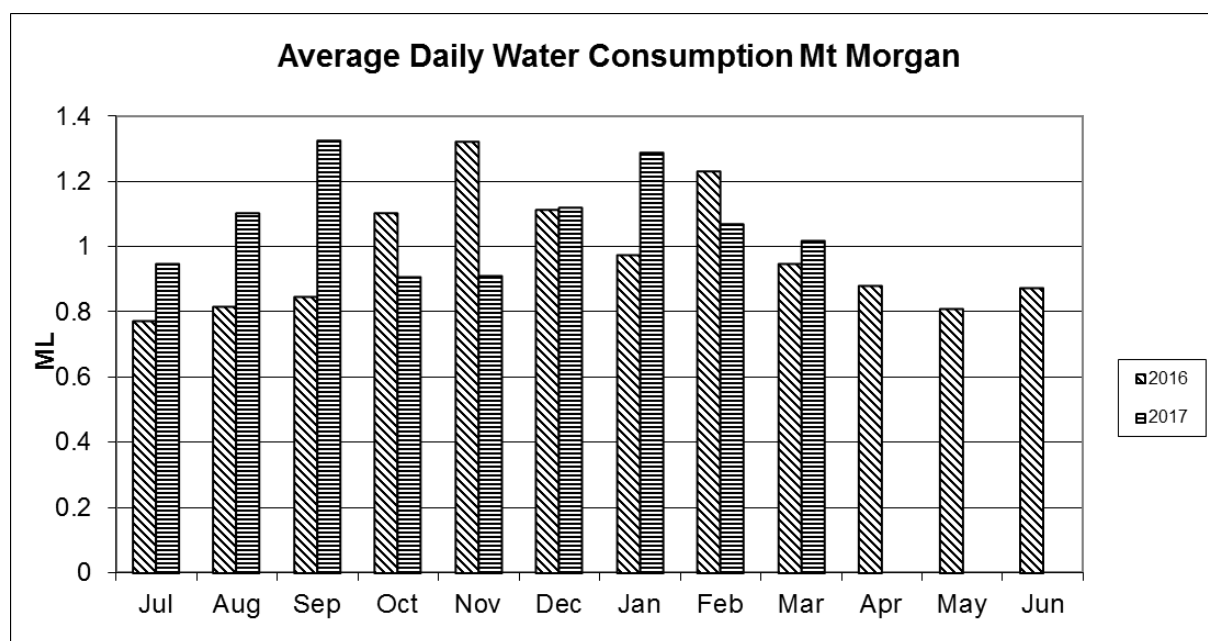
Average daily water consumption in Rockhampton during March (41.8 ML/d) decreased from that recorded in February and was lower than that reported in the same period last year. The lower consumption was due to the receipt of rainfall during the month. The Fitzroy Barrage Storage is currently at 100% of accessible storage volume and is therefore well above the

threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

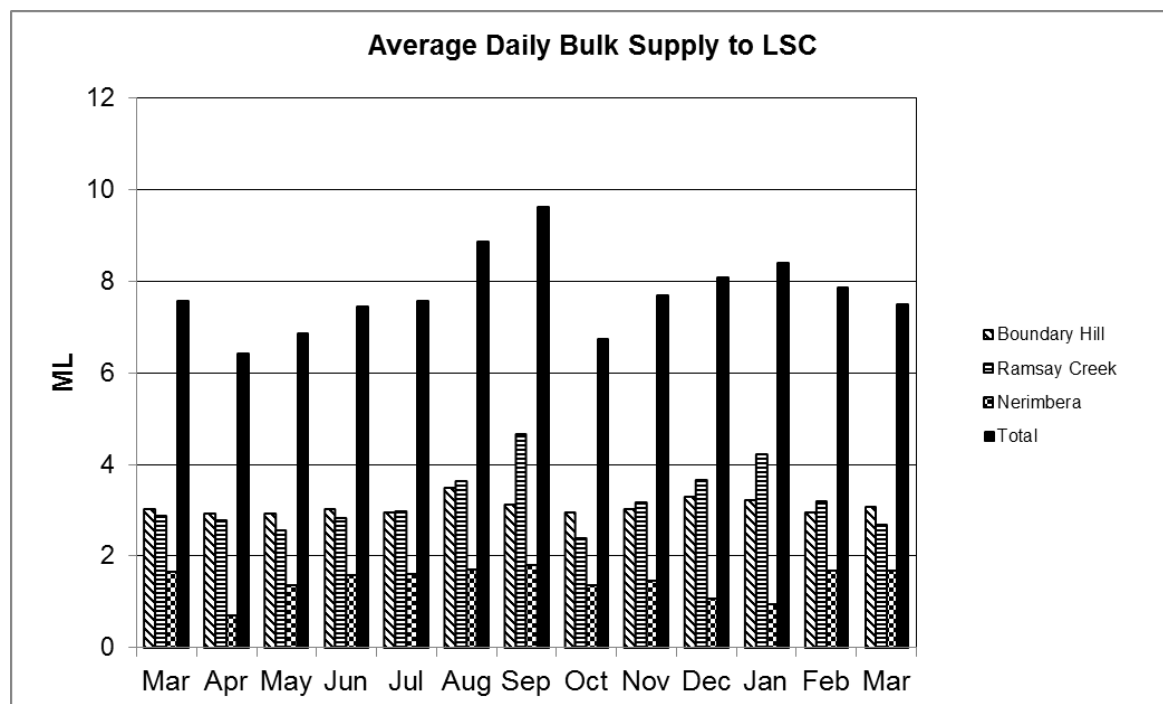
Gracemere



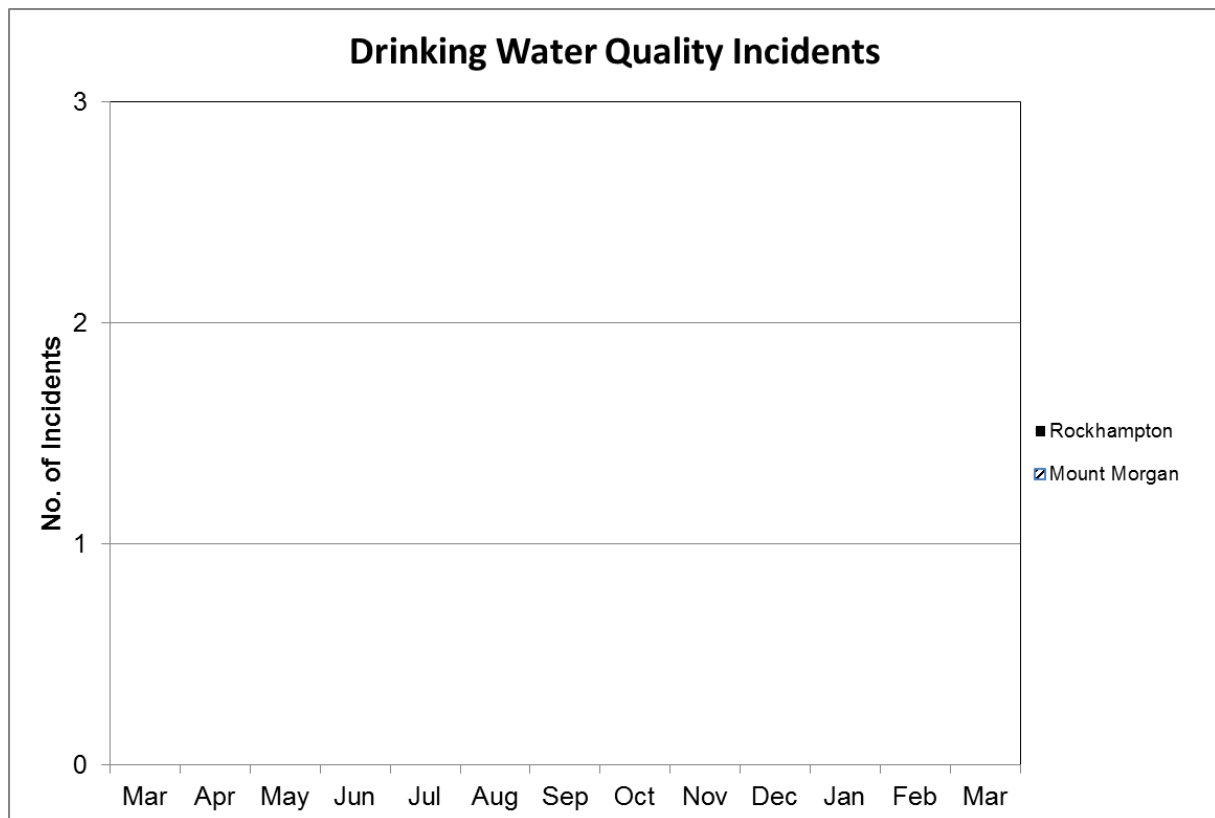
Average daily water consumption in Gracemere during March (5.2 ML/d) increased slightly compared to that recorded in February and was slightly higher than that reported in the same period last year. The higher consumption although not significant possibly reflects the receipt of less rainfall in Gracemere compared to Rockhampton. The Fitzroy Barrage Storage is currently at 100% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Mount Morgan

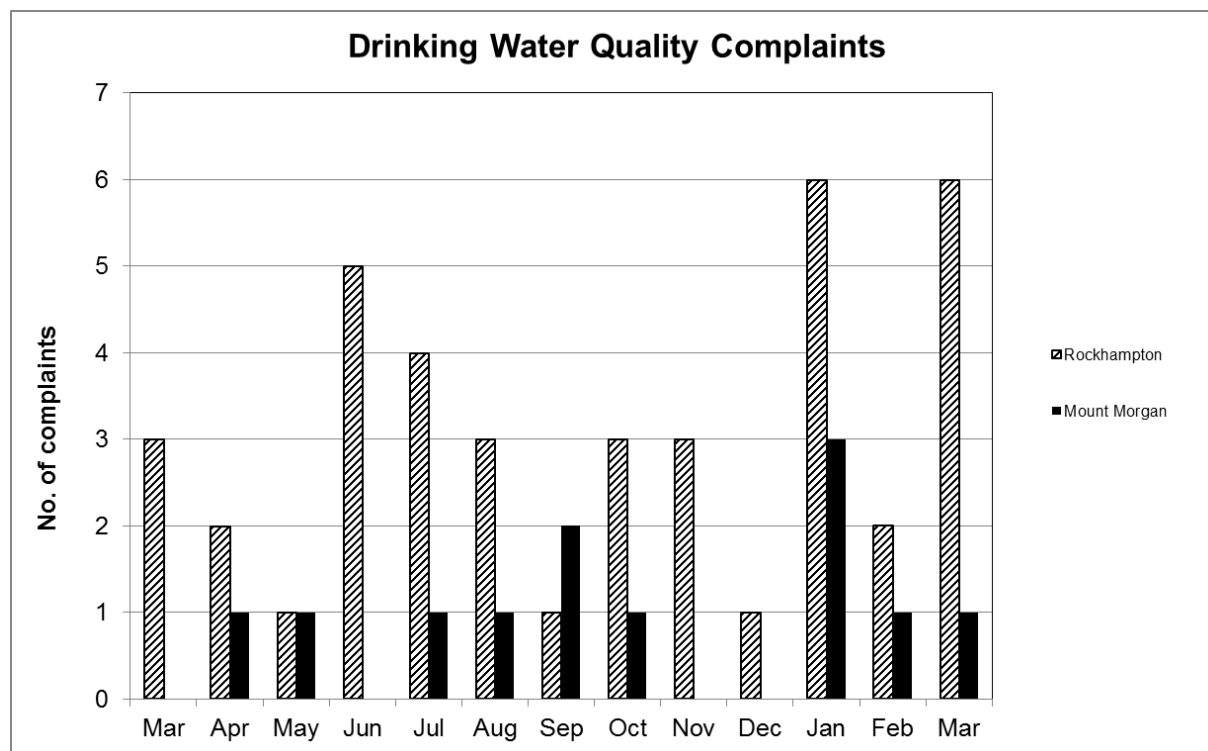
Average daily water consumption in Mount Morgan during March (1.0 ML/d) decreased compared to that recorded in February but was greater than that reported for the same period last year. The decrease in consumption was due to the receipt of rainfall during the month. The No. 7 Dam is currently at 85% of the accessible storage volume and well above the 50% storage threshold value in the Drought Management Plan that is used to trigger the implementation of water restrictions in Mount Morgan.

Bulk Supply to Livingstone Shire Council

The average daily volume of water supplied to LSC during March decreased slightly compared to that recorded in February to be 7.49 ML/d. This volume is lower than that recorded for the same period last year. The lower consumption was due to the receipt of rainfall during the month, with a lower volume supplied via the Ramsay Creek supply point.

Drinking Water Quality Incidents

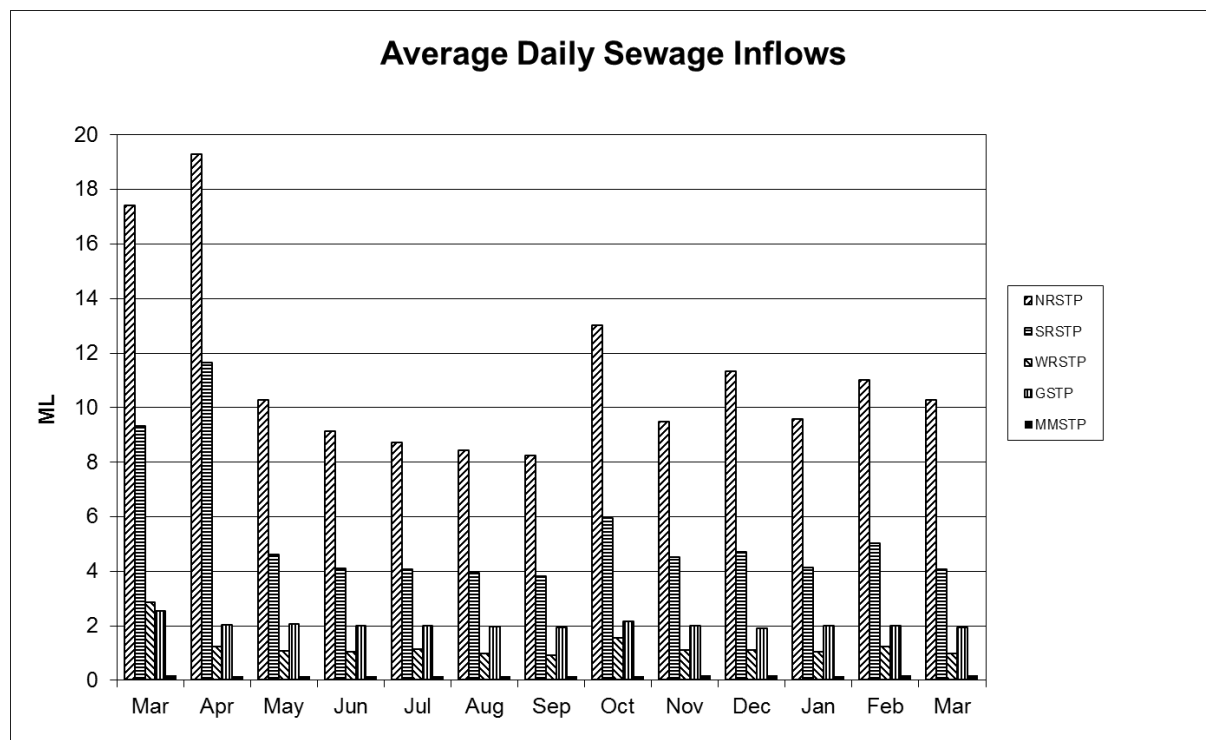
No water quality incidents occurred during the month of March. No water quality incidents have occurred in the last two and a half years.

Drinking Water Quality Complaints

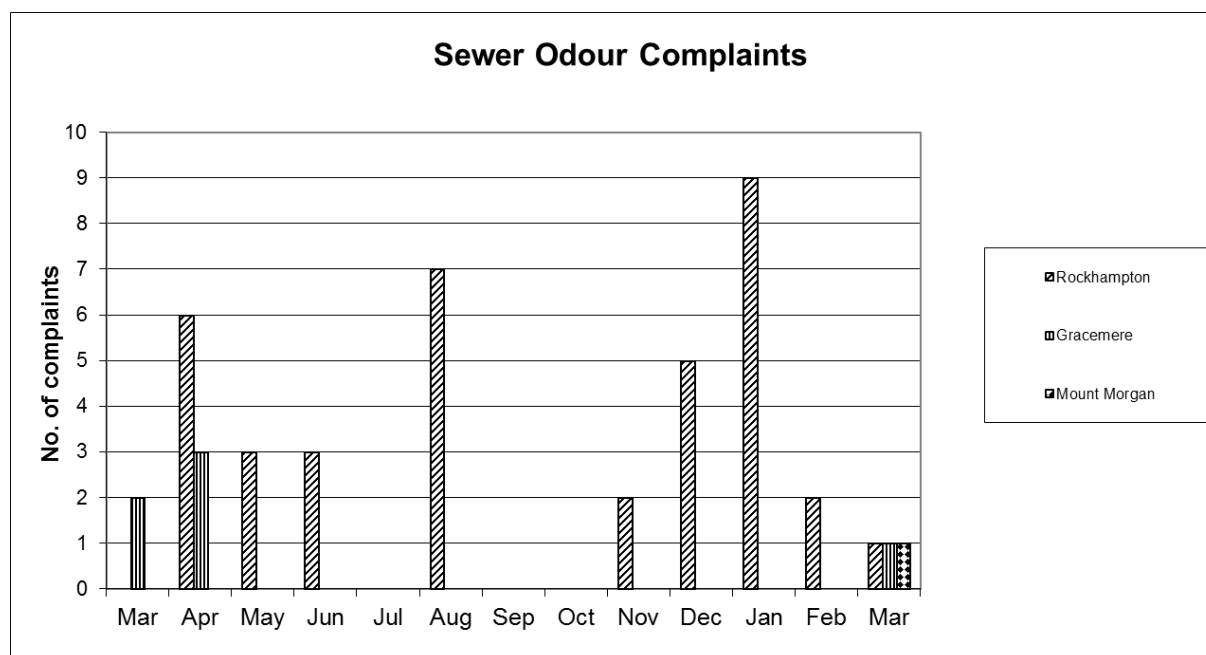
	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	3	3	1

The total number of drinking water quality complaints (7 complaints) received during March was higher than the number of complaints received in February.

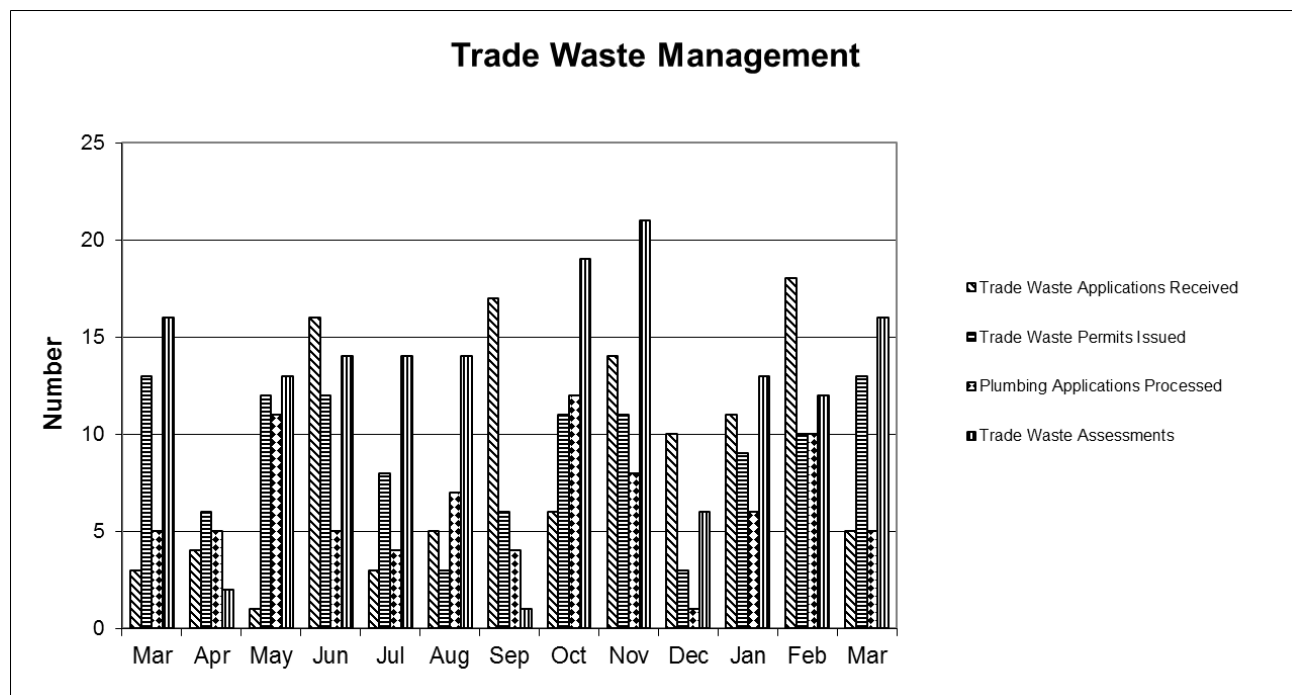
Six of the complaints were received from customers in Rockhampton and the other one complaint from Mount Morgan. Three of the complaints were associated with discoloured water, three complaints were related to an unacceptable taste or odour in the water, and one complaint was due to the presence of air in the water. In each instance, FRW responded and the complaints were resolved by flushing the water mains to clear or refresh the water provided to the customer. Water quality testing was used as appropriate to confirm the return to normal high quality water.

Sewage Inflows to Treatment Plants

Average daily sewage inflows during March were generally lower at all STPs than those recorded in February and are lower than that reported during the same period last year. The decreased inflows were due to the lack of any heavy rainfall and therefore minimal inflow and infiltration into the sewers during the month.

Sewer Odour Complaints

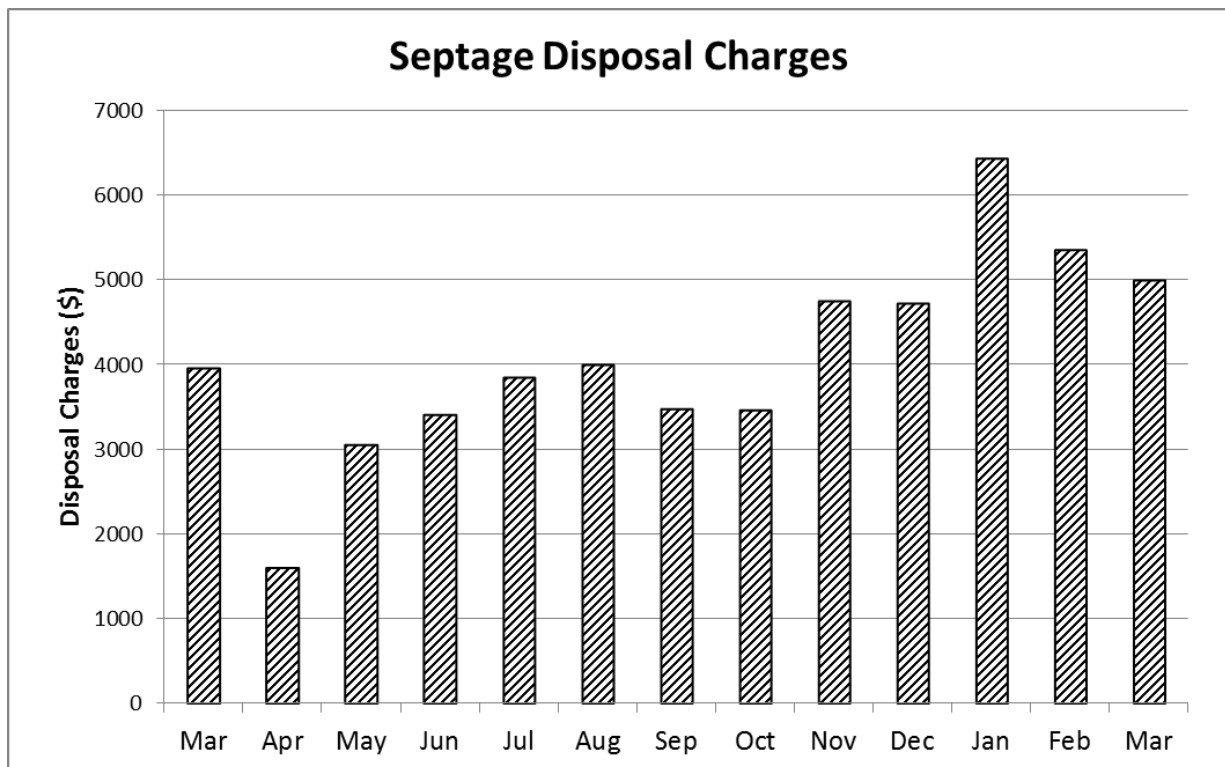
Three sewer odour complaints were received during the month of March with a complaint received from each of Rockhampton, Gracemere and Mount Morgan. All complaints were associated with parts of the sewerage network with the Mount Morgan complaint due to temporary pump-out activities associated with the new sewerage network. FRW investigated each complaint and took action where possible to address the source of the odour.

Trade Waste and Septage Management Activities

Five Trade Waste applications were received and 13 Trade Waste permits were issued during the month of March. A total of five Plumbing Applications were processed and another 16 Trade Waste assessments or inspections were completed by the team.

The table below shows those permits which contained a significant change either to their Category rating or due to the inclusion of a Special Condition in order to comply with Council's Trade Waste Environmental Management Plan.

Industry/Trade	New or Renewal	Permit Category	Special Condition	Comments
Car dealership	Renewal	From 1 to 2	Nil	377 kL/a
Car dealership	Renewal	From 1 to 2	Install a stormwater diversion system or equivalent	348 kL/a
Car dealership	Renewal	From 1 to 2	Install a pre-treatment device	1594 kL/a
Fast Food Outlet	Renewal	From 1 to 2	Nil	TBA
Hotel with Restaurant	Renewal	From 1 to 2	Nil	1290 kL/a
Hospital	Renewal	From 1 to 2	Nil	1952 kL/a

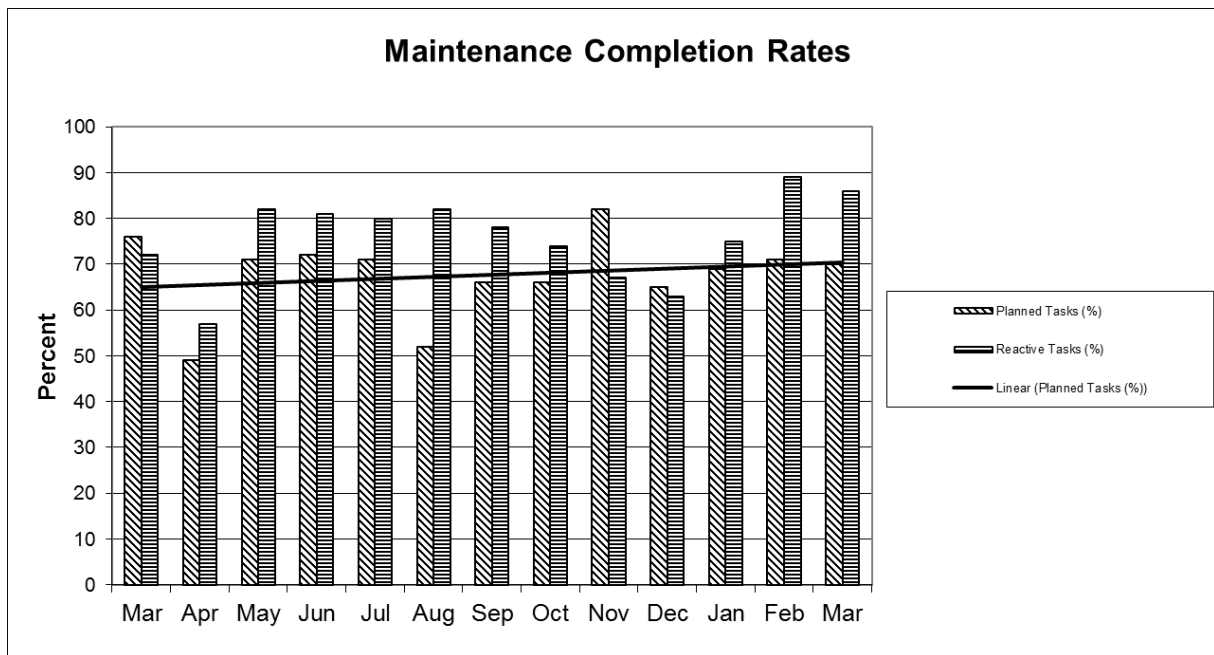


Revenue from the disposal of septage liquid waste at the North Rockhampton STP decreased in March compared to February, with this amount of revenue higher than the same period last year.

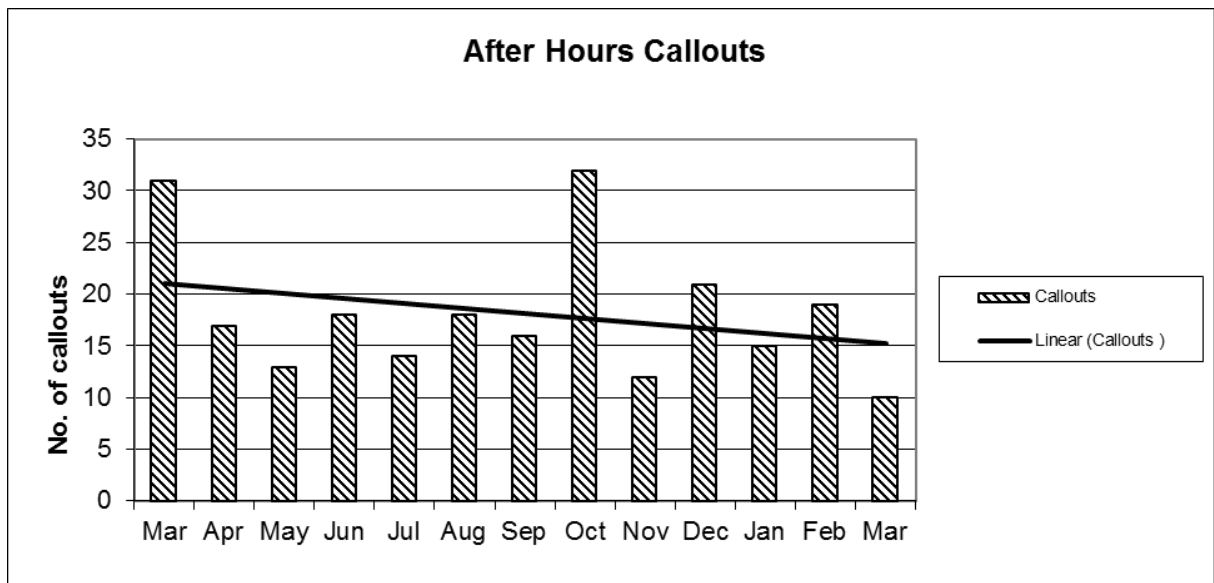
Treatment and Supply Maintenance Activities

The table below shows the breakdown of work completed based on the category of the work activity.

Maintenance Type	Work Category			
	Electrical	Mechanical	General	Operator
Planned	62	79	63	N/A
Reactive	46	39	13	N/A
After hours callouts	5	5	0	0
Capital	5	0	0	N/A
Safety and Compliance	43	5	25	9



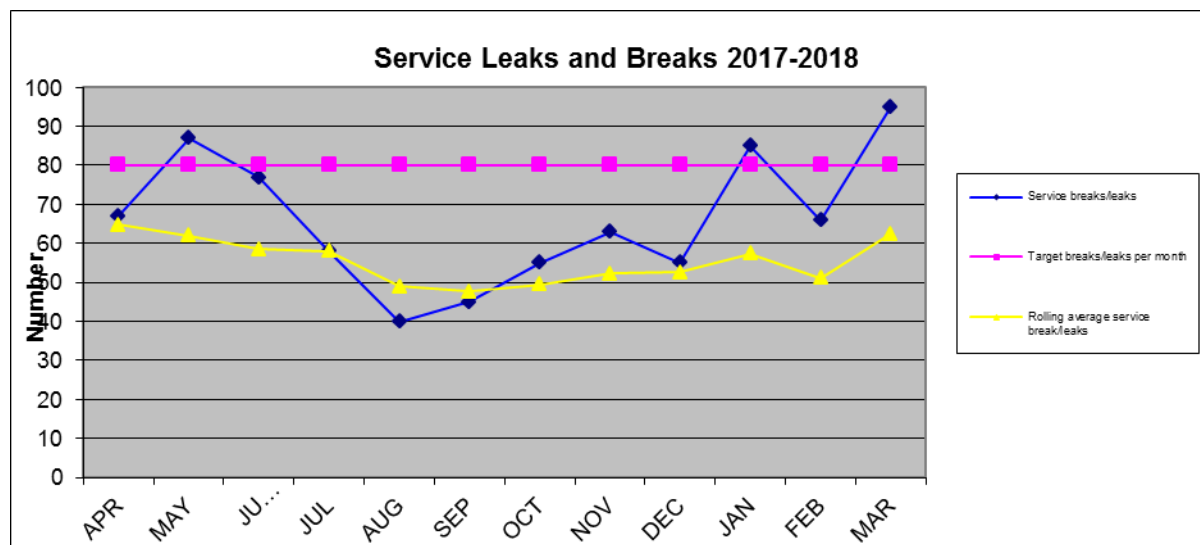
A total of 292 preventative maintenance activities were scheduled and 216 reactive maintenance activities were requested during the month of March. Completion rates for each type of maintenance activity by the end of the month were 70% and 86% respectively. The trend line shows long term continued improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (10 call-outs) decreased during March compared to February. The number of callouts was lower than the 12 month rolling average of 19 call-outs per month. The long term trend line in the graph indicates the number of call-outs per month is decreasing. Months with high numbers of call-outs are typically associated with periods of heavy rainfall. In the majority of cases, the faults were rectified within the targeted rectification time according to the Priority Ratings used to rank reactive maintenance events.

NETWORK

Regional Service Leaks and Breaks



Performance

Target not met with a significant increase in service breaks from previous months, large number of class 12 poly service failures continues to be an issue, continued failures of threaded poly sections installed during water meter installations. Replacement of all threaded poly sections within meter arrangements to be replaced during reactive and planned capital water main/meter replacement programs.

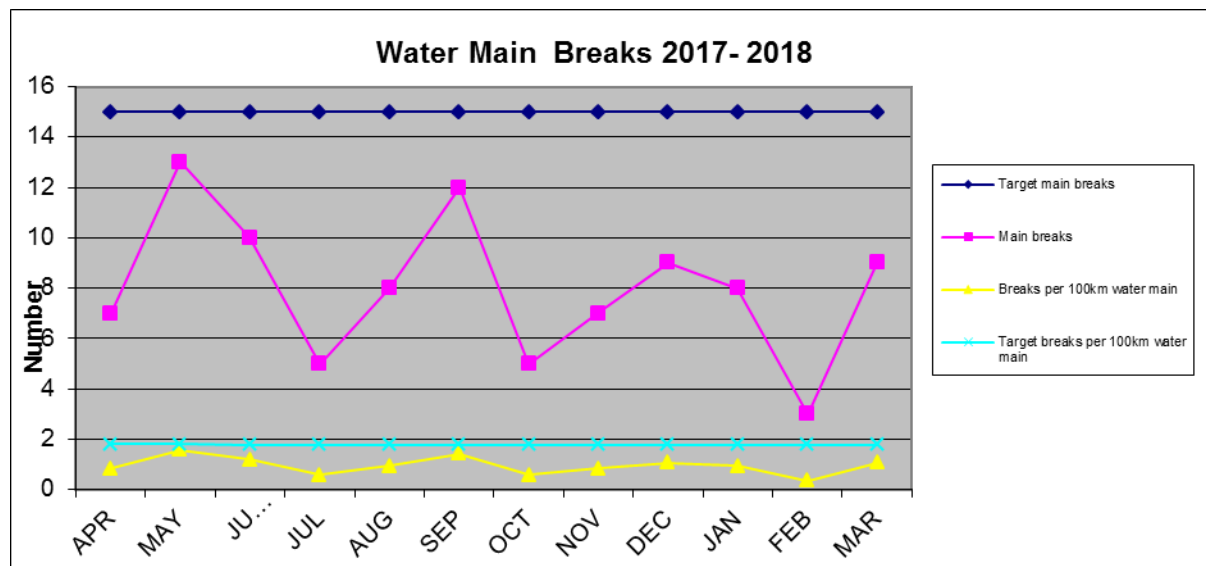
Issues and Status

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

Response to Issues

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

Locality	Service Leaks / Breaks
Rockhampton	89
Mount Morgan	6
Regional Total	95

Regional Water Main BreaksPerformance

Target achieved, increase in water main breaks in Rockhampton when compared to previous month. Overall trending decrease in water main failures as a result of the implementation of a strategic Capital Water Main Replacement Program continues.

Issues and Status

The following table shows the number of breaks per month.

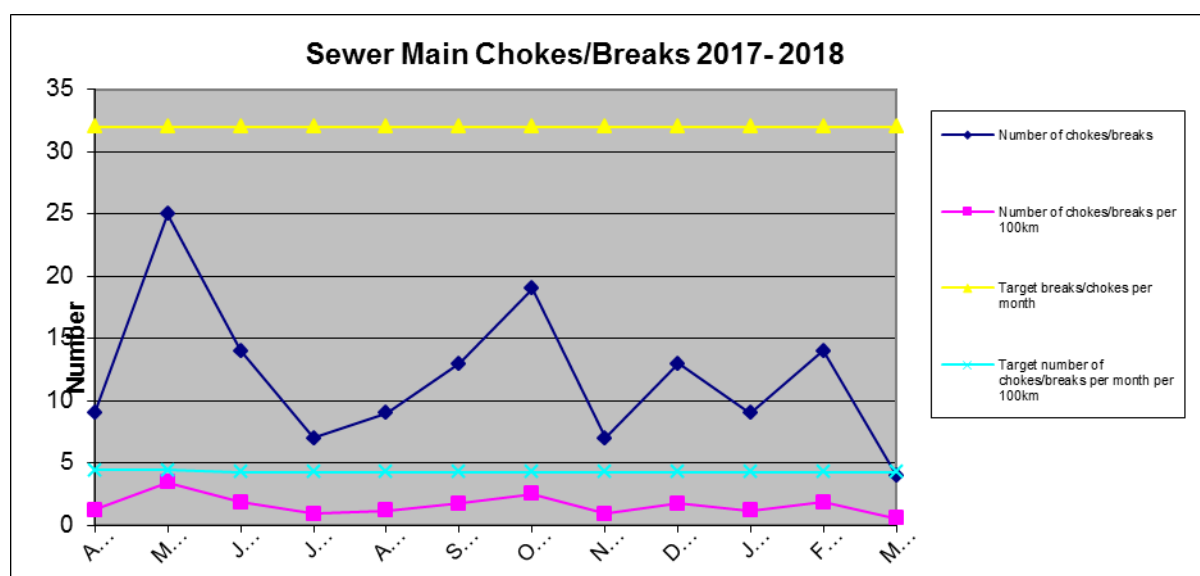
Water Main Type	January 2018	February 2018	March 2018
Cast Iron	0	0	1
AC	3	1	5
PVC	5	2	3
GWI	0	0	0
Mild Steel	0	0	0
Copper	0	0	0
Poly	0	0	0
TOTAL	8	3	9

Response to Issues

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

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
March	9	15	1.07	1.80	0.87

Locality	Main Breaks
Rockhampton	9
Mount Morgan	0
Regional Total	9

Rockhampton Regional Sewer Main Chokes/BreaksPerformance

Target achieved, with a noticeable decrease from previous months, it is evident that mainline sewer blockages are continuing to trend down in line with capital sewer refurbishment programs.

Issues and Status

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

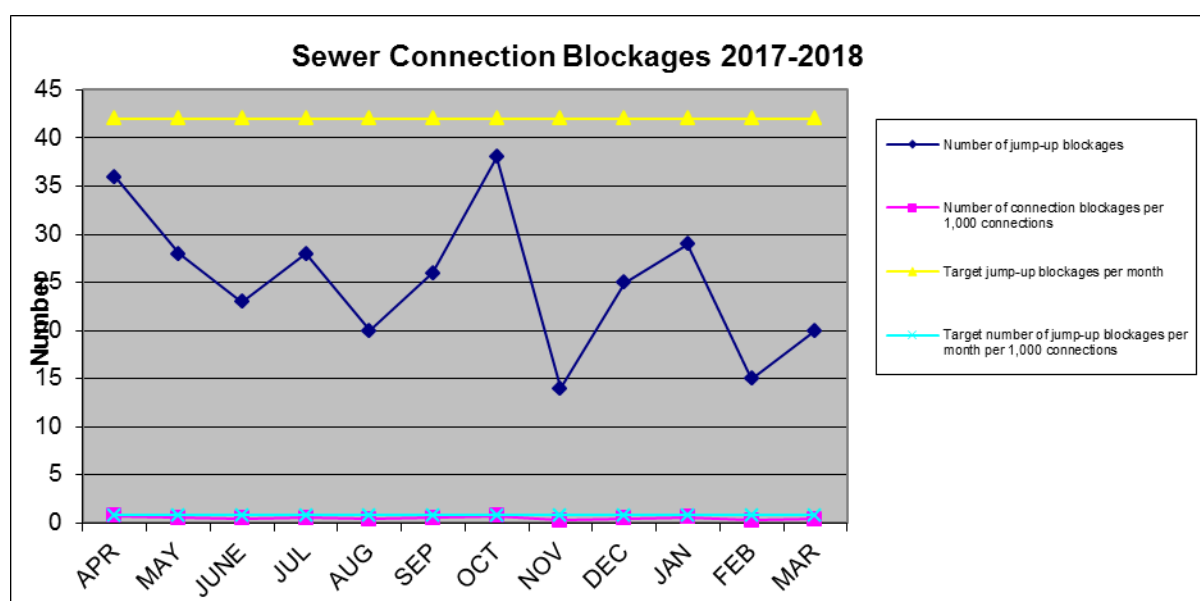
Response to Issues

Continue to log defects and monitor outcomes to ensure inclusion in the Capital Sewer Main Relining and rehabilitation programs.

	Number of chokes/ breaks	Target chokes/breaks per month	Number of chokes/ breaks per 100 km	Target number of chokes / breaks per month per 100km	Rolling 12 month average per 100 km chokes / breaks
March	4	32	0.5	4.41	1.40

Locality	Surcharges	Mainline Blockages
Rockhampton	2	4
Mount Morgan	0	0
Regional Total	2	4

Rockhampton Regional Sewer Connection Blockages



Performance

Target achieved with a slight increase in blockages when compared to previous months. Sewer connections repairs are prioritised for inclusion in current capital refurbishment programs in line with failure information. It is evident that sewer connection blockages are continuing to trend down in line with capital refurbishment programs.

Issues and Status

Data indicates blockages are been caused by broken pipes due to age, along with the resulting tree root intrusion.

Response to Issues

Continue to assess properties with repeat breaks and chokes for inclusion in the capital sewer refurbishment programs.

	Number of connection blockages	Target connection blockages per month	Number of connection blockages per 1,000 connections	Target number of connection blockages per 1,000 connections	Rolling 12 month average per 1,000 connections
March	20	42	0.39	0.83	0.46

Locality	Connection Blockages
Rockhampton	20
Mount Morgan	0
Regional Total	20

Sewer Rehabilitation Program

	Number completed	FY to date totals
Access Chambers raised/repared	0	62
Sewers repaired	6	63

Inflow/Infiltration Program (North Rockhampton)

	Number completed	FY to date totals
Properties Inspected	1600	1600
Defects Identified	339	339
Defects Rectified	8	8

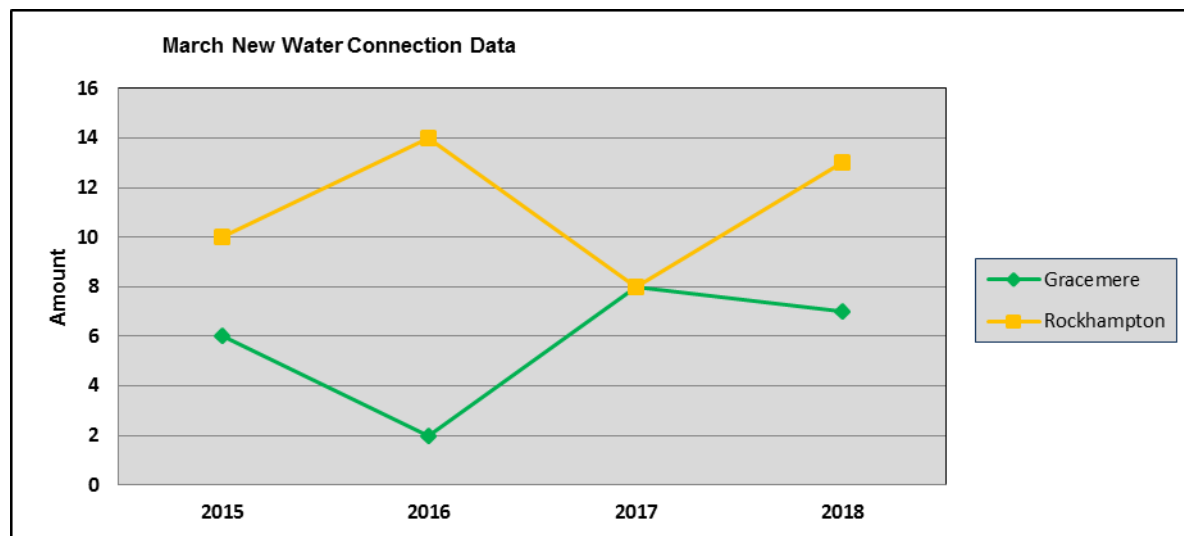
Private WorksNew Water Connections

Region	March 2018	FY to Date 2017/2018	FY to Date 2016/2017	FY to Date 2015/2016	FY to Date 2014/2015
Gracemere	7	36	55	46	49
Rockhampton	13	100	83	106	136
Mount Morgan	n/a	n/a	n/a	n/a	n/a
Regional Total	20	136	138	152	185

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

Region	March 2018	March 2017	March 2016	March 2015
Gracemere	7	8	2	6
Rockhampton	13	8	14	10
Mount Morgan	n/a	n/a	n/a	n/a
Total	20	16	16	16

New Connection Data



Details on Private Works Jobs

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

	March	Amount	FYTD	FYTD Amount
Quotes Prepared	10	\$42,232.56	77	\$284,108.54
Quotes Accepted	7	\$20,439.34	59	\$200,058.23
Jobs Completed	9	\$33,864.99	68	\$278,231.31

Water Meters

Meter reads for the third quarter 2017/18 were completed on 20 March 2018. Sectors 10, 17 and 18 totaling 7,657 meters were read during the month. Approximately 7,900 water accounts for sectors 7, 8, and 9 were forwarded to customers during the month.

Sectors Read	10	17	18	Total
No. of Meters in Sector	2,024	4,163	1,470	7,657
No-Reads	12	16	7	35
% Of No-Reads	0.6%	0.4%	0.5%	0.45%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$31 per read	78	\$2,418
Water Account Search - On-Site Readings \$158 per read	11	\$1,738
Total \$ Value for March		\$4,156
Total \$ Value Financial Year to Date		\$42,015

Building Over Sewers

The following summary is an overview of this core business activity that requires ongoing negotiations with the respective stakeholders and detailed investigations to determine location and condition assessments of the associated infrastructure.

Activity Summary

	March	FYTD
General Enquiries / BOS	13	74
Inspections	5	41
Meetings	5	39
Site Visits	17	118
Pre-Starts	1	14
Approval Permits Issued	1	20
Permits closed	2	17
Total	44	323

Building Over Sewer Applications under Assessment

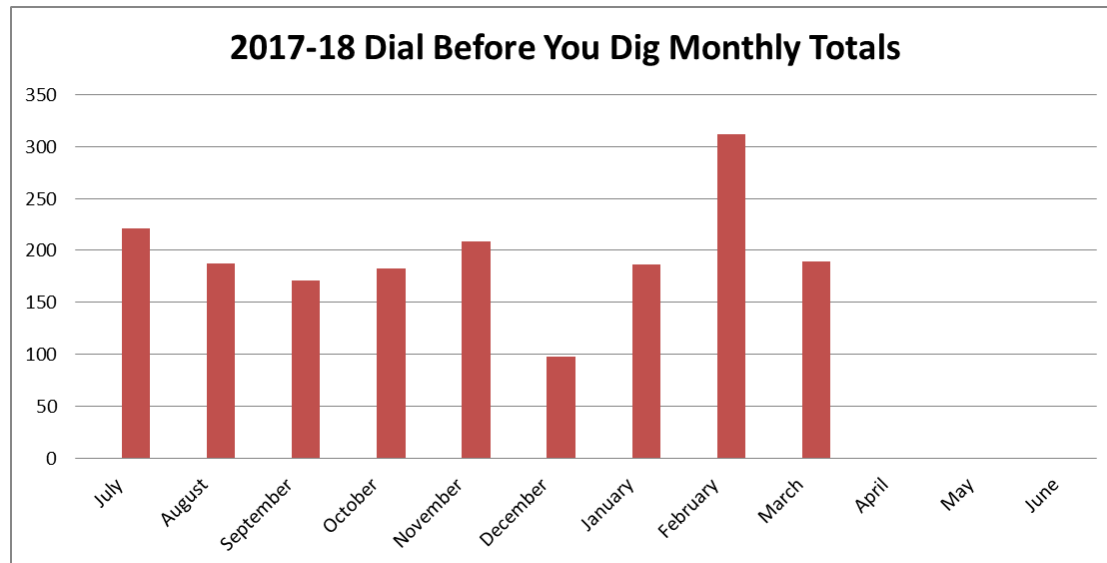
There are four permits currently under assessment as at 31 March 2018.

ADMINISTRATION

Dial Before You Dig (DBYD)

The average number of requests received per day for March 2018 was 6.10; this was a decrease from 11.4 in February 2018.

	January 2018	February 2018	March 2018	FY 2017/18 Total
Requests Processed	186	312	189	1,756



Site Tours

There was one site tour held of the Glenmore Water Treatment Plant (GWTP) on 21 March 2018 for a group of Rockhampton Regional Council staff, being the newly established Internal Sustainability Working Group (ISWG).

Undetected Leaks (Residential)

	March	FYTD
New requests	9	105
Number declined	2	17
Number approved	2	35
Require more information	5	23
Being held until next meter read	0	57
Total kL rebated	427	18,511
Total value approved	\$952.36	\$41,863.13

Undetected Leaks (Commercial)

	March	FYTD
New requests	0	5
Number declined	0	0
Number approved	0	3
Require more information	0	3
Being held until next meter read	0	2
Total kL rebated	0	518.5
Total value approved	\$0.00	\$826.76

Residential Rebates

	March	Total FYTD Applications	Total FYTD \$
Washing machines	41	236	\$23,600
Stand alone tank	0	2	\$500
Integrated tank	0	0	\$0
Dual flush toilet	2	4	\$200
Shower rose	0	0	\$0
Total	43	242	\$24,300

Two applicants have been declined as one had previously claimed a rebate in 2013 and the another application was for a resident who resided in Livingstone Shire Council. We are currently waiting on further information for one application as the address on the application and receipt do not match.

Communication and Education

Promotional Material

In preparation for tours of the GWTP and events in 2018, 1,000 don't spoil it at the toilet / think at the sink A5 flyers have been printed.

Events

Fitzroy River Water started preparations for attendance at the 2018 Rockhampton Agricultural Show being held from 13 – 15 June 2018.

8.3 FRW ANNUAL PERFORMANCE PLAN AS AT 31 MARCH 2018

File No:	1466
Attachments:	<ol style="list-style-type: none">1. Attachment 1 - Customer Service Standards as at 31 March 2018↓2. Attachment 2 - Customer Service and Financial Targets as at 31 March 2018↓3. Attachment 3 - Non Compliance Comments as at 31 March 2018↓
Authorising Officer:	Peter Kofod - General Manager Regional Services
Author:	Jason Plumb - Manager Fitzroy River Water

SUMMARY

Fitzroy River Water's performance against financial and non-financial targets and key strategies is reported to Council on a quarterly basis in accordance with the adopted Annual Performance Plan for 2017/18. This report as at 31 March 2018 is presented for the Committee's information.

OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 31 March 2018 be received.

Background

Fitzroy River Water (FRW) is required to provide a quarterly report on its performance against financial and non-financial performance targets and key strategies as adopted in the Annual Performance Plan for 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 third quarter has been of a high standard, although non-compliances have been reported against six of the 22 Customer Service Standards indicators. This is an increase in the number of non-compliances from the two reported last quarter. In each instance, the non-compliances are relatively minor or are non-compliant due to a single event not meeting the performance target. Water production volumes YTD are generally the same as that reported for the same period last, despite there being relatively little heavy rainfall throughout the quarter. FRW continues to maintain a very high standard of compliance with legislative standards and national guidelines for water quality in both water and sewerage operations. The delivery of capital programs is progressing well after three quarters with a higher proportion of expenditure forecast to occur in the remaining quarter. Operating expenditure and also tracking well in line with budget expectation.

Customer Service Performance

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

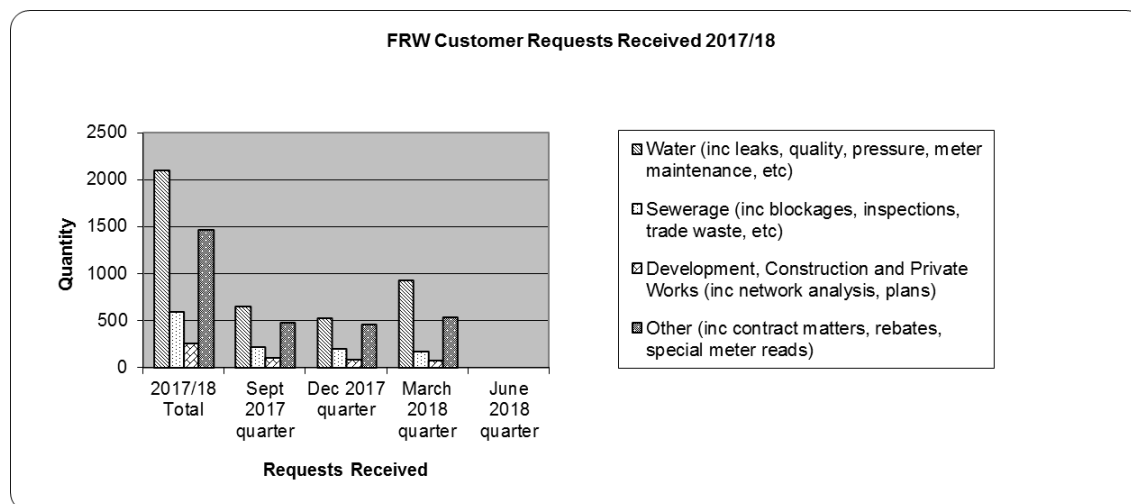
1. Face to Face Customer Support.
2. 24 Hour Telephone Contact Service.
3. Acceptance of Payment.

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

Table 1: Customer Contact

3rd quarter – 1 January 2018 to 31 March 2018

Customer Contact Type	3rd Quarter 2017/18	3rd Quarter 2016/17	Total 2017/18 Year	Total 2016/17 Year	Total 2015/16 Year
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	925	735	2094	2738	2574
Sewerage (incl. blockages, trade waste etc)	169	303	589	990	866
Development, Construction and Private Works	73	64	257	327	390
Other (incl. contract matters, rebate, special meter reads, etc)	535	449	1468	1772	1810
Total Customer Contacts	1702	1551	4408	5827	5640



Financial PerformanceOperational

Revenue is currently 89.6% of the 2017/2018 September Revised Budget. Some revenue streams are below target with the exception of utility charges due the advanced impact of water and sewerage access charges.

Gross water consumption revenue is 70.7% of the revised budget. Seventy-five percent of the third quarter has been billed along with two sectors of the third quarter. Billed water consumption has increased by 6.1% compared to the same period last year. Water consumption has dropped in the last two quarters compared to the first quarter which is in line with the wetter months just passed. Gross water and sewerage access charges are on target, with the exception of Gracemere slightly below. Bulk water sales are on target. Private Works revenue is below target at this juncture and fluctuates dependent upon the number of jobs received and completed. Fees and charges are slightly below target, with trade waste, bulk liquid waste, metered standpipe hire and special water meter reading activities influencing this result. Bulk liquid waste activity slump will be address in the March budget revision, whilst the other activities will usually be close to target by year end.

Expenditure year to date is 77.6% of the 2017/2018 September Revised Budget. Most expenditure streams are on target with the exception of contractors, employee costs, competitive neutrality and internal charges. Employee costs are slightly over target due to timing of training costs and overtime higher than anticipated. Internal charges are due to higher than anticipated internal plant charges. Contractors are due to the timing of some large annual maintenance expenditure and are to be monitored. Competitive neutrality expenses are above target due to income tax equivalent payments not being a static amount on a monthly basis.

No other material exceptions to be reported.

Capital

Comparisons are to the 2017/2018 Draft March Revised Budget that is not yet adopted.

Capital expenditure is below the percentage of year elapsed at 64.5% in comparison to the 2017/2018 March Revised Budget. Expenditure during March has remained fairly static compared to February at \$1.2M.

Water YTD 69.9% and Sewer YTD 60.7%.

Networks YTD 73.7% and Treatment YTD 55.9%.

The areas of prominent activity are the Yaamba Rd 600mm water main replacement, Sewer main from WRSTP to SRSTP, Package of works for renewals at – Blackall St SPS, Lakes Ck Rd No1 SPS and Thozet Rd WPS generator, Mt Morgan sewerage scheme extension, Mt Morgan STP & WTP UV disinfection and coagulant dosing, Sewer main refurbishment and Water Main Replacement programs.

This quarter has seen the completion of the Boundary Reservoir water quality monitoring upgrade.

There are no other material exceptions to this report.

Compliance Matters

Drinking Water Quality

For the majority of this quarter, the raw water quality in the Fitzroy River very favourable with respect to limiting growth of cyanobacteria due to the relatively high turbidity of flows from the upper catchment. The lack of any extreme weather or flooding events has also led to very stable conditions for the operation of the Glenmore WTP and associated water distribution system. All drinking water quality parameters have consistently complied with State legislation or Australian guideline standards. Drinking water quality complaints have remained at relatively low levels throughout this period.

Variations / Concerns

Apart from some minor delays with the completion of a small number of externally contracted capital projects, there are no significant delays or concerns to report for this quarter. The increase in the number of non-compliances against the Customer Service Standards during the third quarter has ensured that performance will be monitored very closely in the remaining quarter so that performance targets can be met whenever possible.

Safety Management

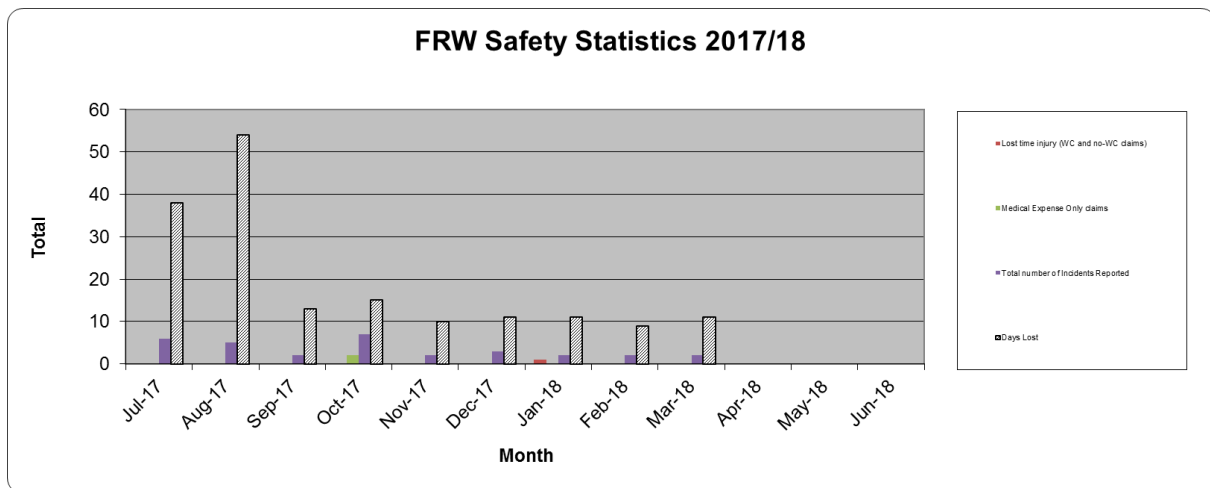
The safety statistics shown in Table 2 indicate the safety performance in the workplace. Safety initiatives include regular FRW management site audits, hazard inspections, risk assessments, staff toolbox talks and the FRW Safety Committee. During this quarter, FRW has generally performed to a high standard with respect to its safety management. Of particular note is the reduction in Days Lost compared to the same quarter last year and the absence of any lost time injuries during this period. The Days Lost total for the 2017/18 year, are due to incidents that occurred in previous reporting years. FRW has also extended its period of Lost Time Injury Free Days beyond 300 consecutive days surpassing the previous record of 265 days set last year.

Table 2: Safety Statistics

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

3rd quarter – 1 January 2018 to 31 March 2018

Lost Time Injury Statistics	3rd Quarter 2017/18	3rd Quarter 2016/17	Total 2017/18 Year
Days Lost	31	104	172
Lost time Injury (Work Cover & non-Work Cover claims)	0	4	1
Medical Expense Only Claims	0	2	2
Total Number of Incidents Reported	6	23	31



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, and also improvement in our ability to avoid missing key SCADA alarms due to human error through the escalation of key alarms using remote SMS alerting system.

Conclusion

Progress towards achieving or exceeding the requirements of the Annual Performance Plan has been slightly less strong during this third quarter in terms of compliance with Customer Service Standards, however, performance in other areas remains strong with a continued focus on carrying this performance through the final quarter.

FRW ANNUAL PERFORMANCE PLAN AS AT 31 MARCH 2018

Attachment 1 - Customer Service Standards as at 31 March 2018

Meeting Date: 17 April 2018

Attachment No: 1

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 March 2018

Non-Financial Performance Targets

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date
Table 1 Water - Day to Day Continuity	CSS1	Extent of unplanned interruptions - connections based (no. per 1,000 connections per year)	9	12	32		<80	53	22	1	3		<80	26
	CSS2	Extent of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Gracemere 773 km Mt Morgan 71 km	9	13	18		<30	40	1	1	1		<30	3
	CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	100%	94%	100%		>90%	98%	ND	100%	100%		>90%	100%
	CSS4	Customer interruption frequency:												
		1 interruption per year	1.21%	1.60%	3.43%		12%	6.24%	2.90%	2.78%	0.59%		12%	6.27%
		2 interruptions per year	0.00%	0.09%	0.24%		2%	0.33%	ND	0.59%	0.00%		2%	0.59%
		3 interruptions per year	ND	ND	ND		1%	0.00%	ND	ND	ND		1%	0.00%
		4 interruptions per year	ND	ND	ND		0.50%	0.00%	ND	ND	ND		0.50%	0.00%
		5 or more interruptions per year	ND	ND	ND		0.25%	0.00%	ND	ND	ND		0.25%	0.00%
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	13%	11%	7%		>30%	10%	50%	75%	50%		>30%	58%
	CSS6	Average interruption duration - planned and unplanned (hours)	2.19	2.22	2.64		3 hrs	2.35	2.58	2.36	1.33		3 hrs	2.09
	CSS7	Response time												
		Priority 1 – 1 hour response	93%	97%	100%		95%	97%	100%	100%	100%		95%	100%
		Priority 2 – 2 hours response	93%	99%	92%		95%	95%	100%	100%	67%		95%	89%
		Priority 3 – 24 hours response	100%	100%	100%		95%	100%	100%	100%	100%		95%	100%
		Restoration time												
		Priority 1 – 5 hours restoration	100%	93%	95%		95%	96%	100%	100%	100%		95%	100%
		Priority 2 – 24 hours restoration	100%	99%	98%		95%	99%	100%	100%	100%		95%	100%
		Priority 3 – 5 days restoration	100%	100%	100%		95%	100%	100%	100%	100%		95%	100%

Water and Sewage

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018					
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure standard at the water meter (kPa)	220	220	220	220 kPa	220		220	220	220	220 kPa	220	
	CSS9	Minimum flow standard at the water meter	9	9	9	9 L/min	9 L/min		9	9	9	9 L/min	9 L/min	
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	0.3%	0.3%	0.3%	<2.5%	0.3%		2.0%	2.0%	2.0%	<2.5%	2.0%	
	CSS11	Drinking water quality (compliance with industry standard)	100%	100%	100%	>98%	100%		100%	100%	100%	>98%	100%	
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters - Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines and E.coli - Target: None detected in >98% of all samples tested													
	CSS12	Drinking water quality complaints (number per 1,000 connections)	0.21	0.18	0.37	<5	0.76		2.65	0.66	3.31	<5	6.62	
	CSS13	Drinking water quality incidents (number per 1,000 connections)	0	0	0	<5	0		0	0	0	<5	0	
Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 38,032 as at January 2018						Mt Morgan Water Supply Scheme Number of access charges - 1,510 as at January 2018					
Table 3 Long Term Continuity of Water Services	CSS14	Water main breaks (number per 100 km main) Rockhampton and Gracemere 773 km Mt Morgan 71 km	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
			3	2	2		<40	7	4	4	1		<40	9
	CSS15	Water services breaks (number per 1,000 connections)	4	4	6		<40	14	4	8	8		<40	20
	CSS16	System water loss (litres per connection per day)	170	106	151		< 200 L	142	164	157	183		≤ 200 L	168

Table Reference	CSS Reference	Performance indicator	Sewerage Schemes						Sewerage Schemes					
			Rockhampton and Gracemere Sewerage Scheme Number of access connections - 51,209 as at January 2018						Mt Morgan Sewerage Scheme Number of access connections - 522 as at January 2018					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date
Table 4 Effective Transportation of Sewage	CSS17	Sewage overflows – total (number per 100 km main) Rockhampton and Gracemere 740 km Mt Morgan 13 km	2.16	12.03	4.05		<30	18.24	ND	ND	ND		<10	0
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	1.57	1.74	0.59		<10	3.9	ND	ND	ND		<5	0
	CSS19	Odour complaints (number per 1,000 connections)	0.14	0.14	0.25		<1	0.53	0	0	1.9		<1	1.9
	CSS20	Response time												
		Priority 1 – 1 hour response	88%	94%	90%		>95%	91%	ND	ND	ND		>95%	#DIV/0!
		Priority 2 – 2 hours response	98%	98%	100%		>95%	99%	ND	ND	ND		>95%	#DIV/0!
		Priority 3 – 24 hours response	100%	100%	100%		>95%	100%	ND	ND	ND		>95%	#DIV/0!
		Restoration time												
		Priority 1 – 5 hours restoration	94%	97%	100%		>95%	97%	ND	ND	ND		>95%	#DIV/0!
		Priority 2 – 24 hours restoration	100%	99%	100%		>95%	100%	ND	ND	ND		>95%	#DIV/0!
		Priority 3 – 5 days restoration	100%	98%	100%		>95%	99%	ND	ND	ND		>95%	#DIV/0!
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton and Gracemere 740km Mt Morgan 13 km	3.92	5.27	3.65		<50	12.84	ND	ND	ND		<20	0
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.15	4.17	2		<5	2.44	2.4	1.55	1.4		<5	1.78

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 31 MARCH 2018

Attachment 2 - Customer Service and Financial Targets as at 31 March 2018

Meeting Date: 17 April 2018

Attachment No: 2

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 March 2018 (cont)

Customer Service Targets

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

Financial Performance Targets

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

Customer and Financial

FRW ANNUAL PERFORMANCE PLAN AS AT 31 MARCH 2018

Attachment 3 - Non Compliance Comments as at 31 March 2018

Meeting Date: 17 April 2018

Attachment No: 3

Customer Service Standards - Non Compliance Comments for the 31 March 2018 Quarter

Table Reference	CSS Reference	Scheme	Comment
Table 1 Water - Day to Day Continuity	CSS2	Rockhampton and Gracemere Water Supply Scheme	Response A total of 137 unplanned incidents affecting 1202 connections for the quarter has contributed to this result. A small number of larger scale unplanned interruptions during the last two quarters has influenced this result dramatically.
Table 1 Water - Day to Day Continuity	CSS5	Rockhampton and Gracemere Water Supply Scheme	Response A total of 137 unplanned incidents affecting 1202 connections for the quarter has also contributed to this result. A small number of larger scale unplanned interruptions during the last quarter, along with a reduction in planned interruptions has influenced this result dramatically.
Table 1 Water - Day to Day Continuity	CSS7	Mount Morgan Water Supply Scheme	Response P2 - Total of 3 requests with 2 being responded to within the 2 hour response time for this quarter. Total of 9 requests YTD with 8 responded to within the 2 hour response time.
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS12	Mount Morgan Water Supply Scheme	Response A total of 5 water quality complaints were received in Mount Morgan during this quarter. Although this is a small number of complaints it represents a non-compliance when calculated as a number of complaints per 1000 connections due to the low number of connections in Mount Morgan.
Table 4 Effective Transportation of Sewage	CSS19	Mount Morgan Water Supply Scheme	Response One sewer odour complaint was received during this quarter. As there fewer than 1000 sewer connections in Mount Morgan, one complaint is enough to exceed the compliance target.
Table 4 Effective Transportation of Sewage	CSS20	Rockhampton and Gracemere Water Supply Scheme	Response P1 - Total of 21 requests with 19 being responded to within the 1 hour response time. An increase in reactive water requests, along with prioritisation of requests may be a reason for this increased response time.

8.4 ROCKHAMPTON AIRPORT MONTHLY OPERATIONAL REPORT - MARCH 2018**File No:** 7927**Attachments:** 1. Rockhampton Airport Monthly Operational Report - March 2018 [↓](#)**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer**Author:** Tracey Baxter - Manager Airport

SUMMARY

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

OFFICER'S RECOMMENDATION

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

ROCKHAMPTON AIRPORT MONTHLY OPERATIONAL REPORT - MARCH 2018

Rockhampton Airport Monthly Operational Report - March 2018

Meeting Date: 17 April 2018

Attachment No: 1



Monthly Operations Report

Rockhampton Airport

March 2018

1. Highlights

Airport Toilets

New curved wall entries have been installed on the northern and southern Airport toilets. The new configuration has improved access to the facilities. The toilets have also been fitted with contemporary and energy efficient hand dryers.



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)

Car Park Signage

New signage has been erected in the Car Parks. The signage allows for members of the public to easily identify the direction to walk to navigate the car park.



Declared Plant Control

The Airport commenced an extensive eradication program for the removal of Category 3 restricted invasive plant Prickly Acacia within the airport boundary. The Airport Operations team have included monthly inspections on the airport maintenance schedule. Airport staff have commenced clearing and spraying within the airport boundary and tenants have been advised that it is their responsibility to manage as part of their lease conditions.

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 March 2018 are within set timeframes.



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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q3
			Received	Completed											
Airport General Enquiries	0	0	0	0	0	0	10	●	0.00	●	2.67	●	5.67	3.85	● 1.00
Airport Services General Enquiries	0	0	0	0	0	0	10	●	0.00	●	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:

	<u>Monthly Target</u>	<u>Result</u> <u>Monthly / YTD</u>	
**Passenger Numbers	0%	-6.87%	-4.75%
*Aircraft Movements	0%	6.93%	2.75%
Bird Strikes	3 per month	2	25
Lost Time Days – workplace injuries	0	0	0
Reported Public Injuries on Airport Precinct	0	2	7
Customer Requests Actioned	100%	100%	100%
Airline Engagement Meetings	Every 3 months	100%	100%
Military Exercise Briefings Attended	100%	100%	100%

**March 2018 passenger figures were not available at the time of lodging the report. February 2018 figures were utilised for statistical data and therefore year to date (YTD) data is only up until February 2018.

*Aircraft Movements – March 2018 figures were not available on Airservices Australia website at the time of lodging the report. January 2018 figures were utilised for statistical data and therefore year to date (YTD) Aircraft Movement data is only up until January 2018.

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 Inspection	November 2017	90%	Jasko Airport Services conducted an annual inspection of the key aviation related electrical components at the aerodrome on 26-27 November 2017. Awaiting receipt of the finalised technical inspection report.
Annual Airport Technical Inspection	November 2017	70%	Jasko Airport Services conducted an annual inspection of the aerodrome facilities, equipment, procedures and OLS on 27-29 November 2017.
Annual Runway Friction Testing	May 2018	0%	An external contractor is engaged to undertake this specialised testing. Previous annual testing was conducted post-flood in May 2017. This testing to be postponed due to the runway overlay project.
Emergency Exercise (Full Field Exercise)	May 2018	5%	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 field exercise. Full Emergency Committee meeting scheduled 17 April to commence planning for exercise.
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	0%	Review is conducted at least annually to determine whether the nominated risk treatments/controls remain valid for the risks identified. The RRC Risk Calculator is used to quantify the current risk rating.

Safety Statistics

The safety statistics for the reporting period are:

	THIRD QUARTER 2017/2018		
	January	February	March
Number of Lost Time Injuries	0	n/a	0
Number of Days Lost Due to Injury	0	n/a	0
Total Number of Injuries	0	n/a	0
Number of Completed Hazard Inspections	2 (1 December inspection completed in January)	n/a	3

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 April 2018.

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
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. Consultant engaged to identify critical infrastructure and to load into Conquest to ensure regular maintenance is performed.	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 assessment completed Airport Council owned buildings condition assessment completed

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
					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
2.2.3.1	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	Yes	Yes
4.1.1.1	Provide effective delivery of Council services	In accordance with unit's customer service standards and service levels	Yes	Yes
4.1.1.2	Comply with legislative requirements	Updates to be presented to Council in sectional monthly reports	Yes	Yes
5.2.1.1	Operational risks are monitored and managed in accordance with legislative requirements	Risk registers are presented to Council on a quarterly basis	Yes	Yes
5.2.1.4	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
5.2.1.8	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
5.3.1.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	Yes	Yes
5.3.2.1	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	Yes	Yes
5.4.2.6	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	Watching	Watching

7. Capital Projects

As at period ended March – 75% 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	<u>WIP</u> 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.	\$18,000	\$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 compliant system.					
959135 – GA Apron Lighting	17/02/12	June 2018	<u>WIP</u> Remainder of project postponed to allow reconfiguration of cross runway. Operations to review of aircraft parking requirements prior to conducting design review	\$217,100	\$0

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
			to consider LED Lighting and installation.		
<p>Commentary:</p> <p>To obtain regulatory compliance a condition assessment was conducted in 2014 with upgrade recommendation. Original concept design under review to investigate options of an LED installation and review aircraft parking layout. System remains non-compliant due to inability to infringe the airspace of Runway 04/22; this will be rectified in Stage 3 following Runway 04/22 displacement. Project to be delivered in three stages, Stage 1 15/16 – Install three lights for RFDS Operations, Stage 2 16/17 – Lighting Design Review and Project Concept, Stage 3 18/19 – Implement compliant system.</p>					
987694 – Refurbish Terminal Concourse Toilets	Early 2015	Phase 1 – January 2018	<p>WIP</p> <p>Contractor engaged of Phase 1 – Entry doors removed from all four main toilets.</p> <p>Original entry doors have been removed; new curved wall entries have been installed and refurbished to rectify defects. Remaining works to remove internal walls has commenced.</p>	\$60,000	\$44,036
<p>Commentary:</p> <p>It has been identified that the terminal toilets are not meeting the current passenger needs and impede passenger flow through the terminal. Toilets need to be refurbished and reconfigured to improve customer service levels. Project to be delivered in three stages, Phase 1 – Removal of toilet entry doors, Phase 2 – Reconfigure Southern toilet facilities, Phase 3 – Reconfigure Northern toilet facilities</p>					
987712 – Replace General Aviation Power Switchboards	Early 2015	Phase 2 – June 2018	<p>WIP</p> <p>Contractor to supply and replace Area 3 (Aeroworx) Switchboard has been delivered and installed. There are few minor metering issues that require rectification.</p>	\$37,000	\$34,094

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
			LED lighting has been installed in the RRC Maintenance Shed to reduce electrical load. RRC Maintenance Shed switchboard replacement is complete.		
<p>Commentary:</p> <p>A condition assessment conducted in 2015 has identified that several General Aviation switchboards are in various stages of deterioration and will require replacement. Project Concept Design has been developed to accommodate future potential business growth and system upgrade requirements. Replacement of Area 3 (Aeroworx) Switchboard identified as a priority due to age and non-compliance, Phase 1 – Design Area 3 Switchboard 16/17 (\$17,250), Phase 2 – Implement Area 3 Switchboard and RRC Maintenance Shed Switchboard 17/18 (\$60,000). Remaining switchboards replacements have been postponed until to 2026/27.</p>					
1047109 – Replace existing storage-workshop-office-lunchroom (site BD)	Sept 15	June 2018	<p><u>WIP</u></p> <p>A Development Application is in the process of being developed.</p> <p>Option to extend existing hanger to include all facilities is being investigated.</p> <p>Sewer connection infrastructure – completed</p> <p>Currently undergoing Council approvals.</p>	\$154,481	\$16,367
<p>Commentary:</p> <p>Several issues with the buildings within the Aeroworx complex were identified in the RRC Asset Building Inspection in 2014. Electrical switchboard issues were identified in condition assessment conducted in 2015. Office building and electrical switchboards are beyond repair therefore requiring replacement. The project scope is to extend hanger, renew electrical connection and replace office and lunchroom.</p>					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
987926 – Upgrade terminal standby power generator	Sept 15	February 2018	<u>WIP</u> Construction works are complete. New system now operational. Terminal BMS being connected for monitoring. Additional works to remove the in-ground fuel tank is complete.	\$95,000	\$94,015
Commentary: Current generator only supplies a portion of the Terminal, it failed during cyclone Marcia and failed again not long after and replaced with a hire generator. The replacement generators are an essential component of the Airport Business Continuity Plan.					
987723 – Replace Air Conditioning Chilled Water Unit	Jan 17	June 2018	<u>WIP</u> Engineering consultancy services have been engaged to assist in Developing a Project Concept Plan & Scope of Works for the complete Terminal Air Conditioning System, for approval. Draft report under review.	\$150,000	\$10,000
Commentary: 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.					
987704 – Improve Airside Stormwater	July 2017	June 2018	<u>WIP</u>	\$200,000	\$11,500

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Management			Management framework for project to be finalised.		
<p>Commentary:</p> <p>The Rockhampton Airport has recently experienced several cases of subsidence within flight area of the airport. The drainage of the Airport is a key factor in the continued aeronautical operation during extreme weather. The intention of this project is to evaluate the causes of this subsidence and the effectiveness of current drainage systems. This will include implementing strategies to improve drainage and remedial work on existing drainage systems.</p>					
989183 – Terminal Refurbishment – Auto Doors	July 2017	June 2018	<p><u>WIP</u></p> <p>Tenders close early April with construction scheduled to commence in May 2018.</p>	\$100,000	\$0
<p>Commentary:</p> <p>Terminal automatic entry doors are approaching the end of their useful life. Project scope has been revised to initially upgrade the control system and drive mechanisms on the nine oldest doors.</p>					
987727 – Master planning and reconfiguration	Late 2015	July 17	<p><u>WIP</u></p> <p>Public consultation scheduled to commence early April 2018 in line with the Community Engagement Plan.</p>	\$27,840	\$11,190
<p>Commentary:</p> <p>Completed and adopted by Council. The plan will now be distributed for consultation.</p>					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing	<u>WIP</u> Construction commenced on the installation of the automatic vehicle gate at Airside Security Gate 1.	\$90,000	\$97,134
Commentary: Operational need identified to replace Airside Security Gate 1 due to emergency access requirements and high usage during military exercises.					
959150 – Runway Lighting System Replacement	18/12/11	31/11/17	<u>WIP</u> <ul style="list-style-type: none"> Stage 1 – Practical completion issued 24 April 2014. List of final defects repaired. Stage 2 – Practical completion has been issued. Issues with initial Contractor being available to repair defects. Current on-site contractor have commenced defect rectification. Stage 3 – Currently working through the commissioning and regulatory process. Decommissioning of current system and close out of remaining defects. 	\$165,704	\$393,783
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.					

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
1076549 - Smart business hub business lounge	TBA	30/06/19	<u>WIP</u> Connect fibre cable to the Airport; install a big screen, furnishings and construction of the smart business hub, business lounge space. Supply and installation of Social Media Wall in the Airport Terminal to commence in March 2018.	\$60,000	\$64,652
Commentary: Regional Development & Promotions are managing this project. Funds have been reallocated to the airport social media wall which is expected to be operational in April 2018.					

8. Operational Projects

AIRPORT OPERATIONS PROJECT

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 process for the design and construction portion of the project has been completed and tender documents were issued to the three successful tenders in February 2018. The design and construct tender closes on 6 April 2018.

9. Budget

AIRPORT FINANCIAL

This report details the financial position and other strategic matters for Rockhampton Airport. Percentage of year elapsed 75%.

Operational Summary

Total revenue is now tracking behind at 72.7% of budget, caused by reduced fees and charges income of only 69.2% due to continued decline in passenger numbers (4.8% down on prior year to date as at Feb-18). Expenditure is lower than the percentage of year elapsed at 66.1%, as a result of cost savings across the whole budget, but in particular lower than anticipated security screening and salaries & wages expenditure. This has resulted in a current surplus against budget of \$661k.

Capital Summary

Airport's capital expenditure YTD is significantly below the percentage of year elapsed at 16% with Airport Management still confident that expenditure will be in line with budget once tender contracts are awarded and construction works are able to begin on the runway pavement renewal, airside stormwater management and apron lighting projects.

The variance analysis is shown against the March Revised Budget which has not yet been approved.



End of Month General Ledger - (Operating Only) - REGIONAL DMENT & AVI

As At End Of March 2017

Report Run: 06-Apr-2018 12:56:38 Excludes Nat Accs: 2802,2914,2917,2924

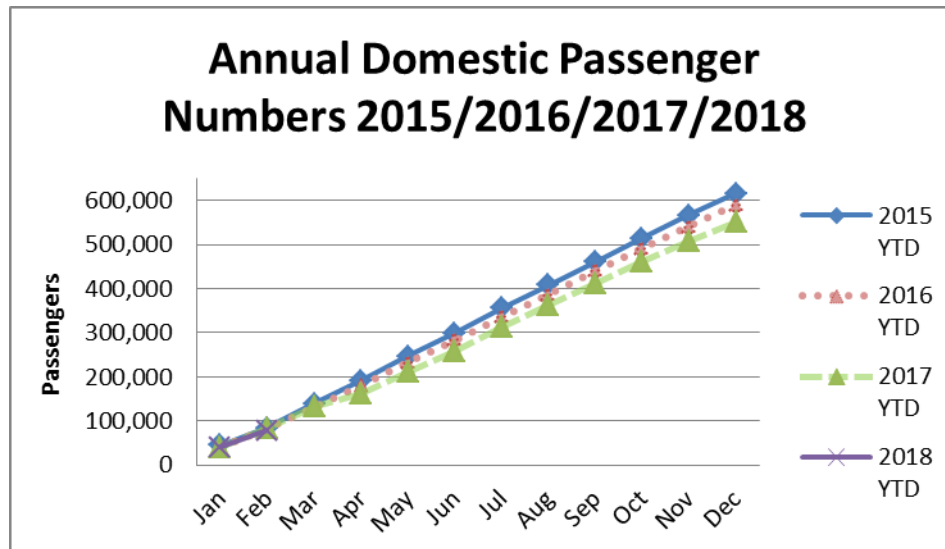
	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 75% of Year Gone
AVIATION SERVICES							
AIRPORT							
<u>Airport Operations</u>							
Revenues	(10,231)	(10,231)	0	(4,212)	(4,212)	41% ✖	
Expenses	2,358,112	2,358,112	62,351	1,252,343	1,314,694	53% ✔	
Transfer / Overhead Allocation	158,872	158,872	0	116,035	116,035	73% ✔	
Total Unit: Airport Operations	2,506,752	2,506,752	62,351	1,364,166	1,426,517	54% ✔	
<u>Airport Facilities</u>							
Revenues	(604,052)	(604,052)	0	(434,639)	(434,639)	72% ✖	
Expenses	4,078,944	4,018,944	639,441	2,594,542	3,233,983	65% ✔	
Transfer / Overhead Allocation	89,391	89,391	0	19,916	19,916	22% ✔	
Total Unit: Airport Facilities	3,564,283	3,504,283	639,441	2,179,818	2,819,259	62% ✔	
<u>Airport Administration</u>							
Revenues	(55,000)	(55,000)	0	(77,324)	(77,324)	141% ✔	
Expenses	4,051,359	4,405,936	10,081	3,297,462	3,307,543	75% ✔	
Transfer / Overhead Allocation	4,576,718	4,788,093	0	3,584,750	3,584,750	75% ✔	
Total Unit: Airport Administration	8,573,077	9,139,029	10,081	6,804,888	6,814,969	74% ✔	
<u>Airport Commercial</u>							
Revenues	(15,076,582)	(15,576,582)	0	(11,289,877)	(11,289,877)	72% ✖	
Expenses	430,388	424,436	57,031	268,807	325,838	63% ✔	
Transfer / Overhead Allocation	2,083	2,083	0	11,179	11,179	537% ✖	
Total Unit: Airport Commercial	(14,644,111)	(15,150,063)	57,031	(11,009,891)	(10,952,860)	73% ✖	
Total Section: AIRPORT	(0)	(0)	768,904	(661,019)	107,885	#####	✔

10. Section Statistics

AIRPORT COMMERCIAL

Passenger Numbers

Domestic passenger numbers for February 2018 were 39,008 compared to 41,884 in February 2017.



Patient Travel Subsidy Scheme Car Park Waiver

During March 2018, 182 vehicles had \$7,822 in car park fees waived. The total period of time these vehicles were in the Airport car parks was an average of 1.84 days stay per passenger.

AIRPORT OPERATIONS

Audit and Compliance

The Annual Aerodrome Technical and Electrical Inspections were conducted in November 2017. The finalised technical inspection reports are yet to be received.

Virgin Australia conducted an Aerodrome Audit in February; the report is yet to be received however there were no major issues raised during the audit.

The Office of Transport Security conducted a Security Compliance Audit of the Airport's ASIC Program and ASIC issuing records in March 2018. There were no deficiencies raised during the exit brief however the formal report is yet to be received. At this time, they also conducted a systems test at the Screening Point in which Contracted Screening Staff failed to identify the test piece. The Screening Contractor has completed an investigation into this occurrence and is taking appropriate action.

Planning has commenced for the Airport's Full Field Emergency Exercise which will take place in May 2018.

Military Exercises

Planning commenced for various Military Exercises to be held throughout 2018 including Exercise Hamel and Wallaby. Various meetings and site visits with key stakeholders occurred during February and March. The Airport Manager attended the Final Planning Conference for Exercise Hamel in Sydney in March.

General

The tender for Security Screening and Front of House Services was awarded to ISS Facility Services in March. The new contract will come into effect on 1 May 2018.

AIRPORT FACILITIESTerminal Air Conditioning System

A consultant engineer is developing a strategy to manage the replacement of the terminal air conditioning assets through the Capital Replacement program over the next ten years. A draft report is currently being reviewed.

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

A Development Application is in the process of being developed. An option to extend the existing hangar to include all facilities is being investigated.

**8.5 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY
OPERATIONS REPORT AS AT 31 MARCH 2018****File No:** 7927**Attachments:** 1. RRWR Monthly Section Operations Report
February and March 2018 [↓](#)**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 months of February and March 2018.

OFFICER'S RECOMMENDATION

THAT the RRWR Monthly Operations report for the period ended 31 March 2018 be received.

ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT AS AT 31 MARCH 2018

RRWR Monthly Section Operations Report February and March 2018

Meeting Date: 17 April 2018

Attachment No: 1



Monthly Operations Report

Rockhampton Regional Waste and Recycling

February and March 2018

1. Highlights

Rockhampton Regional Waste and Recycling Team – Lost Time Injury Free Days

The combined Rockhampton Regional Waste and Recycling (RRWR) Unit achieved its set milestone of 250 days worked without incurring any injury resulting in lost time. This milestone was celebrated with a Team BBQ in January. The RRWR Unit continues to look at new and innovative ways to improve our overall performance, including in the area of staff safety. As of 30 March RRWR are sitting at 323 days without a lost time injury. Our next milestone is set for 365 days.

Recycling Collection Contract

Tender documents for the provision of recycling collection services have been released with a closing date of 4 April 2018.

Landfill Extension

The contractor (Calibre Earthmoving & Environmental) took possession of the construction area on Tuesday 27 March. Construction Works have since commenced.

Queensland Waste Levy

The State Government has announced that they will support the recommendation from the report into the transportation of waste from New South Wales to Queensland. The recommendation is that a levy being introduced for all waste going to landfill. There are little other details at present but figures from \$35 to \$70 have been mentioned in media releases. The State government has formed an Advisory Committee who will undertake public consultation and report back to the Government with recommendations.

Waste Education

Rockhampton Regional Waste and Recycling (RRWR) attended St Peter's Primary School to educate and help the children understand recycling. Staff presented the information to the students who thoroughly enjoyed it. RRWR received the below extract as written by a student.

A Note from a Student who attended an education session at the Lakes Creek road Landfill

Excursion to the Dump!

Stepping off the gigantic school bus, I was amazed by all the filthy bin chickens (ibis) soaring across the enormous hill of landfill. We met Mitch and Ainsley, two people that work at Lakes Creek Waste Facility and they took us into a nice smelling room (not like the landfill) and told us all about the things that can be recycled. We tried to sort some rubbish, taking it from the conveyer belt and putting it into either the recycling bin or the waste bin. We observed someone dumping a trailer load of rubbish into the pit and then we went outside to inspect the hill of landfill. Apparently in 50 yrs time (when we are grannies and grandpas) there will be another hill of rubbish matching the size of this one, which is not good news!

I know that I will definitely keep up with my recycling!

2. Innovations, Improvements and Variations

Lakes Creek Road – Stormwater and Leachate Management, Feasibility Study

A specialist consultant has been engaged to undertake a feasibility study regarding the viable management of stormwater and/or leachate to ensure ongoing compliance.

Recycled Crushed Glass (RCG) Investigation / Trial

An investigation is underway into determining suitable markets for the use of the RCG. Civil Operations are willing to trial the use of RCG.

A footpath has been constructed at the Lakes Creek Road Landfill utilising RCG in the concrete. The RCG was blended with the sand in the concrete ranging from 15% to 60%. The areas of the walkway where the different blends were used will be labelled so as it can be shown to member of the public and industry representatives in the hope to increase awareness.

3. Customer Service Requests



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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Waste/Recycling - RATES NOTICE QUERY	0	0	0	0	0	0	10	● 0.00	● 0.00	● 5.00	5.00
Additional Recycling Service (Fee applies) JJ RICH	0	0	0	0	0	0	4	● 0.00	● 4.00	● 2.61	2.83
Additional Waste Service (Fee applies) RRC	0	0	4	4	0	0	4	● 0.50	● 0.67	● 0.61	0.52
Park Bins (RRC Park/Reserve areas)	4	3	3	3	1	0	23	● 0.33	● 1.50	● 2.78	6.94
Change to Existing Bins (JJ RICHARDS)	1	0	1	1	1	0	5	● 1.00	● 1.68	● 1.68	3.40
Change to Existing Bins (RRC)	3	3	21	21	0	0	4	● 0.71	● 1.69	● 1.62	0.93
Missed Service Recycling - SAME DAY JJ RICHARDS	8	8	40	36	4	0	4	● 0.86	● 1.87	● 1.91	1.41
Missed Service Waste - SAME DAY ENQUIRY RRC	1	0	59	52	8	0	4	● 0.60	● 0.65	● 0.60	0.65
Missed Recycling Bin JJ (Not out or Truck Missed)	9	9	47	43	4	0	4	● 1.09	● 1.57	● 1.61	1.04
Missed General RRC (Bin Not Out or Truck Missed)	3	2	47	42	6	0	4	● 0.26	● 0.48	● 0.49	0.51
New (First) Bin Set Up (Domestic/Recycle & Comm)	5	4	16	12	5	0	5	● 0.92	● 2.08	● 1.73	2.10
Repair JJ Richards Recycle (Bin To Be Empty)	1	1	3	2	1	0	5	● 2.00	● 4.00	● 4.40	2.23
Repair RRC General Waste Bin (Bin To Be Empty)	6	6	14	10	4	0	4	● 1.20	● 1.55	● 1.44	1.02
Replacement Bin JJ (Damaged/Lost/Stolen)	5	5	9	7	2	0	5	● 3.00	● 4.32	● 3.33	1.95
Replacement Bin RRC (Damaged/Lost/Stolen)	17	14	87	74	14	2	4	● 0.78	● 1.42	● 1.17	1.14
Special Event Bins (Parks/Halls etc)	0	0	6	5	0	1	4	● 1.40	● 1.59	● 1.70	0.94
Landfills & Transfer Station - Waste Facilities	0	0	2	2	0	0	4	● 0.00	● 0.23	● 0.76	0.54
Waste and Recycling General Query	35	31	52	46	9	1	5	● 1.41	● 1.44	● 1.75	2.36
Compliment or Complaint RRC or JJ Richards	4	4	4	3	1	0	2	● 0.67	● 1.55	● 1.23	0.97



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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)		Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q3
			Received	Completed												
Waste/Recycling - RATES NOTICE QUERY	0	0	0	0	0	0	10	🟢	0.00	🟢	0.00	🟢	5.00		5.00	🟢 0.00
Additional Recycling Service (Fee applies) JJ RICH	0	0	2	2	0	0	4	🟢	1.00	🟢	3.60	🟢	2.82		3.12	🟢 1.17
Additional Waste Service (Fee applies) RRC	0	0	7	7	0	0	4	🟢	0.14	🟢	0.49	🟢	0.61		0.52	🟢 0.28
Park Bins (RRC Park/Reserve areas)	2	2	6	4	2	0	23	🟢	0.25	🟢	2.26	🟢	8.05		7.23	🟢 2.58
Change to Existing Bins (JJ RICHARDS)	1	0	1	1	1	0	5	🟢	0.00	🟢	2.08	🟢	1.81		1.15	🟢 1.25
Change to Existing Bins (RRC)	0	0	15	13	1	0	4	🟢	0.85	🟢	1.31	🟢	1.72		1.16	🟢 0.78
Missed Service Recycling - SAME DAY JJ RICHARDS	4	4	21	19	2	0	4	🟢	1.32	🟢	1.77	🟢	1.86		1.45	🟢 1.17
Missed Service Waste - SAME DAY ENQUIRY RRC	8	7	58	53	6	0	4	🟢	0.38	🟢	0.59	🟢	0.58		0.71	🟢 0.47
Missed Recycling Bin JJ (Not out or Truck Missed)	4	4	24	20	4	0	4	🟢	1.45	🟢	1.58	🟢	1.60		1.01	🟢 1.38
Missed General RRC (Bin Not Out or Truck Missed)	6	5	46	45	2	0	4	🟢	0.31	🟢	0.46	🟢	0.47		0.55	🟢 0.31
New (First) Bin Set Up (Domestic/Recycle & Comm)	5	2	22	21	4	0	5	🟢	0.90	🟢	1.98	🟢	1.67		2.33	🟢 1.15
Repair JJ Richards Recycle (Bin To Be Empty)	1	1	0	0	0	0	5	🟢	0.00	🟢	4.31	🟢	4.30		2.20	🟢 2.86
Repair RRC General Waste Bin (Bin To Be Empty)	4	4	32	31	1	0	4	🟢	1.06	🟢	1.37	🟢	1.40		1.04	🟢 0.95
Replacement Bin JJ (Damaged/Lost/Stolen)	2	2	4	4	0	0	5	🟢	2.25	🟢	3.93	🟢	3.23		1.94	🟢 3.69
Replacement Bin RRC (Damaged/Lost/Stolen)	15	12	84	83	4	0	4	🟢	0.87	🟢	1.38	🟢	1.18		1.28	🟢 0.81
Special Event Bins (Parks/Halls etc)	1	1	2	2	0	0	4	🟢	2.00	🟢	1.44	🟢	1.62		0.92	🟢 1.36
Landfills & Transfer Station - Waste Facilities	0	0	5	4	0	0	4	🟢	1.75	🟢	0.56	🟢	0.91		0.56	🟢 0.75
Waste and Recycling General Query	11	6	52	48	7	0	5	🟢	0.79	🟢	1.38	🟢	1.73		1.98	🟢 1.26
Compliment or Complaint RRC or JJ Richards	1	0	8	5	3	0	2	🟢	1.80	🟢	1.61	🟢	1.35		1.56	🟢 1.44

4. Service Delivery

ADOPTED OPERATIONAL SERVICE DELIVERY STANDARD	Target	Feb 2018 Performance	Mar 2018 Performance
Weekly collection of domestic waste on same day every week	98%	99.96%	99.96%
Weekly collection of commercial waste	95%	99.96%	99.96%
Fortnightly Collection of domestic recyclable waste	98%	99.80%	99.91%
Fortnightly Collection of commercial recyclable waste	98%	99.80%	99.91%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	89.53%	91.89%
Collection services will be made available within four working days upon application by owner	98%	80.00%	95.45%
Provision of assisted services within ten working days from application by owner	100%	100.00%	87.50%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	82.30%	98.33%

Comment: *Collection services will be made available within four working days upon application by owner* – only 3 requests were outside of Customer Service Standards threshold but due to the low number of requests for this code it shows quite a large percentage deficit. The 3 requests outside of the Customer Services Standard have been investigated and it was found that they were still open and inside the required timeframe but have been reports as outside the time frame. This matter is being investigated.

5. Legislative Compliance and Standards

Legislative timeframes

Item	Due Date	Compliant? (Yes/No)	Status
Quarterly and Annual Performance Plans – Reports to Council	30/10/17 31/01/18 30/04/18 31/07/18	Yes	Submitted as part of the monthly Section report The Quarterly Performance report is now combined with the March Section Report
Annual Report			
National Pollutant Inventory	30/09/18	Yes	2017 Report Submitted
Annual Report / Annual Return for held ERAs - landfills	30/09/18	Yes	2017 Report Submitted
Queensland Waste Data System	31/10/2017 31/01/18 30/04/18 31/07/18	Yes Yes	Submitted Q1 & Q2 report to DEHP Collecting data for 31/04/18, currently being prepared

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%	Budget monitoring is underway.
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	Draft Plan completed. Is with the Strategic Mapping / Disaster Management Officer for review
2.2.3.1	Support programs that encourage residents to transition away from	Consider options in budget planning to support programs in	This Action will be address in action 1.3.5.2

Operational Plan Ref	Action	Target	Status
	social options	2018/19	
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)	Currently investigating option for components to be delivered under the recycling contract.
4.1.1.1	Provide a timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	All Customer Service Standards have been met.
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards or adopted service levels	All Customer Service Standards have been met. Current errors as due to internal process which is being resolved.
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 action required
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	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	Savings have been made via use of a tarping system for the coverage of the active landfill face.
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 March – 75% of year elapsed

Project works continue with the majority of the works this period moving toward contract finalisation of the construction of Piggy Back Cell A.

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	23%	\$844,778	\$154,756
Comment: Capping of stage one					
LCRL Augmentation	01/07/17	30/06/18	10%	\$4,500,000	\$4,043,266
Comment: Successful tenderer has mobilised to site and commenced work. The value of the tender is included in the costs shown.					
Capping and Closure of Stage 1 and 2 – Gracemere landfill	01/07/17	30/06/18	20%	\$200,000	\$99,454
Comment: Design work progressing and earthworks where practical has also commenced.					
RRC Rubbish Bin Renewal Program	1/7/17	30/6/18	37%	\$140,000	\$52,322
Comment: nil action this period					
LCR Carpark Upgrade Front Office Area	1/7/17	01/10/17	103%	\$0	\$216,231
Comment: Car Park area for front offices complete.					
LCR Pedestrian Path Office to WTS	01/07/16	30/06/17	0%	\$60,000	\$0

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Comment: Install footpath between administration office and WTS to mitigate risk for pedestrians traversing between locations. Design work is complete and incorporates the use of recycled glass as a sand replacement. Path construction to commence in the next month.					
LCR Traffic Layout Redesign of Recycle Drop Off Area	01/07/16	30/06/17	0%	\$180,000	\$0
Comment: Complete					
LCR Stormwater pipes and outlets	01/07/17	30/06/18	100%	\$160,000	\$152,040
Comment: Complete.					
LCR Electric and Boundary Fence	01/07/16	30/06/18	0%	\$50,000	\$0
Comment: Repair and replacement of the electric fence at the LCRL – NIL work this period					
Water Evaporation System	01/07/16	30/06/18	0%	\$100,000	\$0
Comment: Successful tender selected and orders placed. The amount shown includes the full cost of the tender value					
Gracemere WTS Design and Construct	01/07/16	30/06/18	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 January - 50% 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	Complete		\$0
Waste Collection – Assisted Services Assessment	10/07/2017	31/12/17	Complete		\$0
Waste Collection Vehicles – supply and delivery	22/11/2017	31/12/17	Completed.		\$0
Roadside Bin Station Review	01/05/17	31/09/17	Report was submitted to Council and further information has been requested this is being obtained		\$0
Biomax Project	01/05/17	31/12/17	Completed	\$10,000	\$0

9. Budget

As at period ended March – 66.7% of year elapsed.

Operational Summary

Total revenue is significantly above the percentage of year elapsed at 91% due to the second half of the years rating cycle having now been issued. Expenditure is lower than the percentage of year elapsed at 60% as a result of lower than anticipated Green Waste and Waste Transfer contract costs, resulting in an overall surplus position.

Capital Summary

RRWR capital project expenditure is significantly below the percentage of year elapsed at 18% of budget. The majority of RRWR's capital expenditure to date relates to the, LCR Capping Project and LCR Piggyback Project and the LCR Front Car Park Extension. It's anticipated that expenditure will be brought closer to budget as construction works are undertaken on the landfill life extension project. The capital budget has been adjusted in the March 2018 budget revision to reflect revised project timelines.



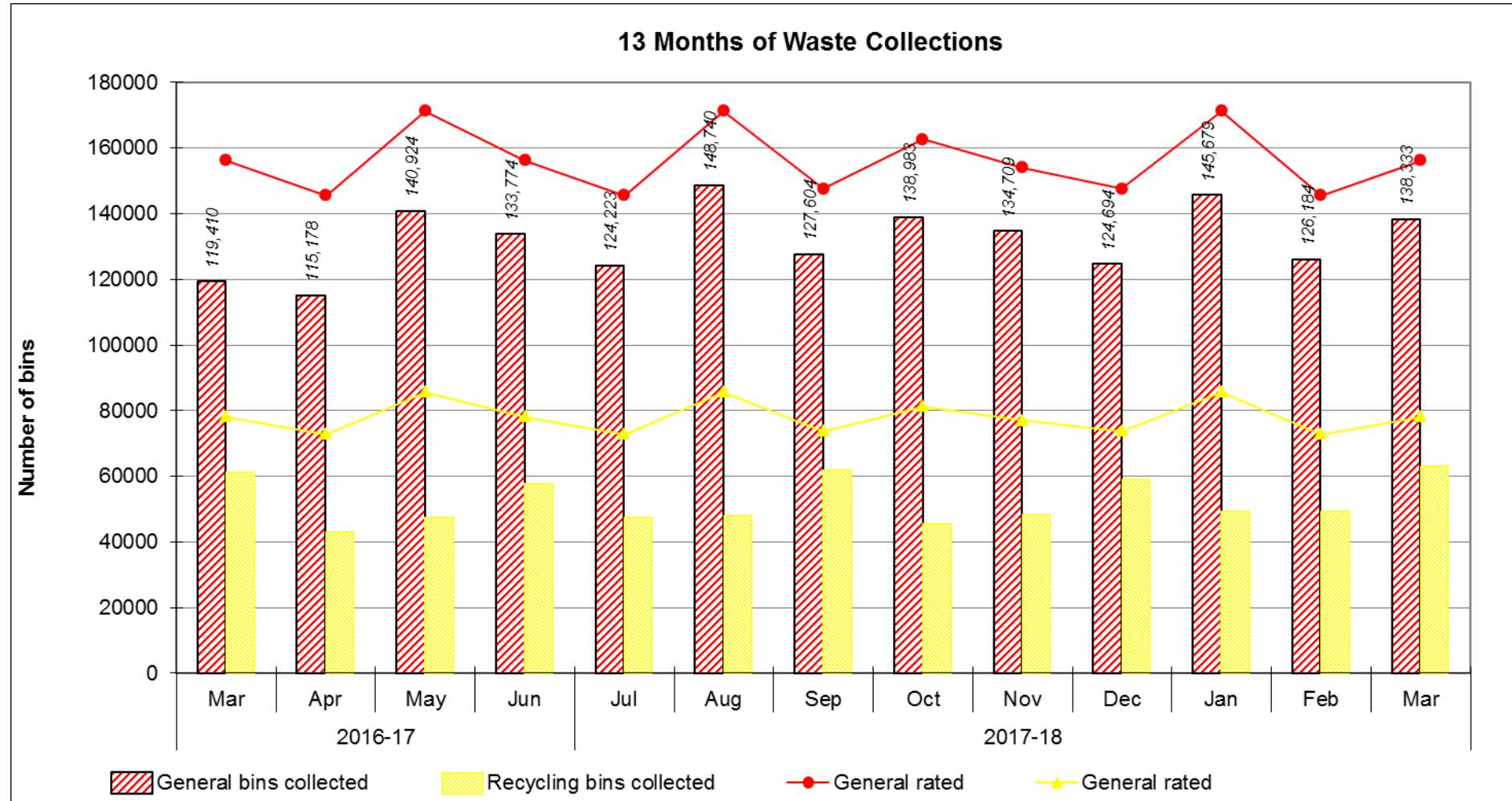
End of Month General Ledger - (Operating Only) - REGIONAL SERVICES

As At End Of February 2017

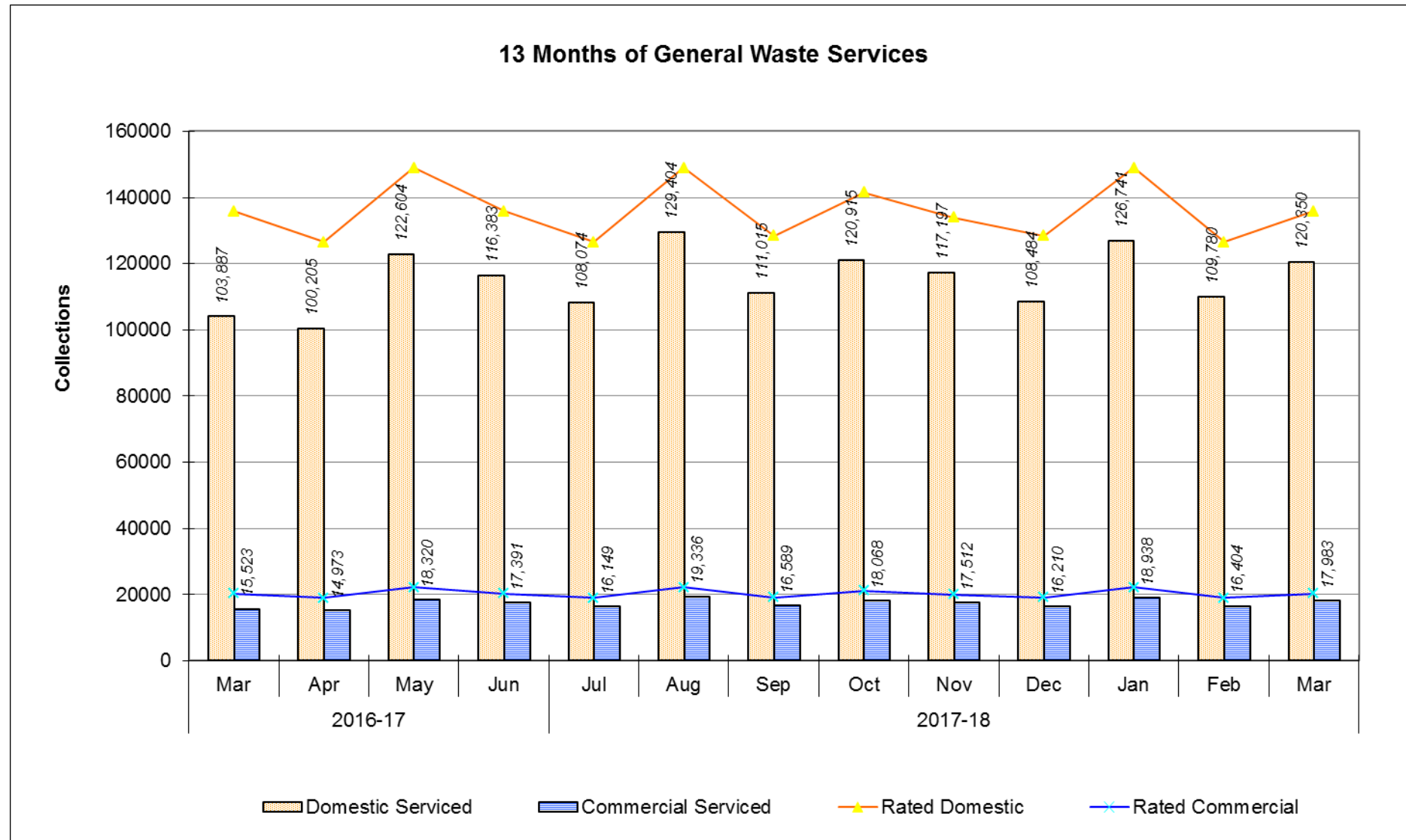
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	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 66.7% of Year Gone
	\$	\$	\$	\$	\$		
REGIONAL SERVICES							
WASTE & RECYCLING SERVICES							
<u>RRWR Waste Operations</u>							
Revenues	(4,299,636)	(4,299,636)	0	(2,691,560)	(2,691,560)	63%	✖
Expenses	5,014,969	5,014,969	971,621	2,851,571	3,823,192	57%	✓
Transfer / Overhead Allocation	(566,824)	(566,824)	0	(718,029)	(718,029)	127%	✓
Total Unit: RRWR Waste Operations	148,508	148,508	971,621	(558,018)	413,603	-376%	✓
<u>RRWR Collections</u>							
Revenues	(98,001)	(98,001)	0	(29,235)	(29,235)	30%	✖
Expenses	3,598,638	3,598,638	42,257	2,217,422	2,259,679	62%	✓
Transfer / Overhead Allocation	2,125,192	2,125,192	0	1,271,771	1,271,771	60%	✓
Total Unit: RRWR Collections	5,625,830	5,625,830	42,257	3,459,957	3,502,214	62%	✓
<u>RRWR Management</u>							
Revenues	(13,771,417)	(13,771,417)	0	(13,834,797)	(13,834,797)	100%	✓
Expenses	2,765,926	2,766,985	28,427	1,773,969	1,802,396	64%	✓
Transfer / Overhead Allocation	2,435,020	2,434,702	0	1,671,621	1,671,621	69%	✖
Total Unit: RRWR Management	(8,570,472)	(8,569,731)	28,427	(10,389,206)	(10,360,779)	121%	✓
Total Section: WASTE & RECYCLING SERVICES	(2,796,134)	(2,795,392)	1,042,305	(7,487,267)	(6,444,962)	268%	✓

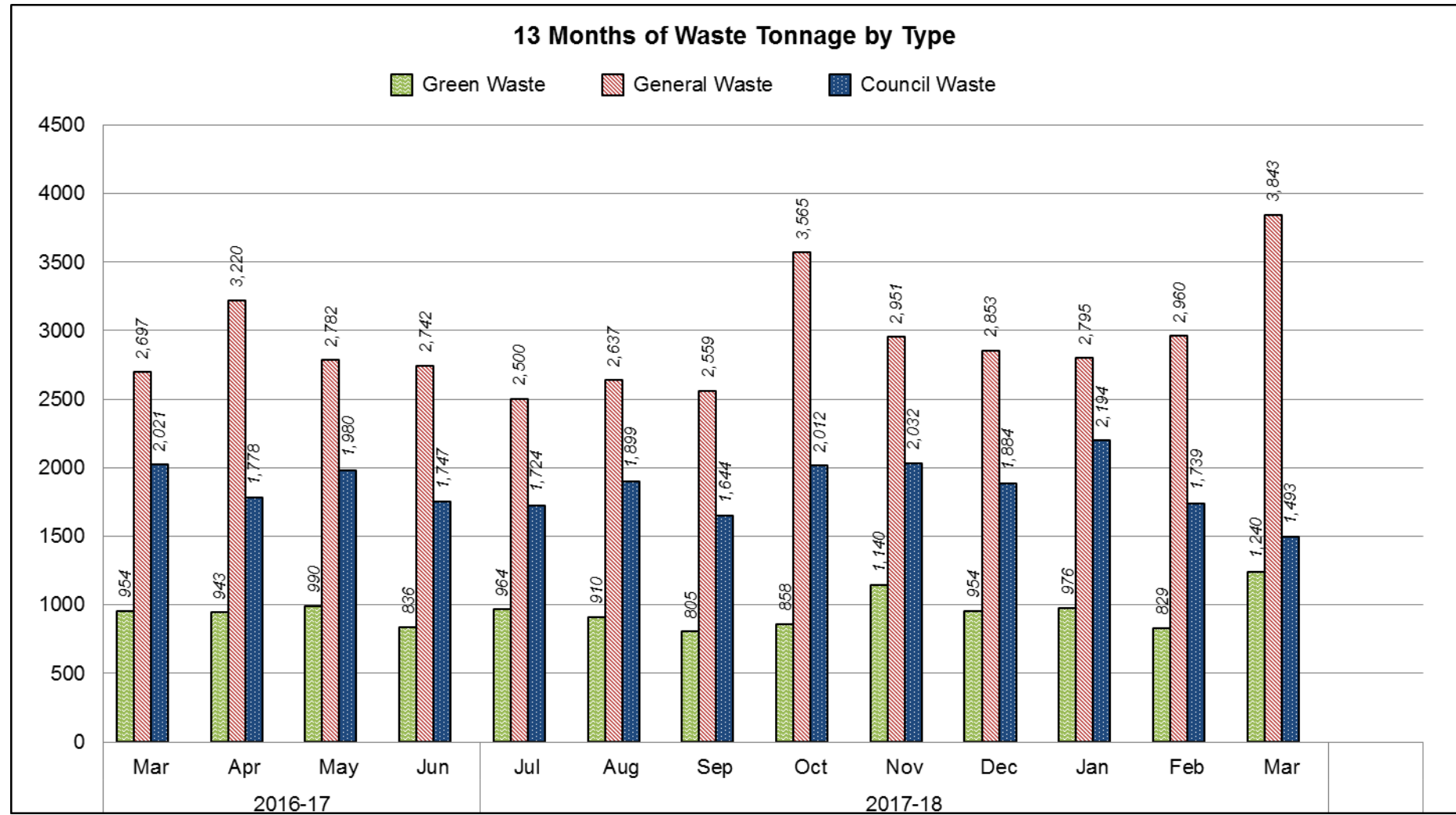
10. Section Statistics



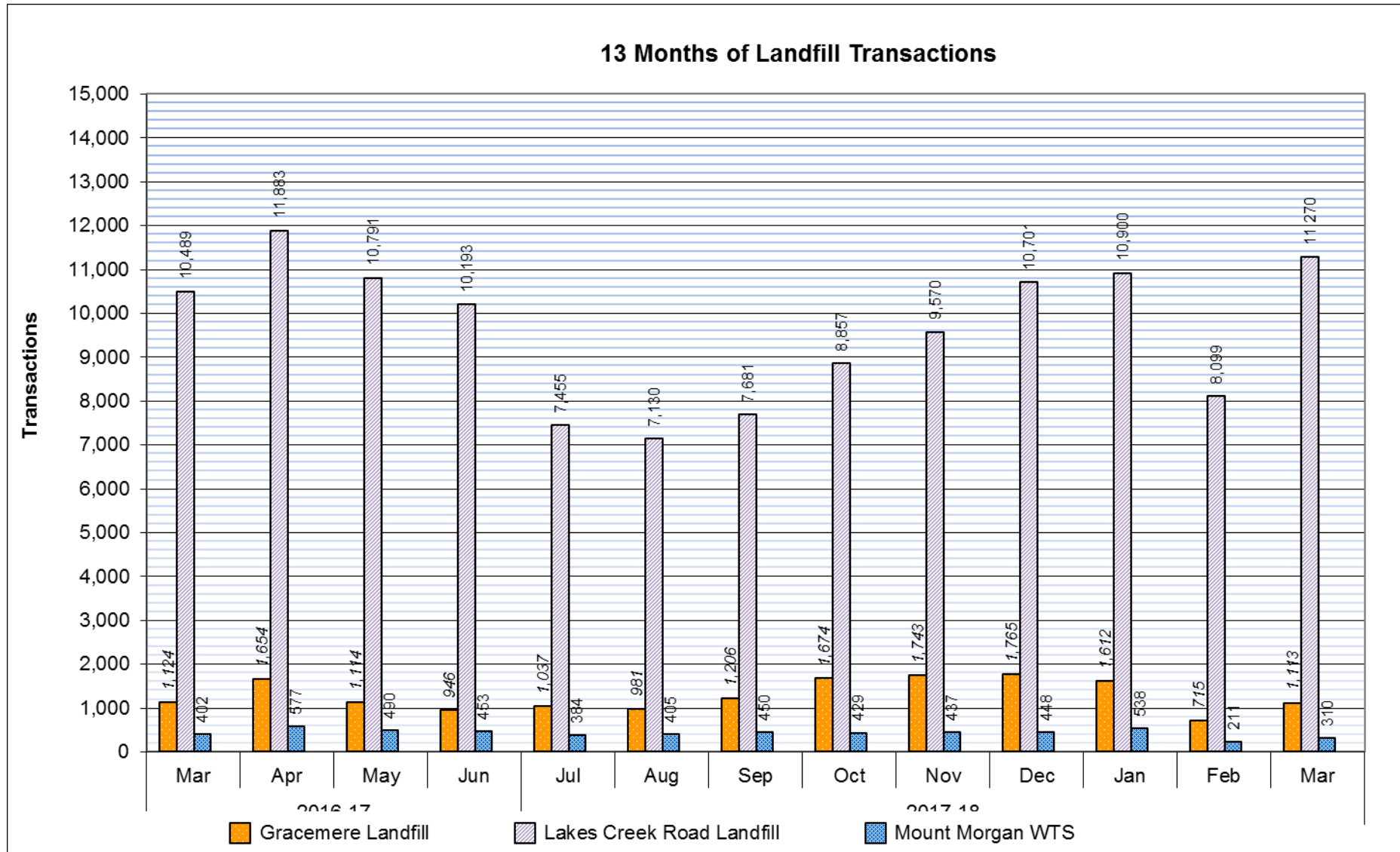
The above graph depicts the number of general waste and recycling bins serviced monthly over a 13 month period.



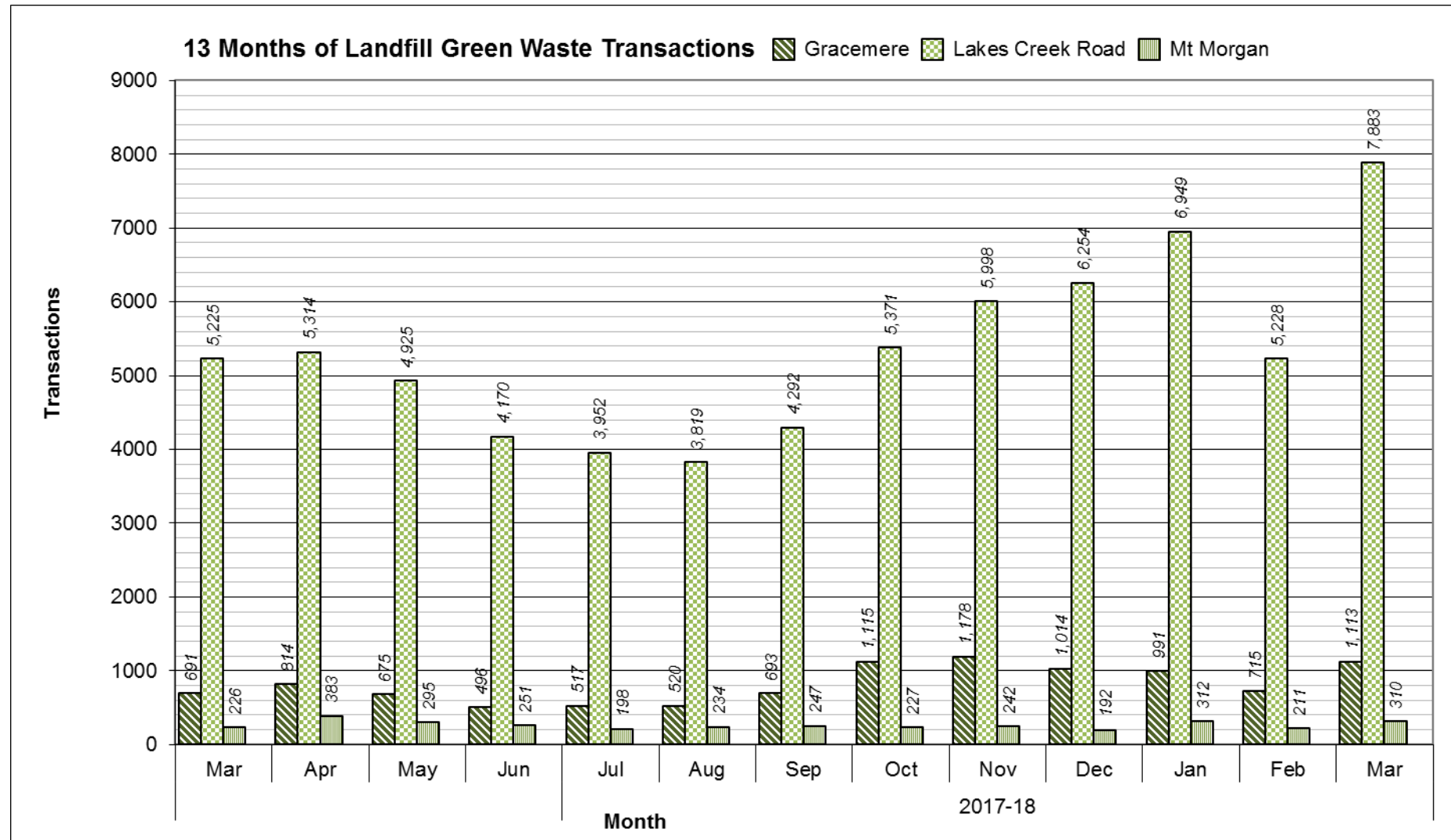
The above graph depicts the number of general waste wheelie bins serviced and the rated wheelie bins for both domestic and commercial waste collection services over a 13 month period



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



The above graph depicts the number of transactions at Waste Facilities on a monthly basis during a 13 month period



The above graph depicts the number of free green waste transactions at Waste facilities over a 13 month period.

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