



# **AIRPORT, WATER AND WASTE COMMITTEE MEETING**

## **AGENDA**

**17 JANUARY 2017**

*Your attendance is required at a meeting of the Airport, Water and Waste Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 17 January 2017 commencing at 3.00pm for transaction of the enclosed business.*

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

**CHIEF EXECUTIVE OFFICER**  
10 January 2017

Next Meeting Date: 14.02.17

**Please note:**

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

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**1 OPENING**

**2 PRESENT**

Members Present:

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

In Attendance:

Mr R Cheesman – Deputy Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Airport, Water and Waste Committee held 6 December 2016

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

## **6 BUSINESS OUTSTANDING**

### **6.1 BUSINESS OUTSTANDING TABLE FOR AIRPORT, WATER AND WASTE COMMITTEE**

**File No:** 10097  
**Attachments:** 1. Business Outstanding Table  
**Authorising Officer:** Evan Pardon - Chief Executive Officer  
**Author:** Evan Pardon - Chief Executive Officer

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#### **SUMMARY**

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

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

THAT the Business Outstanding Table for the Airport, Water and Waste Committee be received.

# **BUSINESS OUTSTANDING TABLE FOR AIRPORT, WATER AND WASTE COMMITTEE**

## **Business Outstanding Table**

**Meeting Date: 17 January 2017**

**Attachment No: 1**

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
19 July 2016	Decommissioning of the West Rockhampton Sewage Treatment Plant - Additional Justification	THAT Council proceed with the previously adopted decision to decommission the WRSTP and construct a rising main to divert all WRSTP flows to the SRSTP and capital funding as per Table 1 be given budgetary consideration at the earliest opportunity.	Jason Plumb	31/12/2016	Budget allocation included in the September revision of the capital budget for Council adoption on 13 December. Once this allocation is adopted, this project will be tracked using the normal reporting processes
16 August 2016	Ongoing Management of Inflow and Infiltration in Sewerage Networks	THAT Council receive this report and approve a selective inspection program for a period of three months from 1 September 2016 to 30 November 2016 of customer properties in South Rockhampton to enable defective or unauthorised connections to sewer to be identified and rectified in order to reduce inflow and infiltration to the sewerage networks during wet weather events.  THAT a policy be developed in relation to raising and sealing access chambers on private property.	Jason Plumb	31/12/2016	The inspection program has commenced and the early stage findings are being used to inform the development of a policy relating to works on access chambers located on private property.
06 December 2016	Rockhampton Regional Waste and Recycling Participation at Rocky Swap 2016	THAT Rockhampton Regional Council approach the event coordinators to seek involvement and to provide support to the event in its approach to waste management and recycling.	Craig Dungleison	20/12/2016	



## **7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## **8 OFFICERS' REPORTS**

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

**File No:** 7927  
**Attachments:** 1. Monthly Operations Report - December 2016  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Scott Waters - Acting Executive Manager Regional Development

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#### **SUMMARY**

*The monthly operations and annual performance plan report for the Rockhampton Airport as at 31<sup>st</sup> December 2016 is presented for Councillors information.*

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

THAT the Corporate Services Departmental Operations and Annual Performance Plan Report for the Rockhampton Airport as at 31 December 2016 be "received".

#### **COMMENTARY**

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

#### **CONCLUSION**

It is recommended that the monthly operations and annual performance plan report for the Rockhampton Airport as at 31<sup>st</sup> December 2016 be received.

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

**Monthly Operations Report - December  
2016**

**Meeting Date: 17 January 2017**

**Attachment No: 1**

## MONTHLY OPERATIONS REPORT

### Rockhampton Airport

### Period Ended 31 December 2016

#### OBJECTIVES

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

#### VARIATIONS, ISSUES AND INNOVATIONS

Nil.

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

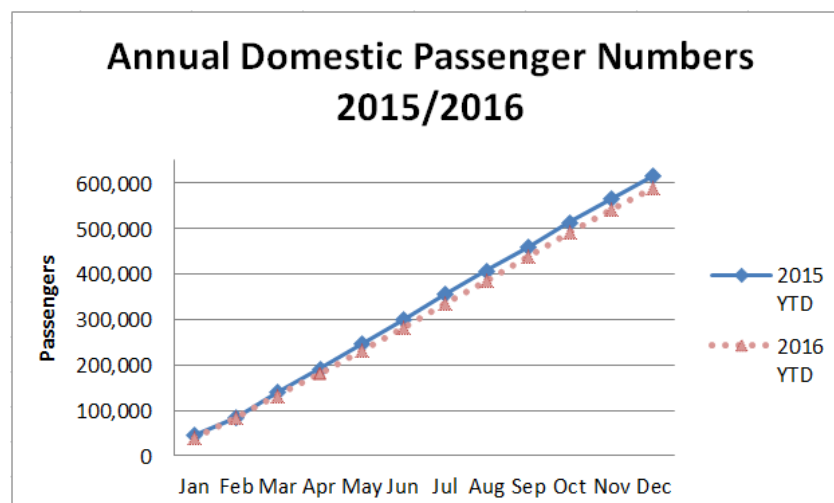
The bulk fuel tank supplying the two 500kVA generators was placed into position as part of the emergency power upgrades.



#### Passenger Numbers

Domestic passenger numbers for December 2016 were 49,347 compared to December 2015 49,716.

#### Audit and Compliance



There are no outstanding audit or compliance matters to report.

A security exercise was held in conjunction with Queensland Police. The aim of Exercise Skyraid was to evaluate the emergency response arrangements to a terrorist scenario involving Rockhampton Airport.

The inaugural Airport Ramp Safety Committee meeting was held with representatives from the airline ground handlers in attendance.

Capricorn Helicopter Rescue Service commenced construction of their new hangar facility on Canoona Road.

#### Airport Lighting System

Works are focused on the compilation of commissioning documentation prior to submission to CASA for approval.

#### Asset Management

The Airport Facilities team is continuing to develop, implement and improve the Asset Preventative Maintenance Program.

#### High Voltage Power Supply

Ergon Energy has provided a detailed cost estimate \$350,000 for the alternate supply preferred option and the estimated delivery 30 November 2017 for Ergon Energy works only. The electrical engineering consultant is compiling a summary report for consideration in the future development of the airport.

#### Terminal Standby Power System

The installation work has been delayed due to availability of the new switchboard. It is anticipated that the new system will be installed in January 2017 and commissioned by mid-February 2017. The Contract Scope of Works has been amended to include additional works for the installation of fencing around the generators and fuel tank, and the removal of redundant switchgear.

Removal of the redundant generator and in-ground fuel tank is currently under investigation.

Planning is underway for two major power outage activities. The activity for February 2017 will connect and conduct final commissioning of the new generators. The second activity for March/April 2017 will remove redundant switchgear.

## LINKAGES TO OPERATIONAL PLAN

### 1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for December 2016 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q2	
			Received	Completed												
Airport General Enquiries	0	0	1	1	0	0	10	●	10.00	●	5.50	●	4.00	2.40	●	7.00
Airport Services General Enquiries	0	0	0	0	0	0	10	●	0.00	●	0.00	●	0.00	0.00	●	0.00

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

### **Safety Statistics**

The safety statistics for the reporting period are:

	FIRST QUARTER		
	October	November	December
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Injuries	0	0	0
Number of Completed Hazard Inspections	n/a	5	3

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Aircraft accident, incident or malfunction occurs within the Rockhampton airport precinct resulting in possible death or injury, financial loss, interruption to airline service delivery, damage to infrastructure and reputation damage to the airport	Moderate 6	Upgrade airport lighting system.	Stage 1: 30/6/2014  Stage 2: 30/6/2015  Stage 3: 31/12/2016	90%	Now 100% Stage 1 ALER complete and main runway transformers replaced to improve circuit reliability from zero MΩ to 0.17MΩ as at December 2014. Back to zero as at end November and rectification being carried out in Early December. Late December readings back up to an acceptable 0.13MΩ level. Stage 2 Pit & Duct completed mid November 2014 and rectification works commenced August 2016. Stage 3 commenced, estimated completion date end December 2016.
Security breach or threat at the airport resulting in possible death or injury,	Moderate 6	Replace hard key system on all gates and access points with	28/02/2017	90%	High risk gates in Main apron installed

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
reputation damage to the airport, additional costs, disruption to airline services due to airport closure, infrastructure damage, fines in relation to a regulatory breach		proximity card electronic card system so lost cards can have access withdrawn.			New locks now being rolled out in GA area.  Further locks to be installed on perimeter fence.  Program should be complete by 28/2/2017.
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 now - 1/07/2018	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.  Upgrade of RPT and GA Apron flood lighting to meet LUX standards.  Review of Asset Management Plan	Stage 1: 30/6/2015        30/06/2017	80%	Main Runway condition re-assessment by AECOM completed and recommendations included in 10 yr Capex program.  HV capacity evaluation being progressed with Ergon Energy for medium and long term  Chilled water system capacity improved with better control system and new heat exchange units  High Risk Fire Hydrant Systems now completed  Air-conditioning condition report completed.  HV Transformers condition



Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
					<p>evaluation completed.</p> <p>Roads pavement condition assessment completed</p> <p>Airport Council owned buildings condition assessment completed and priority 1 defects being addressed.</p> <p>FRW has undertaken condition report on mains water and replacement of priority section completed final section in Capex program.</p>
<p>1. Lack of a Business Continuity Plan to provide viable options for the airport to continue to operate or offer alternate air travel arrangements for the public.</p> <p>2. Natural disasters, Fire, Flood, Cyclones, Earthquake, Storm.</p> <p>3. IT or Communications failures.</p> <p>4. Aircraft crash on airport.</p>	High 4	Develop a contingency plan for reduced or ceased terminal operation capacity and ensure all planning is integrated into any whole of council planning for business continuity management.	31/12/2015	100%	<p>An outline of a proposed Continuity plan has been developed and will be further refined to identify contingency plans that are in place and need to be developed.</p> <p>Learnings of the recent TC Marcia will be incorporated. Draft completed with a list of suppliers of emergency and temporary equipment &amp; facilities being compiled. Completed.</p>

**Legislative Compliance & Standards**

Legislative Compliance Matter	Due Date	% Compl eted	Comments
Annual Airport Electrical Inspection	November 2016	80%	Aerodrome Operation Support Pty Ltd conducted an inspection of the key aviation related electrical components at the aerodrome. Awaiting receipt of the official report.
Annual Airport Technical Inspection	November 2016	80%	Aerodrome Operation Support Pty Ltd conducted an inspection of the aerodrome facilities, equipment, procedures and OLS. Awaiting receipt of the official report.
Aviation Security Identification Card (ASIC) Program	December 2016	100%	A variation to the ASIC Program has been approved on 6 December 2016 by the National Coordinator.
Annual Runway Friction Testing	March 2017	0%	An external contractor is engaged to undertake this specialised testing.
Emergency Exercise (Table-Top Exercise)	May 2017	0%	A 'Table-top' exercise is conducted on alternate years to the field exercise or whenever there is a change of major participants.
Biannual Review of Airport Security Risk Register	September 2017	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 2017	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.

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

At the time of writing this report the revised budget had not been adopted, hence the budget estimate column below is the adopted budget plus carry overs. The status includes some intended commentary, however a workshop scheduled for the 16<sup>th</sup> January will provide more detail in this regard. Next month's report will have the revised budgets amounts.

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
<b>CAPITAL WORKS PROGRAM</b>					
987693 – Improve Terminal Access for People with Disabilities.	Ongoing	December 2016	<b><u>Complete</u></b> All Terminal disability toilet doors have been reconfigured.	\$30,000	\$0

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
<b>CAPITAL WORKS PROGRAM</b>					
<p>Commentary:</p> <p>Implementation of systems and equipment that will assist people with disabilities to access the Airport terminal building and facilities.</p>					
959133 – RPT Apron Lighting	29/08/13	Project Concept Plan & Scope of Works - May 2017	<p><b>WIP</b></p> <p>Initial works have been completed to ensure the continued operation of the RPT Apron Lighting and a Service provider has been engaged to design a compliant lighting system. (\$90,000)</p> <p>16/17 - Develop Project Concept Plan &amp; Scope of Works on completion of the compliant Lighting Design (\$15,000).</p> <p>Proposed to delay this project due to changes to operational requirements (\$105,000 16/17)</p>	\$450,031	\$85,260
<p>Commentary:</p> <p>Upgrading RPT apron lighting fittings, switchgear and control equipment to meet current LUX standards.</p>					
959135 – GA Apron Lighting	17/02/12	Project Concept Plan & Scope of Works - June 2017	<p><b>WIP</b></p> <p>Remainder pending changes to Runway 04/22, shortening/narrowing.</p> <p>16/17 - Service provider has been engaged to review the original lighting system design. (\$2,100)</p> <p>17//18 - Develop Project Concept Plan &amp; Scope of Works on completion of the compliant Lighting Design (\$15,000).</p> <p>18/19 - Proposed upgrade works programmed (\$350,000).</p>	\$306,000	\$0
987694 – Refurbish Terminal Concourse Toilets	Early 2015	Stage 1 – March 2017	<p><b>WIP</b></p> <p>Planning implementation of Stage 1 – Removal of entry doors from all four main toilets.</p>	\$80,000	\$0
<p>Commentary:</p> <p>It has been identified that the terminal toilets are under capacity during peak operating hours and</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
<b>CAPITAL WORKS PROGRAM</b>					
require redesign to increase capacity.					
987712 – Replace General Aviation Power Switchboards	Early 2015	Phase 1 – April 2017	<u><b>WIP</b></u> An overall project approach has been developed consisting of 4 phases. 16/17 – Phase 1 – Develop Concept Plan & Scope of Works for Phase 2. (\$17,250) 17/18 – Phase 2 – Replace Area 3 (Aeroworx) Switchboard (oldest/non-compliant switchboard) (\$60,000).	\$108,550	\$4,010
<p>Commentary:</p> <p>A condition assessment has identified that several General Aviation switchboards are significantly deteriorated and require replacement.</p>					
1047109 – Replace existing storage- workshop- office- lunchroom (site BD)	Sept 15	Phase 1 – May 2017	<u><b>WIP</b></u> Design is complete; tenant has been consulted as to the scope of works; tenant has been advised that work is to commence on Phase 1 early 2017. Planning to implement in 2 Phases: 16/17 – Phase 1 – Install hanger extension and renew electrical connection (\$65,000). 17/18 – Phase 2 – Install office and lunchroom demountable and remove old building (\$100,000).	\$158,774	\$2,640
<p>Commentary:</p> <p>The office/storage area for the Aeroworx complex requires replacement. The first stage of redevelopment will be building an additional annex adjacent to the current Aeroworx hangar/workshop.</p>					
987926 – Upgrade terminal standby power generator	Sept 15	June 2017	<u><b>WIP</b></u> Construction works is progressing to plan. New system planned to be operational mid-February 2017. Additional works required installation of fencing around	\$356,138	\$352,935

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
<b>CAPITAL WORKS PROGRAM</b>					
			the generators, removal of redundant switchgear and removal of redundant generator and in-ground fuel tank (\$150,000).		
<p>Commentary:</p> <p>The essential load on our current stand by generator exceeds its capacity. The two new generators will meet the required capacity and allow for future growth of the Airport Terminal Precinct. The replacement generators will be an important element of our business continuity plan for the Airport.</p>					
987682 – Replace various Airport IT Systems Software and Hardware	N/A	N/A	<p><b><u>To be advised.</u></b></p> <p>Reallocated to 987926 – Upgrade Terminal Standby Power Generator</p>	\$54,098	\$0
<p>Commentary:</p> <p>Funding made available for any Airport IT Systems that may require replacing or upgrading.</p>					
987723 – Replace Air Conditioning Chilled Water Unit	Jan 17	Concept Plan & Scope of Works - April 2017	<p><b><u>WIP</u></b></p> <p>Develop a Project Concept Plan &amp; Scope of Works for approval (\$15,000).</p>	\$15,000	\$0
<p>Commentary:</p> <p>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.</p> <p>The project will consist of a concept (scope of works), design, construction and commissioning stages. While this project continues over several years the initial concept and design will be for the entire project.</p> <p>This project is being reviewed as part of the revised Capital Budget.</p>					
983763 – Main Runway Resurface (Consultancy)	1/12/14	Delivery of resurface 2017 - 2019	<p><b><u>Completed</u></b></p> <p>Resurfacing of primary aircraft movement area pavements</p>	\$837,286	\$16,718
<p>Commentary:</p> <p>A considerable area of high strength, heavy asphalt surface will require renewal. The assistance of a specialist consultant will minimise the capital, and in service operational risk associated with delivery of this project. The current engagement will also provide a closer estimate of the capital required to complete the project.</p>					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD Actual Including Committals
<b>CAPITAL WORKS PROGRAM</b>					
983769 – Replacement CBS (Security) Equipment	July 2016	Dec 2016	<u>WIP</u> Finalising requirements procurement	\$300,000	\$144,800
<p>Commentary:</p> <p>Replacement of the Matrix Server.</p>					
987685 – Renewal of aviation security infrastructure	Ongoing	Ongoing	<u>WIP</u> Recurring annual project	\$55,314	\$0
<p>Commentary:</p> <p>A complete review is being undertaken of the CCTV, Car Park and Cardax access systems to achieve better coverage of critical areas on airport and in the Terminal precinct.</p> <p>Installation of CCTV cameras and associated infrastructure.</p>					
959150 – Runway Lighting System Replacement	18/12/11	31/08/16	<u>WIP</u> <ul style="list-style-type: none"> <li>Stage 1 – Practical completion issued 24 April 2014. List of final defects repaired.</li> <li>Stage 2 – Practical completion has been issued. Issues with initial Contractor being available to repair defects. Current on-site contractor has been engaged to repair defects.</li> <li>Stage 3 – Contractor is continuing work.</li> </ul>	\$823,539	\$497,683 (Excluding committals)
<p>Commentary:</p> <p>Major Projects are managing this project; please refer to the Major Projects Monthly Report for more detail.</p> <p>Stage 1 – Airfield Lighting Equipment Room (ALER) – Construction of a new ALER to house the electrical and control equipment associated with the new Aeronautical Ground Lighting System (AGL).</p> <p>Stage 2 - Pit &amp; Duct Network for Main Runway and Taxiways – Installation of the electrical pit and duct network to house the main electrical and control wiring network associated with the new AGL System.</p> <p>Stage 3 - AGL System for Main Runway and Taxiways – Installation of the electrical and control equipment and network, including light fittings, for the new AGL System. This stage also includes the installation of the standby generator set required to support the new AGL System.</p>					

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

As at period ended December 2016 – 50% of year lapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Drainage Study for Future Developments	\$47 916	\$38 067	79%	<p><b><u>Completed</u></b></p> <p>This study is to determine the best options for a new road off Hunter Street to open up land for development and effects of the footprint of any new developments on the floodplain and how these can be mitigated in order for the developments to proceed. The study is progressing with input from flood modelling initially, of a local flood event.</p> <p>This project will proceed with additional flood modelling with estimates of proposed anticipated future development footprints.</p>

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

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

##### Required Outcomes compared for the same period in 2015/2016

	<u>Monthly Target</u>	<u>Result</u> <u>Monthly / YTD</u>
Passenger Numbers	+1%	-0.7 / -2.7
Aircraft Movements*	+1%	-12.5% / -7.3%
Bird Strikes	3 per month	2 / 22
Lost Time Days – workplace injuries	0	0 / 0
Reported Public Injuries on Airport Precinct	0	0 / 0
Customer Requests Actioned	100%	100% / 100%
Airline Engagement Meetings	Every 3 months	Yes / Yes
Military Exercise Briefings Attended	100%	Yes / Yes

\*Aircraft Movements – December figures were not available on Airservices Australia website at the time of lodging the report. November figures were utilised for statistical data and therefore year to date (YTD) data is only up until November 2016.

#### AIRPORT FINANCIAL

##### Summary

Total revenue is slightly below the percentage of year elapsed at 49.60% with operating expenditure also being lower than the percentage of year elapsed at 45.74% resulting in a small surplus position.

All percentages are exclusive of committals unless specifically mentioned.

Capital

Overall Airport's capital expenditure is currently below the percentage of year elapsed at 22.70% of budget. When committals are included for works yet to be completed this equates to 39.25%.

The majority of the Airport's capital expenditure YTD relates to the runway lighting power distribution switching system replacement, upgrade of the terminal standby power generator and the RPT apron lighting project.

**End of Month General Ledger - (Operating Only) - FINANCE AND BUSINESS****As At End Of December 2016**

Report Run: 06-Jan-2017 15:18:23 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target 50% of Year Gone
	\$	\$	\$	\$	\$	%	
<b>CORPORATE SERVICES</b>							
<b>AIRPORT</b>							
<u>Airport Operations</u>							
Revenues	(10,100)	(10,100)	0	(5,118)	(5,118)	51%	✓
Expenses	2,320,244	2,079,733	61,625	721,841	783,466	35%	✓
Transfer / Overhead Allocation	155,750	155,750	0	61,714	61,714	40%	✓
<b>Total Unit: Airport Operations</b>	<b>2,465,894</b>	<b>2,225,382</b>	<b>61,625</b>	<b>778,437</b>	<b>840,062</b>	<b>35%</b>	<b>✓</b>
<u>Airport Facilities</u>							
Revenues	(596,300)	(596,300)	0	(232,871)	(232,871)	39%	✗
Expenses	4,076,659	4,149,527	429,386	1,731,702	2,161,088	42%	✓
Transfer / Overhead Allocation	88,930	88,930	0	3,507	3,507	4%	✓
<b>Total Unit: Airport Facilities</b>	<b>3,569,289</b>	<b>3,642,157</b>	<b>429,386</b>	<b>1,502,338</b>	<b>1,931,724</b>	<b>41%</b>	<b>✓</b>
<u>Airport Administration</u>							
Revenues	(55,000)	(55,000)	0	(50,777)	(50,777)	92%	✓
Expenses	3,700,513	4,067,209	1,534	2,054,933	2,056,467	51%	✗
Transfer / Overhead Allocation	5,086,626	4,524,814	0	2,540,988	2,540,988	56%	✗
<b>Total Unit: Airport Administration</b>	<b>8,732,139</b>	<b>8,537,024</b>	<b>1,534</b>	<b>4,545,144</b>	<b>4,546,678</b>	<b>53%</b>	<b>✗</b>
<u>Airport Commercial</u>							
Revenues	(15,182,255)	(14,804,770)	3,002	(7,570,103)	(7,567,101)	51%	✓
Expenses	412,894	398,167	32,398	131,838	164,236	33%	✓
Transfer / Overhead Allocation	2,040	2,040	0	67	67	3%	✓
<b>Total Unit: Airport Commercial</b>	<b>(14,767,321)</b>	<b>(14,404,563)</b>	<b>35,400</b>	<b>(7,438,197)</b>	<b>(7,402,797)</b>	<b>52%</b>	<b>✓</b>
<b>Total Section: AIRPORT</b>	<b>0</b>	<b>0</b>	<b>527,945</b>	<b>(612,278)</b>	<b>(84,334)</b>	<b>-350628777719496000%</b>	<b>✓</b>



**8.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2016****File No:** 7927**Attachments:** 1. RRWR Monthly Operations and Annual Performance Plan Report at 31 December 2016**Authorising Officer:** Peter Kofod - General Manager Regional Services**Author:** Craig Dunglison - Manager RRWR

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**SUMMARY**

*The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of December 2016*

**OFFICER'S RECOMMENDATION**

THAT the RRWR Monthly Operations and Annual Performance Plan report for December 2016 be received.

**ROCKHAMPTON REGIONAL WASTE  
AND RECYCLING MONTHLY  
OPERATIONS AND ANNUAL  
PERFORMANCE PLAN AS AT 31  
DECEMBER 2016**

**RRWR Monthly Operations and Annual  
Performance Plan Report at  
31 December 2016**

**Meeting Date: 17 January 2017**

**Attachment No: 1**

## Rockhampton Regional Waste & Recycling Monthly Operations And Annual Performance Plan Report

Period Ended 31 December 2016

### VARIATIONS, ISSUES AND INNOVATIONS

#### Piggy Back project

Council's design consultant identified problematic soil conditions at the eastern side of the proposed Piggy Back fill area and further soil investigation and modelling was performed to ensure a stable design. The concept design is being finalised based on the result and it is proposed that a summary of the concept design be tabled at Council's Airport, Water and Waste Committee meeting on 14 February 2017.

The additional work has delayed the Piggy Back design schedule by about two months which in turn is affecting the delivery of other capital works at Lakes Creek Road Landfill. Projects affected are the final capping of Stage 1 and the placement of pre-loading required for the stabilisation of weaker soil on the eastern side.

#### Paintback Scheme

The collection of architectural and decorative paint commenced at Lakes Creek Road Waste Management Facility in early December 2016 with Paintback Limited. The collection of this paint is proving to be successful with 6 stillages of paint collected in December 2016.

#### Lakes Creek Road Waste Management Facility, Bird Management

Bird management activities at Lakes Creek Road Waste Management Facility continued throughout the month of December in line with our Bird Management Plan prepared by Avisure. Wildlife experts from Ecosure commenced performing active bird dispersal from mid-November and are continuing as required. Daily bird counts are also being undertaken to monitor the effects. It is expected that this will be an ongoing requirement for Lakes Creek Road Waste Management Facility. From early December the Lakes Creek Road Landfill commenced using specialist landfill tarps (TarpARMOR, Automatic Tarping Machine) to cover the active landfill face each afternoon so that waste is covered each day before the operations cease. The use of these specialist landfill tarps is considered best practice.

#### Closed Landfill – Non-Invasive Investigations

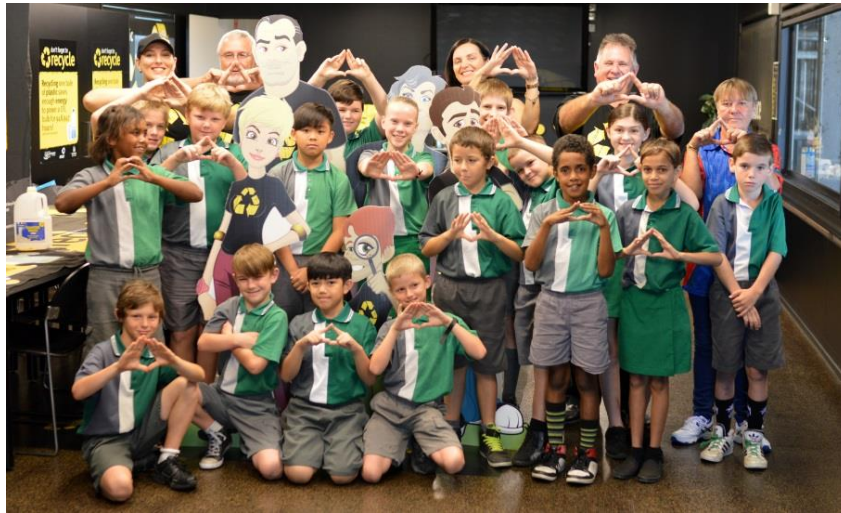
A "non-invasive" investigation into closed landfills is continuing. The aim of this investigation is to determine the location of the waste mass at each site to permit safe usage of the site. The investigation is using a device that generates an electronic pulse which is directed into the ground. The pulse is affected by metal and water particles present in the soil. The results can be assessed to determine the presence of waste and the possible depth of the waste. This information will permit Council to assess the appropriate action it is required to take in regards to each site.

#### Recycling Heroes and National Recycling Week 2016

National Recycling Week 2016 was held from November 7 – 13. During this week, RRWR officially relaunched the Recycling Heroes campaign which features new look Recycling Heroes and a number of exciting projects.

The refresh introduces five animated characters (*Professor Paper*; *Ali Minium*; *Glass Girl*; *Steel* and *Mr Fantastic Plastic* 7), based upon the campaign's original stars. Together, the team work together to defeat recycling's arch enemy – the villainous *Contamination*.





To launch this campaign, local media, as well as year 4 students from Glenmore State Primary School were invited to a presentation and tour of the Material Recovery Facility. During the media opportunity, RRWR presented the new look heroes in the form of large cardboard cut-outs. There was also a special appearance from one of the campaign original heroes.

During this week, the Heroes and recycling itself were further promoted by RRWR through an update of RRWR's section of Council's website, social media posts, print media advertisements and displays at Rockhampton's libraries, Customer Service Centres and the MRF.

#### **School's Colouring-In Competition Calendars**

As per previous years, children from across the region were invited to take part in RRWR's artwork competition earlier this year, with winning entries to be featured in our annual community calendar. Tying in with our new look Recycling Heroes campaign, the 2016 competition requested students to draw their very own recycling hero comic strip.

The winners were announced during National Recycling Week, with special presentations made at each school. These presentations welcomed respective Councillors as well as RRWR staff. Prizes included a Smiggles voucher for each student, as well as an Officeworks voucher for the school and a bus subsidy to visit the MRF over the next school year.

Calendars have been distributed throughout the Region - including Council Libraries, Customer Service Centres, and each school in the Region. For the first time, the calendars were accompanied with Recycling Hero school book stickers which feature our recycling heroes and special recycling messages and tips.

#### **2016 Cancer Council Christmas Parade**

RRWR commenced the Christmas season by participating in the annual Christmas Parade held by the Cancer Council. The involvement saw the RRWR team deck a waste collection vehicle and utility vehicle with Christmas and recycling themed decorations. As seen in previous years, the team also used the parade as an opportunity to distribute the new Community Calendars - which was well received by the parade's spectators.





**Mount Morgan Christmas Tree Festival**

RRWR took the opportunity to further promote our service to the Region by taking part in the 2016 Mount Morgan Christmas Tree Festival. This Festival is held by the Mount Morgan community annually and invites local businesses, services and groups to enter a unique tree in the display.

RRWR staff created the entry pictured below. It came complete with a wire tree decorated with mini wheelie bin lids, candy cane filled mini wheelie bins, recycling pamphlets and glowing "RRWR" letters.

Following the event, coordinators informed our team of the positive comments made by attendees on our entry and involvement.



## LINKAGES TO OPERATIONAL PLAN

## 1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

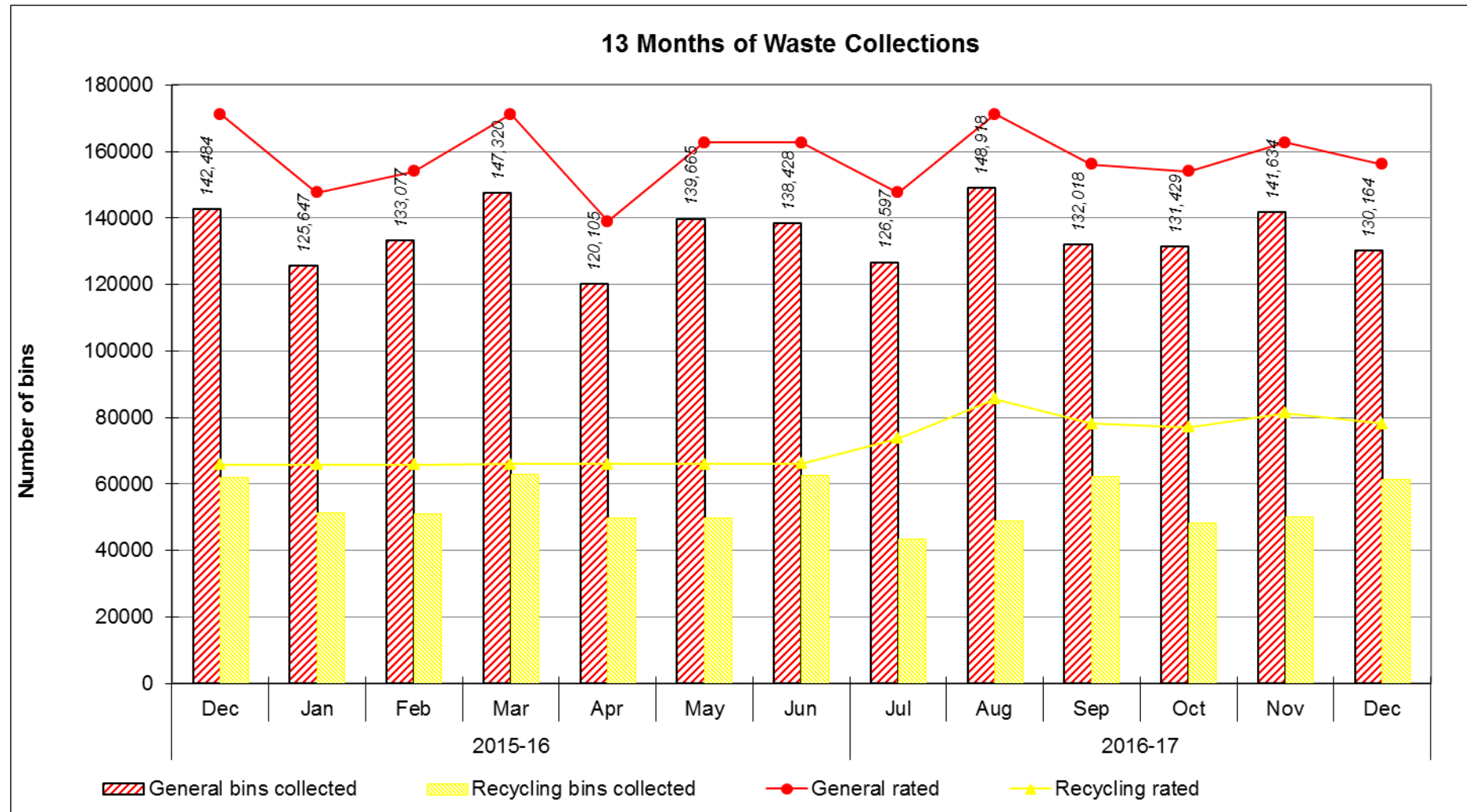
## RRWR Traffic Light Report December 2016



## All Monthly Requests (Priority 3) RRW&R 'Traffic Light' report December 2016

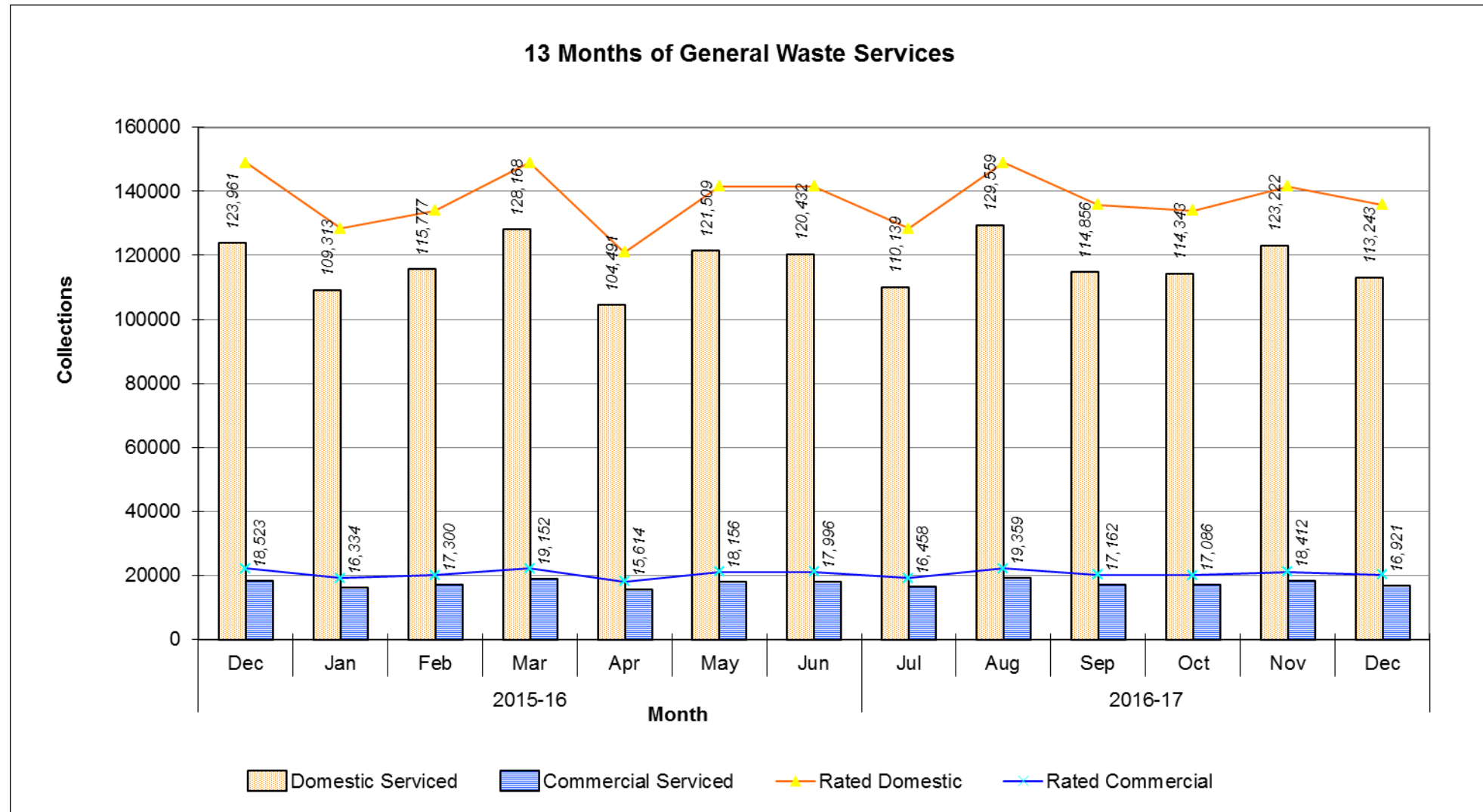
	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q2
			Received	Completed								
Waste/Recycling - RATES NOTICE QUERY	0	0	1	1	0	0	10	● 2.00	● 0.67	● 1.30	1.30	● 1.50
Additional Recycling Service (Fee applies) JJ RICH	0	0	4	2	2	0	2	● 4.50	● 1.71	● 1.27	0.75	● 2.00
Additional Waste Service (Fee applies) RRC	0	0	14	14	0	0	2	● 0.43	● 0.50	● 0.46	0.30	● 0.48
Park Bins (RRC Park/Reserve areas)	2	2	2	2	0	0	23	● 0.00	● 4.07	● 7.37	6.45	● 1.33
Change to Existing Bins (JJ RICHARDS)	5	5	7	5	2	0	5	● 3.60	● 2.78	● 2.02	1.15	● 3.46
Change to Existing Bins (RRC)	4	4	11	11	0	0	2	● 0.82	● 1.66	● 1.66	0.86	● 1.71
Missed Service Recycling - SAME DAY JJ RICHARDS	1	1	8	5	3	0	2	● 1.40	● 1.70	● 1.34	0.79	● 1.78
Missed Service Waste - SAME DAY ENQUIRY RRC	2	2	20	19	1	0	2	● 0.47	● 0.55	● 0.60	0.52	● 0.64
Missed Recycling Bin JJ (Not out or Truck Missed)	4	4	33	22	11	0	2	● 1.73	● 1.63	● 1.30	0.87	● 1.82
Missed General RRC (Bin Not Out or Truck Missed)	7	7	30	30	0	0	2	● 0.40	● 0.48	● 0.50	0.40	● 0.49
New ( First) Bin Set Up (Domestic/Recycle & Comm)	5	5	25	20	5	0	5	● 1.35	● 2.54	● 2.54	1.98	● 2.32
Repair JJ Richards Recycle ( Bin To Be Empty )	0	0	0	0	0	0	5	● 0.00	● 3.50	● 3.48	1.85	● 2.00
Repair RRC General Waste Bin ( Bin To Be Empty )	1	1	12	11	1	0	2	● 1.18	● 1.26	● 1.09	0.74	● 1.40
Replacement Bin JJ (Damaged/Lost/Stolen)	7	7	7	4	2	0	5	● 1.25	● 3.03	● 3.04	2.19	● 3.44
Replacement Bin RRC (Damaged/Lost/Stolen)	13	12	54	44	5	0	2	● 1.05	● 1.24	● 1.11	0.71	● 1.54
Special Event Bins (Parks/Halls etc)	0	0	3	3	0	0	2	● 0.33	● 0.83	● 1.33	0.61	● 0.80
Landfills & Transfer Station - Waste Facilities	0	0	1	1	0	0	1	● 1.00	● 1.06	● 1.96	2.27	● 1.33
Waste and Recycling General Query	15	12	37	25	8	0	5	● 2.36	● 2.61	● 2.18	1.95	● 3.22
Compliment or Complaint RRC or JJ Richards	0	0	2	2	0	0	2	● 1.50	● 2.33	● 1.54	0.47	● 1.11

Comment: Nil

**Waste collections rolling 13 month graph**

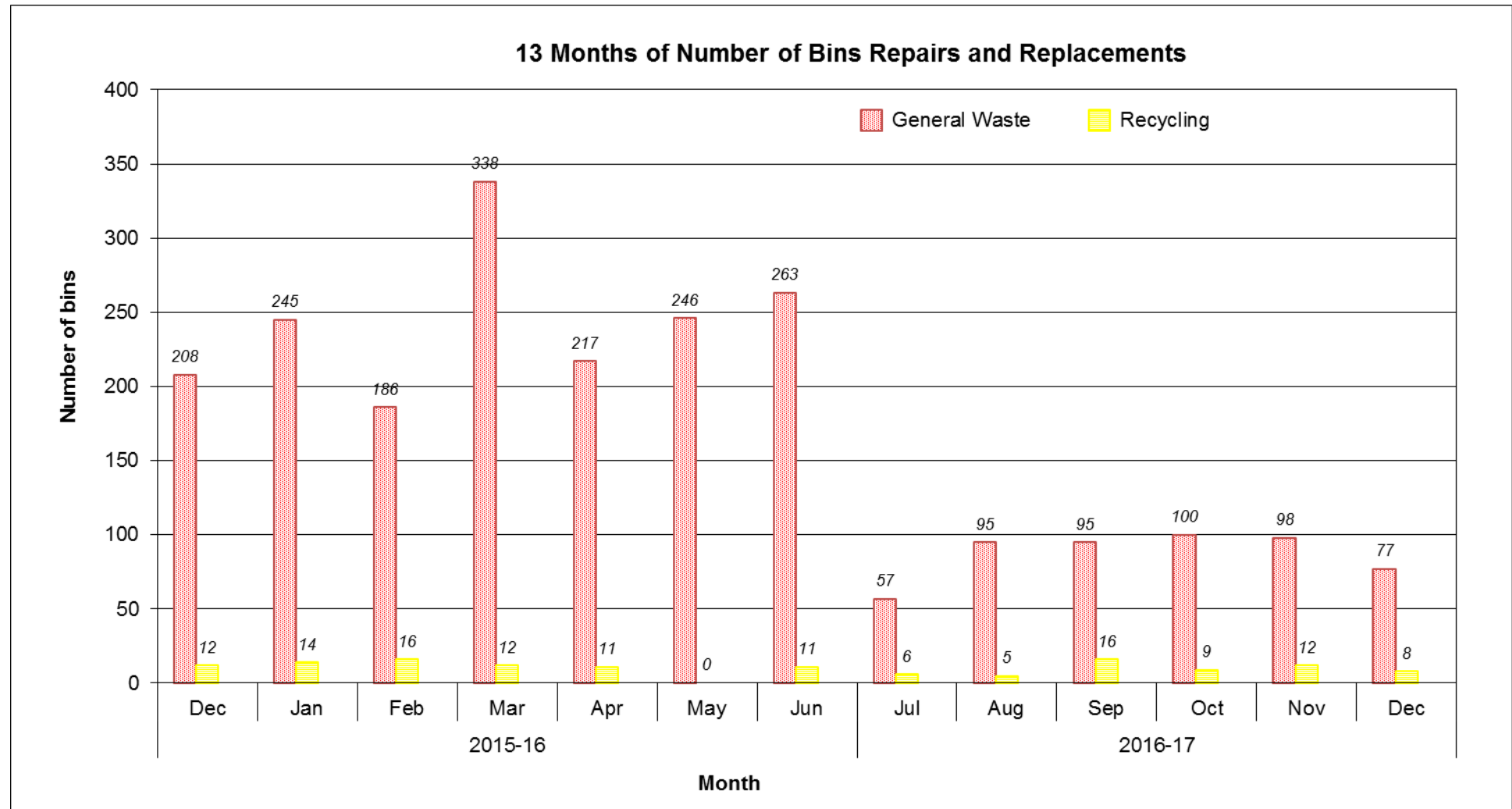
The graphs above shows the number of General Waste and Recycling bins serviced on a monthly basis during the past 13 month period.

## Waste services rolling 13 month graph



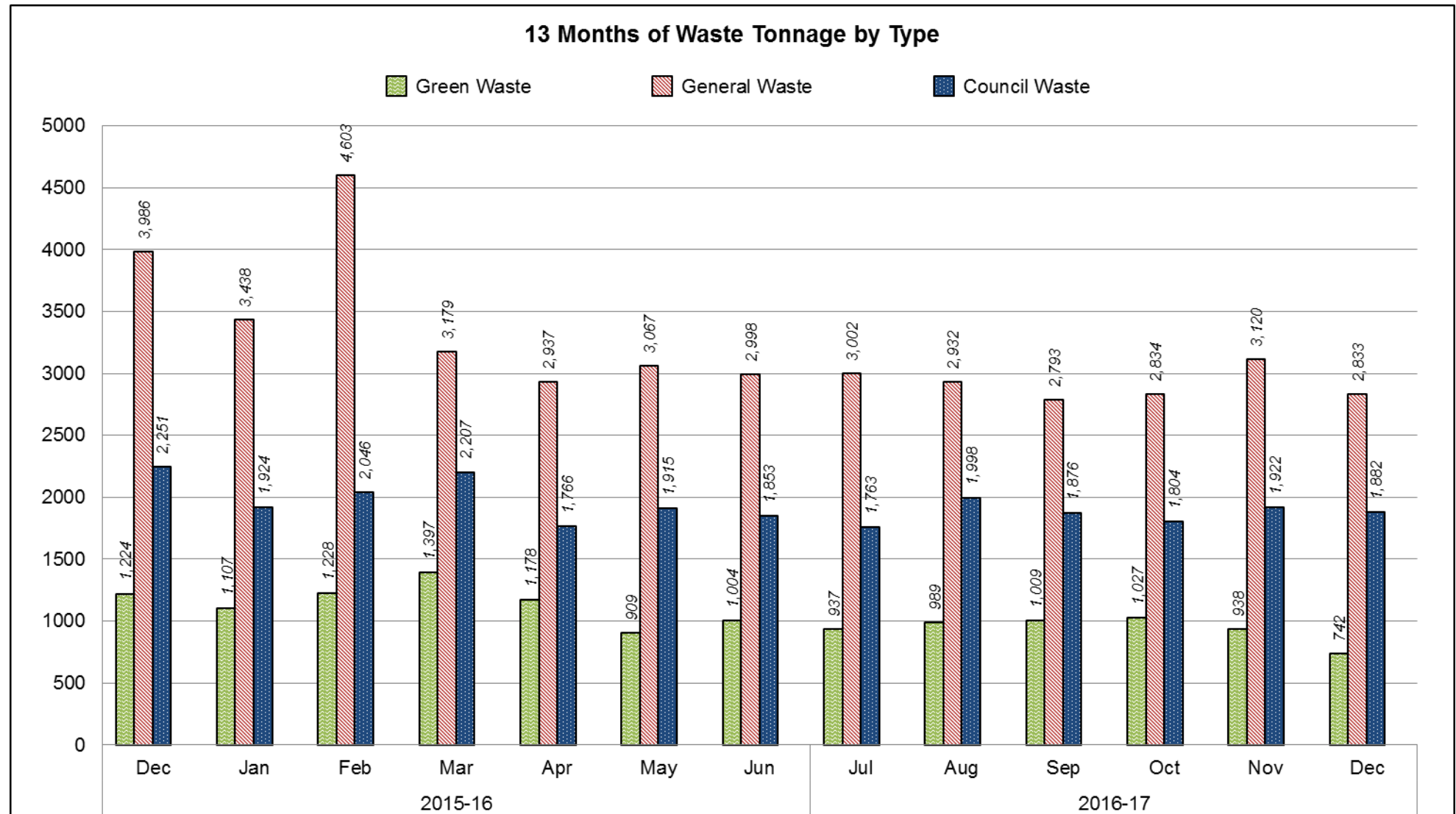
The graph above depicts the division of domestic and commercial waste collection services on a monthly basis during the past 13 month period. Fluctuations from month to month are true to months showing four and five week periods.



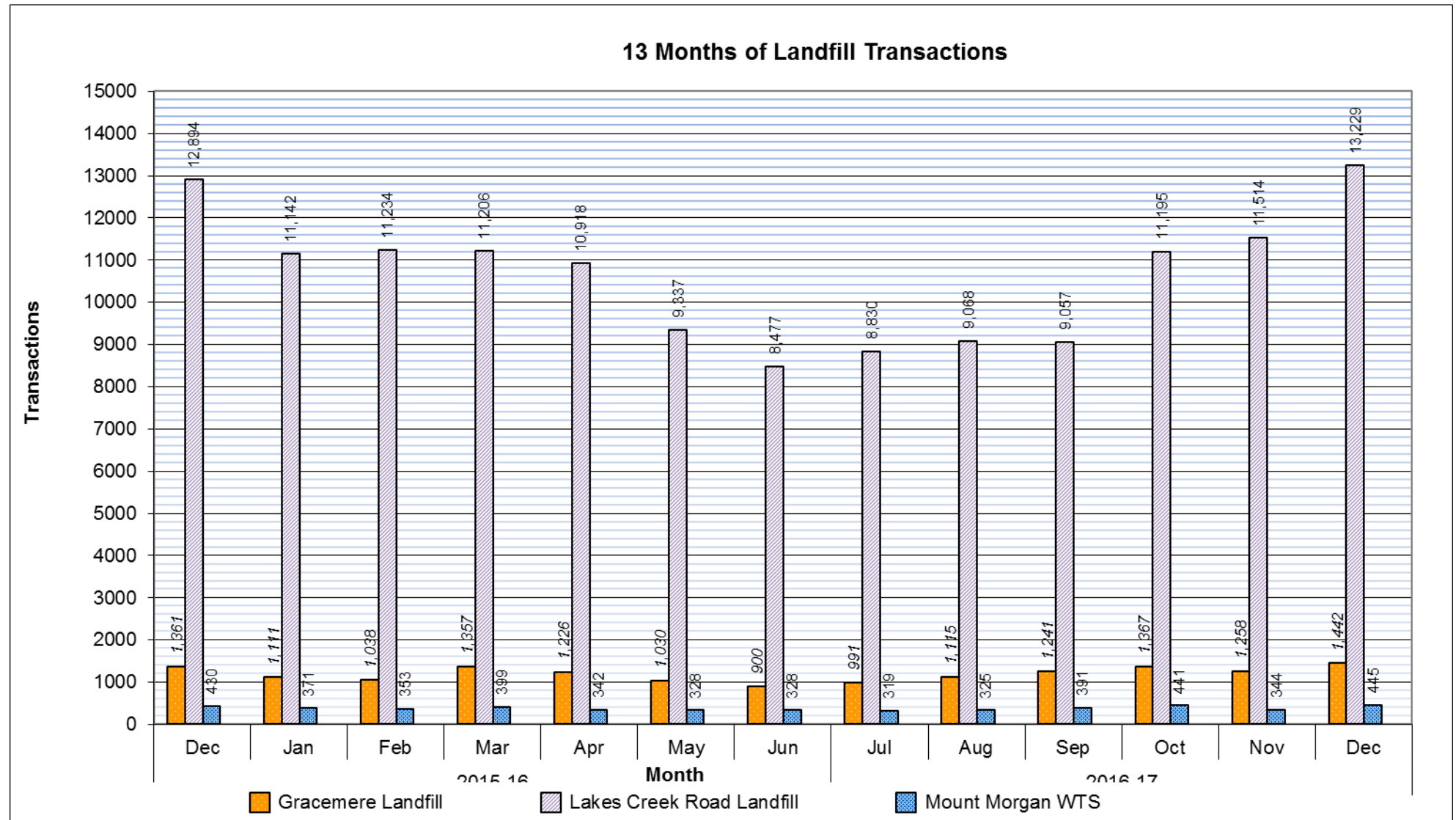
**Wheelie bin repair and replacement rolling 13 month graph**

The graph above shows the number of wheelie bins replaced on a monthly basis during the past 13 month period.

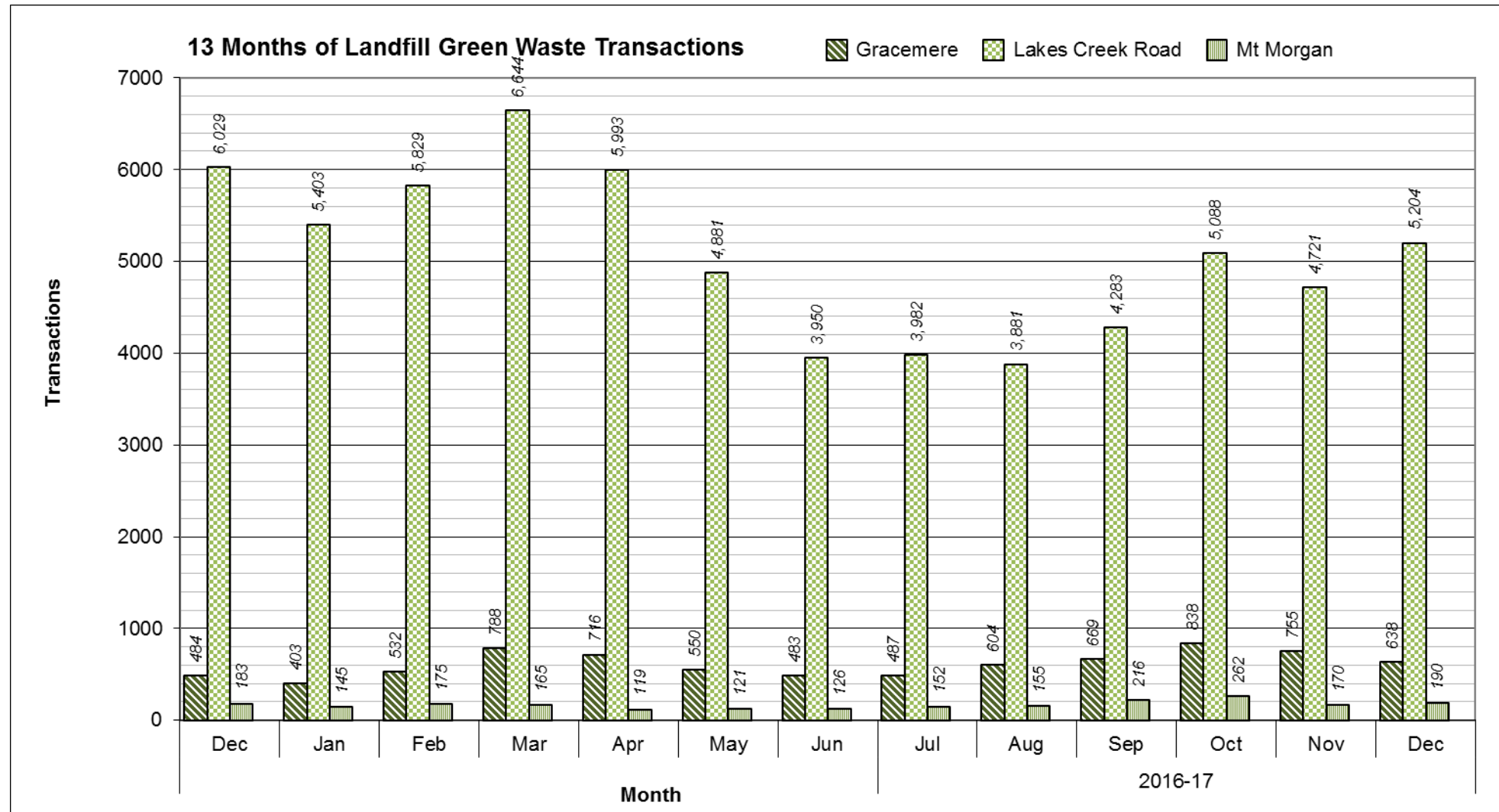
There has been a significant drop off with bin replacement requests due to enforcing policy which requires payment or police report for stolen or damaged bins.

**Waste tonnage by waste type rolling 13 month graph**

The graphs above show waste tonnage by waste types accepted at all facilities on a monthly basis during the past 13 month period.

**Landfill transactions rolling 13 month graph**

The graphs above show the number of transactions to landfill facilities on a monthly basis during the past 13 month period.

**Green waste transactions rolling 13 month graph**

The graphs above shows the number of Green Waste Transactions accepted at facilities with electronic record keeping capabilities on a monthly basis during the past 13 month period.

**2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS*****Safety Statistics***

The safety statistics for the reporting period are:

	SECOND QUARTER 2016/17		
	OCTOBER	NOVEMBER	DECEMBER
<b>Number of Lost Time Injuries</b>	0	0	0
<b>Number of Days Lost Due to Injury</b>	19	0	2
<b>Total Number of Incidents Reported</b>	2	0	0
<b>Number of Incomplete Hazard Inspections</b>	0	0	0

**Risk Management Summary**

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Loss of a major waste management facility due to a natural or man-made disaster, i.e. flood, storm damage, discovery of unexploded ordinance, discovery of a hazardous waste type, etc. which may result in the community not having any location to effectively dispose of its waste causing possibly a decrease in public health and a significant potential for large scale environmental harm to be caused. This will cause Council strong damage to its reputation and a strong loss of confidence in the ability of Council to manage large facilities/processes on behalf of the community.	Low 7	Nil	N/A	N/A	Nil action this period
Failure to adequately fund, maintain and have operational Council's waste asset system which may result in financial loss through increased maintenance costs and service delivery disruptions; and a loss of confidence in Council's ability to manage a large facility on behalf of the community.	Low 7	Nil	N/A	N/A	Nil action this period
The objectives, targets and actions plans contained in Council's Waste Reduction and Recycling Plan 2015-2024 (WRRP) [Strategic Waste Management Plan] are not realised affecting Council's reputation through broadening negative publicity with loss of customer confidence in the ability to manage a large facility/process on behalf of the community.	Moderate 5	1. Develop plans and budget to fulfil actions listed in the WRRP	N/A	N/A	Waste Awareness Officer and the Manager RRWR have commenced to develop individual actions for each WRRP goal – this was ongoing for this period

**Legislative Compliance & Standards**

Legislative Compliance Matter	Due Date	% Completed	Comments
Quarterly and Annual Performance Plans	30/09/16 31/12/16 31/03/17 30/06/17	100%	Monthly section report has been amended to reflect quarterly statistics. Annual Performance is under production.
National Pollutant Inventory	30/09/16	100%	Annual reporting has been completed and was submitted in September 2016.
Landfill Licences – Department of Environment and Heritage Protection (EHP)	Ongoing for Licences	Ongoing	New licences / Environmental Approvals (EA) have been supplied by EHP for all Council Waste Facilities. The EA are being reviewed to ensure that current operational practices align with the EA requirements.
Annual Report	30/09/16	100%	Both the Annual Report and Annual Return have been completed and were submitted in September 2016.
Annual Return	30/09/16	100%	
Queensland Waste Data System	Quarterly	ongoing	Supply of waste tonnages processed through all landfills. October, November and December figures have been submitted.
Production of Waste Reduction and Recycling Plan (WRRP) as required under the Waste Reduction and Recycling Act		100%	The WRRP has been adopted by Council and the detail plans to enact each action are being developed - ongoing.
Fatigue Management	Ongoing	ongoing	All staff met the requirements of the Fatigue Policy for this month.
RiskWare	Ongoing	ongoing	Monitored via Hazard Inspections, regular RRWR Safety Meetings and consistent highlighting at all Tool Box Meetings – ongoing  The recording of days free of Loss Time Injuries (LTI) commenced in August and RRWR is currently at 149 days (as at 10.01.17) with no LTI, which surpasses the Units previous record of 141 days.

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

The following abbreviations have been used within the table below:

LCRL	Lakes Creek Road Landfill
WTS	Waste Transfer Station

ROCKHAMPTON REGIONAL WASTE & RECYCLING CAPITAL WORKS PROGRAM					
2016/2017					
Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
LCRL – Remediation	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	50%	\$874,778	\$506,500
<b>Comment:</b> Capping and remediation of LCR landfill is ongoing with majority of funding allocated to finalising Stage 1. Commenced with capping of legacy waste areas as well.					
Gracemere WTS Design and Construct	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	0%	\$75,000	\$625
<b>Comment:</b> Funding for design only, construction 17/18 Financial year					
240Litre Mobile Garbage Bin (Wheelie Bin) Purchases	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
	01/07/16	30/06/17	30%	\$259,971	\$63,485
<b>Comment:</b>					
Capping and Closure of Stage 1 and 2	Start	Expected	Status	Budget	YTD actual (incl committals)



<b>– Gracemere landfill</b>	<b>Date</b>	<b>Completion Date</b>		<b>Estimate</b>	
	01/07/16	30/06/17	0%	\$28,977	\$0
<b>Comment:</b> Commenced with engagement of consultant to finalise the design. The proposed design is to consider FIDO capping.					
<b>LCRL Augmentation</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	12%	\$4,168,540	\$916,250
<b>Comment:</b> Design Tenders awarded. Site investigation completed and the consultant is progressing the concept design.					
<b>LCR Landfill Push pit cover</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	100%	\$0	\$12,439
<b>Comment:</b> Manufacture and install cover over push pit opening for safety.					
<b>LCR Pedestrian Path Office to WTS</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	20%	\$40,000	\$17,821
<b>Comment:</b> Install footpath between administration office and WTS to mitigate risk for pedestrians traversing between locations. Design completed and invited quotations.					
<b>LCR Front Gates and Lights</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	100%	\$2,000	\$1,487
<b>Comment:</b>					
<b>LCR Traffic Layout Redesign of Recycle Drop Off Area</b>	<b>Start Date</b>	<b>Expected Completion</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>

		<b>Date</b>			
	01/07/16	30/06/17	5%	\$0	\$57,707
<b>Comment:</b> Commenced with concept plans to improve traffic flow through the Recycle Drop Off Area in order to improve safety and increase recycling.					
<b>LCR Stormwater pipes and outlets</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	75%	\$0	\$63,840
<b>Comment:</b> Construction of new stormwater pipes and outlets to minimise volume of contaminated surface water					
<b>LCR Pond B and Pond E overflow</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	0%	\$0	\$862
<b>Comment:</b> Create an overflow structure to formalise environmental release point. This work forms part of LCR augmentation project and is required to increase the holding capacities of the existing ponds. Expenditure will be transferred to the appropriate capital works number.					
<b>LCR Recycle New Roof Structures</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	20%	\$0	\$7,183
<b>Comment:</b>					
<b>Automatic Tarping Machine</b>	<b>Start Date</b>	<b>Expected Completion Date</b>	<b>Status</b>	<b>Budget Estimate</b>	<b>YTD actual (incl committals)</b>
	01/07/16	30/06/17	100%	\$0	\$109,600
<b>Comment:</b> Purchase equipment to reduce the uncovered main face area in order to control bird numbers in line with the Lakes Creek Landfill Bird Management Plan.					

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

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

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

Service Delivery Standard	Target	Current Performance
Weekly collection of domestic waste on same day every week	98%	99.97%
Weekly collection of commercial waste	95%	99.97%
Fortnightly Collection of domestic recyclable waste	98%	99.92%
Fortnightly Collection of commercial recyclable waste	98%	99.92%
Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	91.45%
Collection services will be made available within four working days upon application by owner	98%	82.06%
Provision of assisted services within ten working days from application by owner	100%	85.68%
Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	86.73%

as at 31 December 2016

**6. FINANCIAL MATTERS**

Percentage of year elapsed 50%

**End of Month General Ledger - (Operating Only) - REGIONAL SERVICES****As At End Of December 2016**

Report Run: 06-Jan-2017 16:47:38 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %
<b>REGIONAL SERVICES</b>						
<b>WASTE &amp; RECYCLING SERVICES</b>						
<u>RRWR Waste Operations</u>						
Revenues	(5,271,399)	(4,220,552)	0	(1,861,852)	(1,861,852)	44% ✖
Expenses	5,060,329	4,983,233	955,686	2,133,831	3,089,517	62% ✖
Transfer / Overhead Allocation	(579,500)	(579,500)	0	(508,563)	(508,563)	88% ✓
<b>Total Unit: RRWR Waste Operations</b>	<b>(790,570)</b>	<b>183,180</b>	<b>955,686</b>	<b>(236,584)</b>	<b>719,102</b>	<b>393% ✓</b>
<u>RRWR Collections</u>						
Revenues	(96,770)	(96,770)	0	(16,220)	(16,220)	17% ✖
Expenses	3,860,514	3,758,914	1,827	1,438,200	1,440,027	38% ✓
Transfer / Overhead Allocation	2,164,276	2,079,061	0	960,413	960,413	46% ✓
<b>Total Unit: RRWR Collections</b>	<b>5,928,020</b>	<b>5,741,205</b>	<b>1,827</b>	<b>2,382,393</b>	<b>2,384,220</b>	<b>42% ✓</b>
<u>RRWR Management</u>						
Revenues	(13,323,774)	(13,180,912)	0	(6,600,196)	(6,600,196)	50% ✓
Expenses	3,163,797	2,708,895	25,240	1,460,260	1,485,500	55% ✖
Transfer / Overhead Allocation	2,289,310	2,147,016	0	1,194,314	1,194,314	56% ✖
<b>Total Unit: RRWR Management</b>	<b>(7,870,666)</b>	<b>(8,325,001)</b>	<b>25,240</b>	<b>(3,945,622)</b>	<b>(3,920,382)</b>	<b>47% ✖</b>
<b>Total Section: WASTE &amp; RECYCLING SERVICES</b>	<b>(2,733,217)</b>	<b>(2,400,616)</b>	<b>982,753</b>	<b>(1,799,813)</b>	<b>(817,060)</b>	<b>34% ✖</b>

Note – Actual amounts contained in these reports do not represent all actuals for October month end as end of month journals are still yet to be processed for October.

**Operational Summary**

Total revenue is below the percentage of year elapsed at 45.36% with operating expenditure also lower than the percentage of year 41.85% resulting in a current surplus position. All percentages are exclusive of committals unless specifically mentioned.

**Capital Summary**

RRWR capital project expenditure is below the percentage of year elapsed at 24.14% of RRWR's budget. When committals are included for works yet to be completed this equates to 32.34%. The majority of RRWR capital expenditure to date relates to the LCR landfill life extension, LCR capping project, purchase of the automatic tarping machine, rubbish bin replacement project and LCR stormwater outlets.

**8.3 FRW MONTHLY OPERATIONS REPORT - DECEMBER 2016**

**File No:** 1466  
**Attachments:** 1. FRW Monthly Operations Report - December 2016  
**Authorising Officer:** Peter Kofod - General Manager Regional Services  
**Author:** Jason Plumb - Manager Fitzroy River Water

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**SUMMARY**

*This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 December 2016.*

**OFFICER'S RECOMMENDATION**

THAT the FRW Monthly Operations Report for December 2016 be received.

# **FRW MONTHLY OPERATIONS REPORT - DECEMBER 2016**

## **FRW Monthly Operations Report - December 2016**

**Meeting Date: 17 January 2017**

**Attachment No: 1**

## MONTHLY OPERATIONS REPORT

### FITZROY RIVER WATER

#### Period Ended 31 December 2016

#### VARIATIONS, ISSUES AND INNOVATIONS

##### *Innovations*

Nil

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

FRW's recently completed the Council Approved Inspection Program to identify locations where stormwater can enter the sewerage network during wet weather events. This program focused on areas in South Rockhampton which are known to experience unusually high inflows during wet weather events. A photograph showing a stormwater pipe directed into the overflow relief gully shows an example of unauthorised plumbing that almost certainly causes stormwater inflow. The data presented in the Table below shows that a defect has been identified in approximately 25% of the properties inspected to date. Although most of these defects are relatively minor, they all contribute to the problem created when excessive stormwater enters the sewerage network. In each instance, follow-up actions are being taken to rectify the defects that have been identified.



	Whole of Program Totals
Properties Inspected	1212
Faults Identified (Internal)	168
Faults Identified (FRW infrastructure)	119
Major sources of storm water inflow identified	32



## LINKAGES TO OPERATIONAL PLAN

## 1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 31 December 2016 are as below:

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	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	Avg Completion Time (days) Q2
			Received	Completed										
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	0	0	0	0	0	0.00	2	0.00	2.25	1.43	0.64	1.33
Network Construction - Reworks (Reinstatement Proj	0	0	0	0	0	0	0	0.00	1	0.00	0.67	0.83	0.60	0.00
Network Construction - Planned Works (Scheduled Re	0	0	0	0	0	0	0	0.33	1	0.00	1.92	1.39	0.23	0.00
Customer Service - Rebate Residential FRW USE ONLY	1	1	10	9	1	0	0	0.00	30	0.56	3.77	3.97	3.04	4.05
Customer Service - Rebate Undetected Leaks	14	6	6	2	12	0	0	0.00	120	3.50	20.92	31.80	31.36	12.43
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	1	0	1	0	0	13.04	2	0.00	4.75	4.83	5.00	3.00
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
Development - Building Over Sewerline	0	0	6	5	0	0	0	0.00	7	3.00	2.08	2.29	1.85	2.00
Network Systems ( Network Analysis Water or Sewer)	0	0	1	1	0	0	0	0.00	7	0.00	6.00	5.00	1.00	5.00
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	0.00	1.50	1.33	1.33	0.00
Development - Strategic Water	0	0	0	0	0	0	0	0.00	10	0.00	8.00	9.33	6.00	0.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	0.00	0.00	0.00	0.00	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	0	0	0	0	0	205.03	7	0.00	4.67	5.50	4.75	4.50
Network Services - No Water (Asset)	0	0	5	4	1	0	0	1.02	1	0.17	0.26	0.31	0.25	0.17
Network Services - Reactive Sewerage Block (Asset)	13	12	24	22	3	1	0	2.38	1	2.80	8.67	4.67	4.73	7.18
Network Services - Sewer Reimbursements	0	0	1	1	0	0	0	0.00	7	3.00	1.44	2.10	0.89	1.00
Network Services - Sewer Inflow Inspection/Enquiry	2	0	2	2	2	0	0	1.54	7	4.00	0.89	1.04	8.45	0.79
Network Services - Water Leaks (Asset)	0	0	93	90	3	1	0	-1.46	1	0.46	1.25	1.10	0.85	0.70
Network Services- Poor Water Pressure (Asset)	0	0	3	3	0	0	0	-8.95	1	1.14	0.97	1.11	0.57	0.89
Process - Tradewaste	0	0	8	6	2	0	0	-0.46	7	3.29	3.02	3.20	2.51	2.18
Network Services - Lids/Cover (Asset)	0	0	2	1	1	0	0	-0.72	1	2.50	1.31	2.29	1.32	1.31
Network Services - Meter Maintenance (Asset)	35	33	43	35	10	7	0	0.99	1	8.18	2.32	1.49	1.61	5.88
Network Services Private Works/Standard Connection	0	0	1	1	0	0	0	0.00	5	0.00	1.42	3.59	1.79	2.40
Network Services - Reinstatements	4	2	3	2	3	1	0	4.08	1	1.75	3.85	2.93	5.73	3.86
Network Services Special Read Enquiry (Pty Strn)	1	1	1	1	0	0	0	0.00	10	7.00	4.88	4.14	1.80	4.14
Network Services - Water Meter Reading Enquiry	0	0	6	4	1	0	0	25.80	10	4.00	4.17	4.73	3.99	2.67
Process - Odour (Sewer Only) (Asset)	0	0	1	1	0	0	0	39.81	1	1.80	1.52	2.19	0.74	1.73
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	0.00	0.00	0.00	0.00
Process - Drinking Water Quality (Asset)	0	0	6	6	0	0	0	13.50	1	1.56	1.58	1.23	0.59	1.50
Water Meter Read Search - "NOT FOR CSO"	28	27	89	61	29	0	0	0.00	90	3.03	4.99	4.76	4.88	4.67

**Comments and Additional Information**

FRW uses Pathway escalations to monitor service performance compliance to the Customer Service Standards. The last column is the best indicator of average completion times for standard jobs.

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

### **Safety Statistics**

The safety statistics for the reporting period are:

	SECOND QUARTER 2016/17		
	October	November	December
<b>Number of Lost Time Injuries</b>	0	1	0
<b>Number of Days Lost Due to Injury</b>	21	33	45
<b>Total Number of Incidents Reported</b>	5	4	3
<b>Number of Incomplete Hazard Inspections</b>	0	0	1

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

### *Treatment and Supply*

- No lost time injuries for the month.
- One employee is currently on long term lost time injury.
- Two safety incidents were reported for the month.

Each incident was associated with minor damage to assets or equipment with no injury sustained in either incident.

### *Network Operations*

- No lost time injuries for the month.
- One employee currently on a long term lost time injuries.
- One incident reported for the month.

One incident involving asset damage for the month, wherein an excavator came in contact with a low voltage overhead power line.

### **Risk Management Summary**

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Inadequate physical security resulting in disruption or loss of critical services and supply, serious injury or death, damage to assets, theft; and damage to reputation.	Moderate 5	1. Conduct security audit of all sites and update as necessary.  2. Finalise and implement FRW Maintenance Strategy.	31/01/17	90%	Draft maintenance strategy completed.  Queensland Police Service have increased patrols of FRW sites.  External consultant security report completed with implementation of recommendations commencing.  Construction of new fencing now underway.

### Legislative Compliance and Standards

All services were provided in accordance with the relevant standards as required by legislation and licence conditions for both water and sewerage activities.

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

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	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/ committals
<b>NETWORK OPERATIONS CAPITAL WORKS PROGRAM</b>					
<b>Rockhampton/Gracemere Water</b>					
Western Street (Lion Creek – Meade) 200/150mm water main replacement.	September 2016	January 2017	98%	\$313,012	\$346,301
<b>Comments:</b> 200mm AC main replacement project.					
Quay Street (Denham – William) 150mm water main replacement.	August 2016	January 2017	90%	\$108,311	\$195,115
<b>Comments:</b> Water main replacement works being carried out in conjunction with Civil Operations Riverbank Project. Scope of works increased significantly to include replacement of existing CI mains in Denham Street and Quay Lane.					
<b>Comments:</b> 100mm AC main replacement project. Construction complete.					
West Street (Derby – Caroline) 150mm water main replacement.	November 2016	February 2017	40%	\$374,984	\$231,214
<b>Comments:</b> 150mm CI main replacement project.					

Rockhampton/Gracemere Sewer					
Sewer rehabilitation program (including Building over Sewer)	July 2016	June 2017	64%	\$700,000	\$451,909
<b>Comments:</b> Rehabilitation and renewals annual program of works.					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer Construction (Stages 2 & 3 incl. SPS)	July 2015	December 2017	55%	\$4,200,000 (15/16 – 17/18) Including \$1m BOR	\$1,767,981
Comments: On Schedule. Significant increase in cost due to stabilised backfill requirements specified within TMR reserve. Scope of project increased slightly to service additional properties. Stage 2 construction 100% complete with testing completed. Construction of Stage 3 section within TMR reserve scheduled for completion January 2017.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
Pipeline from West to South STP – Design Phase	July 2014	June 2017	75%	\$50,000	\$13,189
Comments: Stage 1 (Jardine Park to Murray St) potholing completed with detailed design commencing. Stage 2 potholing about to commence. Construction to commence pending the adoption of the September Budget Revision in late January.					
R SRSTP Primary Valve Pit Replacement	July 2014	December 2016	100%	\$85,115	\$94,712
Comments: Complete. New valve actuators installed and commissioned.					
M W Dam No 7 CCTV Installation	July 2014	February 2017	30%	\$30,000	\$2700
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Qld Government for access to their communications tower. Procurement of CCTV and communications equipment underway.					
M WTP CCTV Installation	July 2014	February 2017	30%	\$15,000	\$0
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Optus for access to their communications tower. Specification for equipment procurement in preparation.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	February 2017	90%	\$25,000	\$6,500
Comments: New inlet flow meter installed and installation of new pump impellers planned for lower consumption period after summer rainfall.					
R – S NRSTP Aerator Replacement	July 2015	February 2017	90%	\$50,000	\$50,875
Comments: New aerator paddles installed on aerator No. 3 and further work to be completed on aerator No. 2 later in January.					

Barrage Crane and Rail Restoration	December 2013	December 2016	100%	\$386,085	\$1,156,718
Comments: Project work complete with final contract claims now being processed.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	May 2016	100%	\$3,366,922	\$3,208,854
Comments: Complete.					
GWTP Highlift Pump Station Upgrade (Stage 2)	August 2014	August 2016	100%	\$3,510,000	\$3,260,898
Comments: Practical Completion issued in late August. Dispute over application of Liquidated Damages currently being discussed.					
MMWTP Coagulant Dosing Upgrade	January 2014	March 2017	70%	\$70,000	\$49,968
Comments: Project delayed slightly by heavy rainfall events causing changes to the raw water quality. Work to recommence again in February.					
G Lucas St WPS pump and electrical switchboard upgrade	January 2014	November 2016	100%	\$541,628	\$542,655
Comments: Complete.					
R – North Rockhampton SPS No. 1 and 2 electrical upgrade	July 2015	June 2017	30%	\$500,000	\$166,536
Comments: Design work well underway with on-site works to commence in the next couple of months. Project will now include the installation of four new pumps which will arrive in April.					
R – NRSTP RAS pump renewal	July 2016	February 2017	50%	\$25,000	\$27,301
Comments: Pumps delivered and ready for installation works to commence.					
MMSTP Floating Wetland Trial	July 2016	December 2016	100%	\$50,000	\$44,168
Comments: Project construction completed with plants currently establishing and monitoring underway.					
R – SCADA Upgrade	July 2016	February 2017	30%	\$250,000	\$3,251
Comments: Design phase underway with on-site works to commence in early February.					
R – WPS Thozet Rd Generator Installation	October 2016	February 2017	60%	\$400,000	\$112,099
Comments: Generator purchased with deliver expected by mid-January prior to installation commencing.					
R – SRSTP Replace Handrails	October 2016	February 2017	60%	\$25,000	\$0
Comments: Installation work well underway with completion expected in late January.					
R – SRSTP Inlet Screen Generator Installation	October 2016	December 2016	100%	\$15,000	\$27,259

Comments: Complete. Generator installed to provide back-up power to key STP functions during an extended outage.

MM – STP construct additional drying bed storage	August 2015	December 2016	100%	\$40,000	\$23,855
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Comments: Complete.

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

As at period ended 31 December 2016.

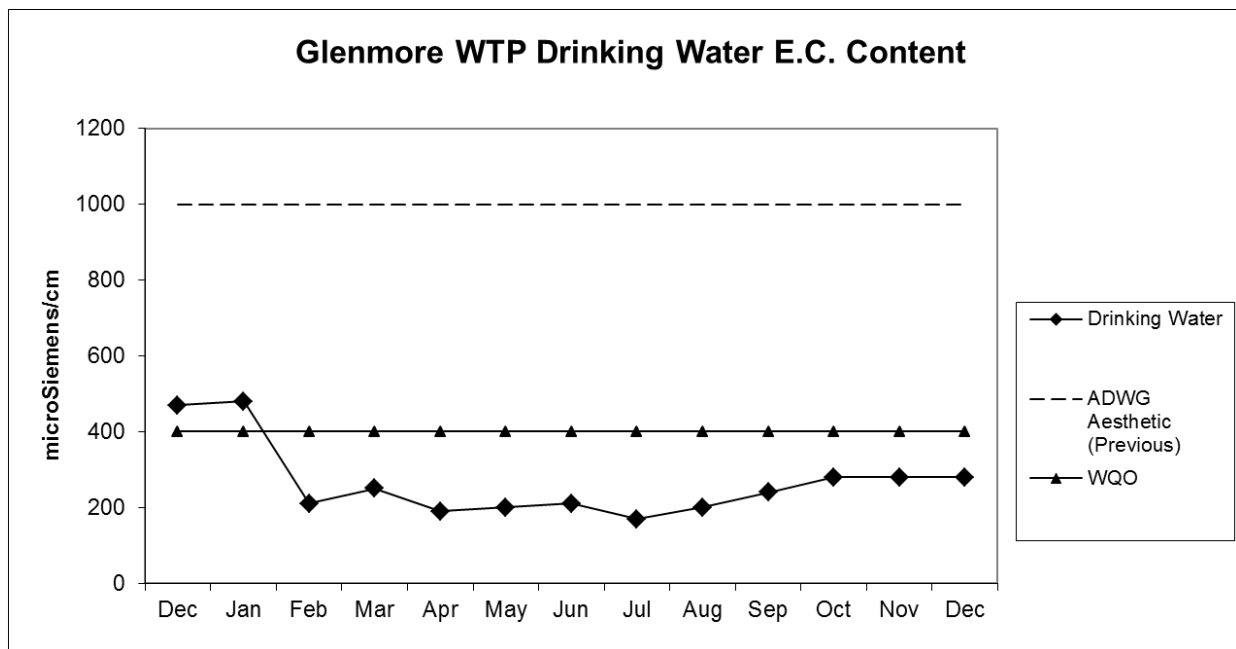
Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Nil				

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

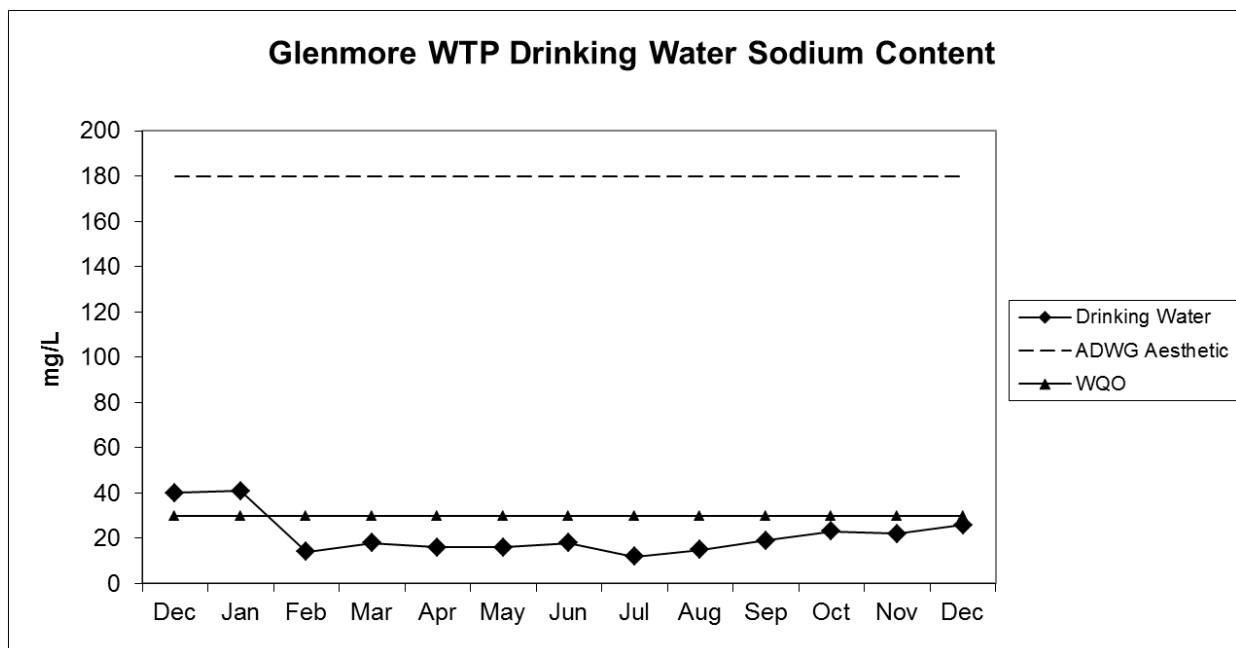
Service Delivery Standard	Target	Current Performance
Drinking Water Samples Compliant with ADWG	>99%	100%
Drinking water quality complaints	<5 per 1000 connections	0.20
Total water and sewerage complaints	N/A	224
Glenmore WTP drinking water E.C Content	<500 µS/cm	280 µS/cm
Glenmore WTP drinking water sodium content	<50 mg/L	26 mg/L
Average daily water consumption – Rockhampton	N/A	57.19 ML
Average daily water consumption – Gracemere	N/A	7.33 ML
Average daily water consumption – Mount Morgan	N/A	1.11 ML
Average daily bulk supply to LSC	N/A	8.07 ML
Drinking water quality incidents	0	0
Sewer odour complaints	<1 per 1000 connections	0.10
Total service leaks and breaks	80	84
Total water main breaks	15	16
Total sewerage main breaks and chokes	32	10
Total unplanned interruptions – water	N/A	50
Average response time for water incidents (burst and leaks)	N/A	
Average response time for sewerage incidents (including main breaks and chokes)	N/A	
Rockhampton regional sewer connection blockages	42	23

\*\*Where there are no targets identified they will be set as part of the revised FRW Customer Service Standards.

Refer to the individual graphs and information below.

**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 December remained relatively constant at 280  $\mu\text{S}/\text{cm}$ . The level of E.C. is lower than 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. reading is expected to remain relatively unchanged for the next few months.



The concentration of sodium in drinking water supplied from the GWTP during December decreased slightly to be 26 mg/L. The current level of sodium is below the Water Quality Objective value of 30 mg/L and is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is expected to remain relatively unchanged for the next few months.

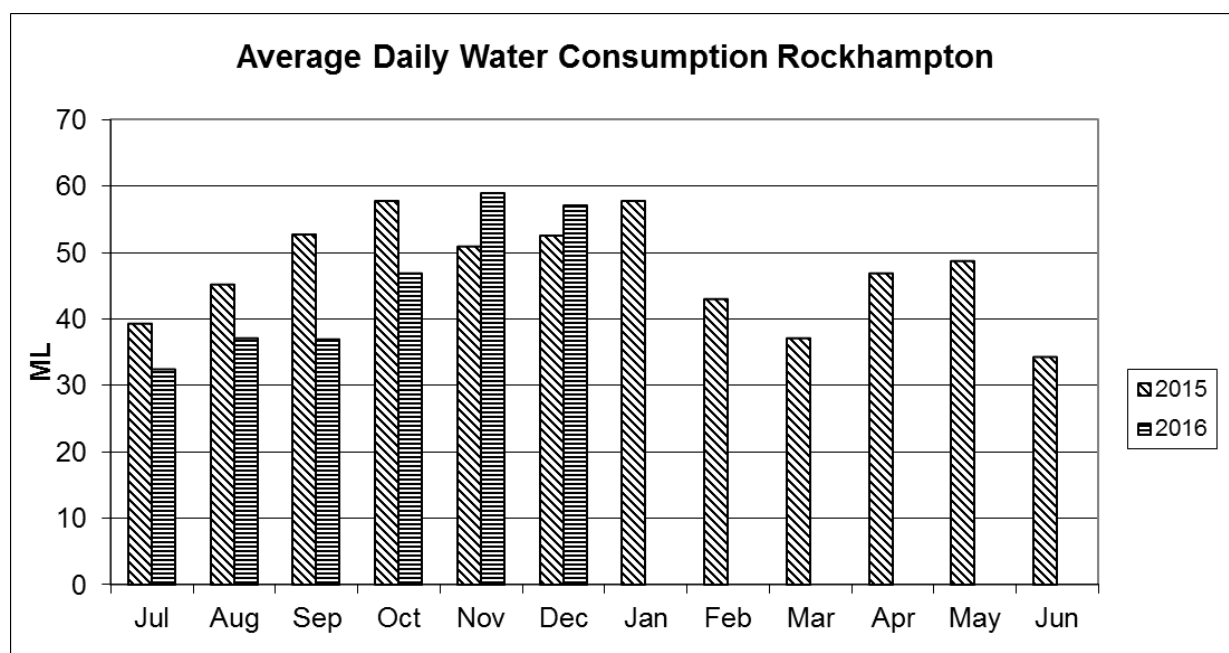
Drinking Water Quality as at 14 December 2016		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	190	230
Sodium (mg/L)	26	36
Electrical Conductivity ( $\mu$ S/cm)	280	320
Hardness (mg/L)	65	65
pH	7.61	7.32

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

#### Drinking Water Supplied

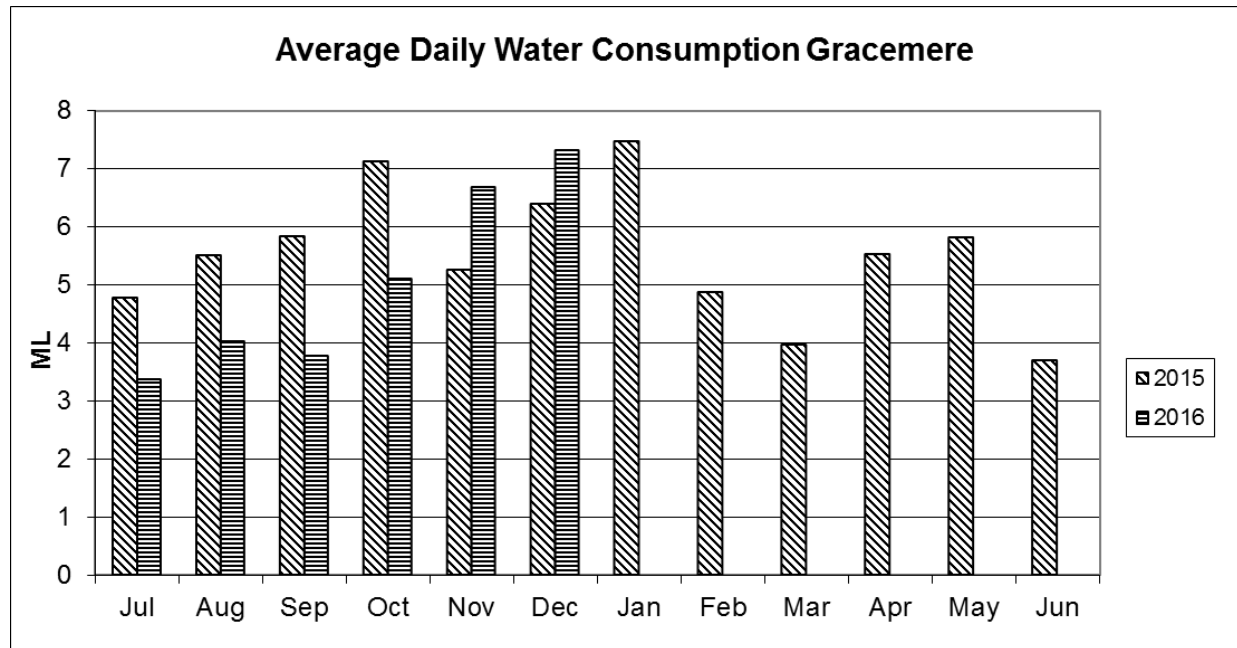
Data is presented in graphs for each water year (e.g. 2016 is the period from July 2016 to June 2017).

#### Rockhampton

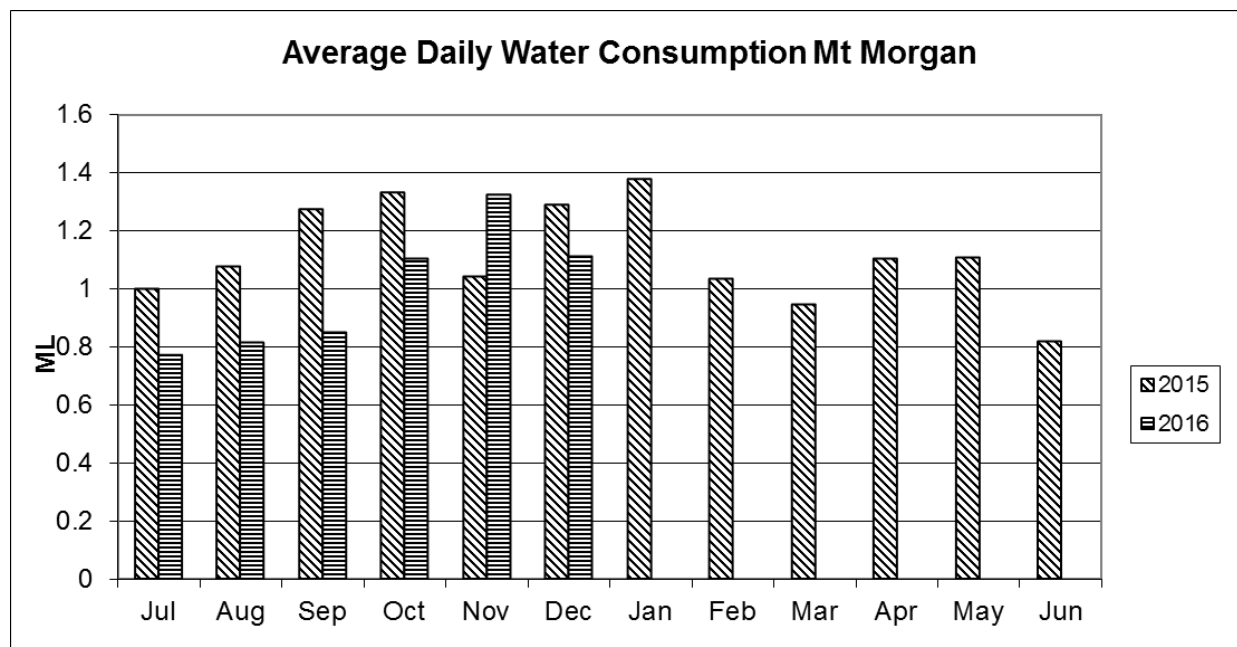


Average daily water consumption in Rockhampton during December (57.19 ML/d) increased from that recorded in November and was greater than that reported in the same period last year. The higher consumption was due to relatively low rainfall during the month. The Fitzroy Barrage Storage is currently at 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.

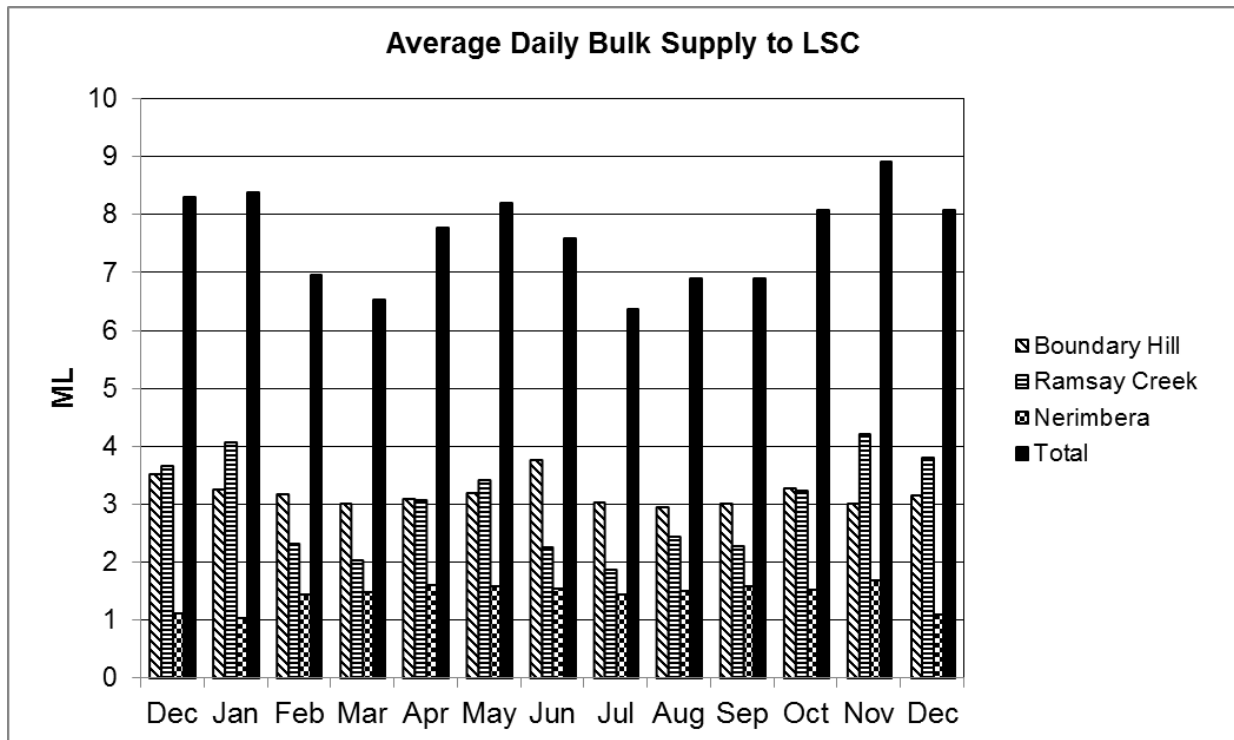


Gracemere

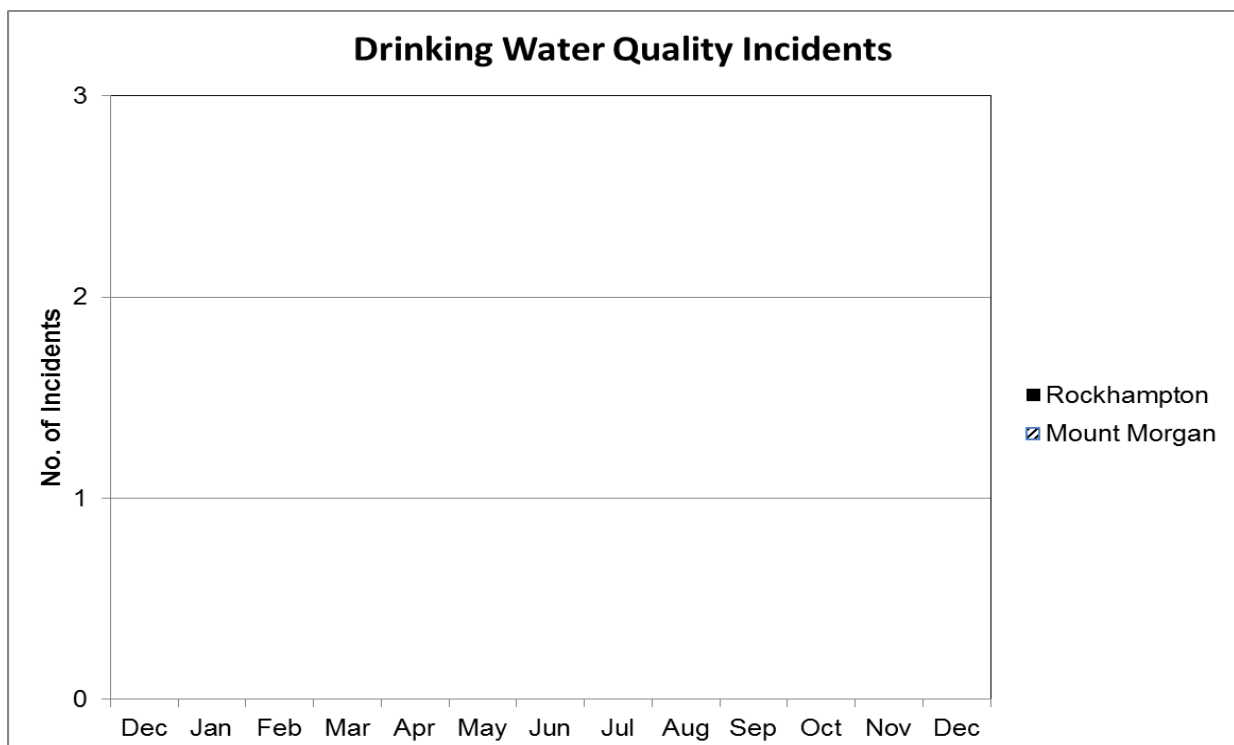
Average daily water consumption in Gracemere during December (7.33 ML/d) increased compared to that recorded in November and was greater than that reported in the same period last year. The higher consumption was due to relatively low rainfall during the month. The Fitzroy Barrage Storage is currently 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.

Mount Morgan

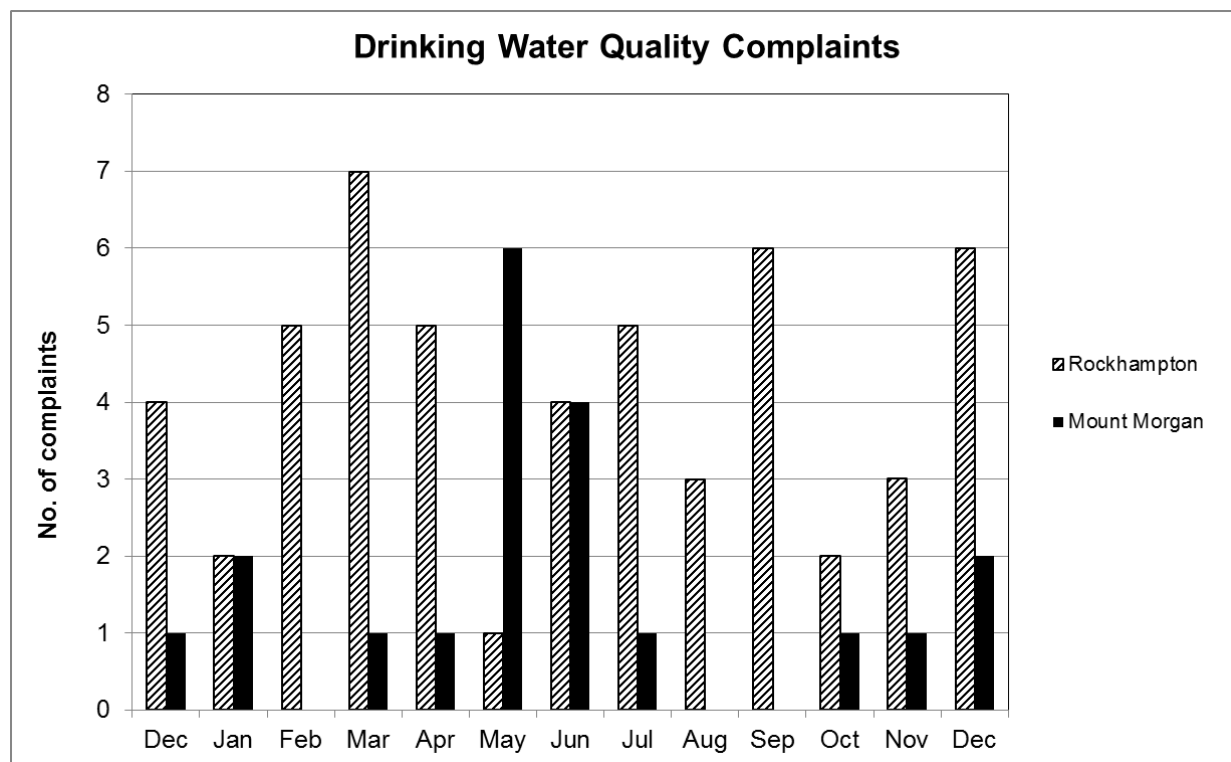
Average daily water consumption in Mount Morgan during December (1.11 ML/d) decreased compared to that recorded in November but was lower than that reported for the same period last year. The lower consumption was due to the receipt of some rainfall during the month. The No. 7 Dam is currently at 80% 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 December decreased compared to that recorded in November to be 8.07 ML/d. This volume is slightly lower than the volume recorded for the same period last year. The decrease was mainly due to lower volumes supplied via the Ramsay Creek and Nerimbera bulk water sites.

Drinking Water Quality Incidents

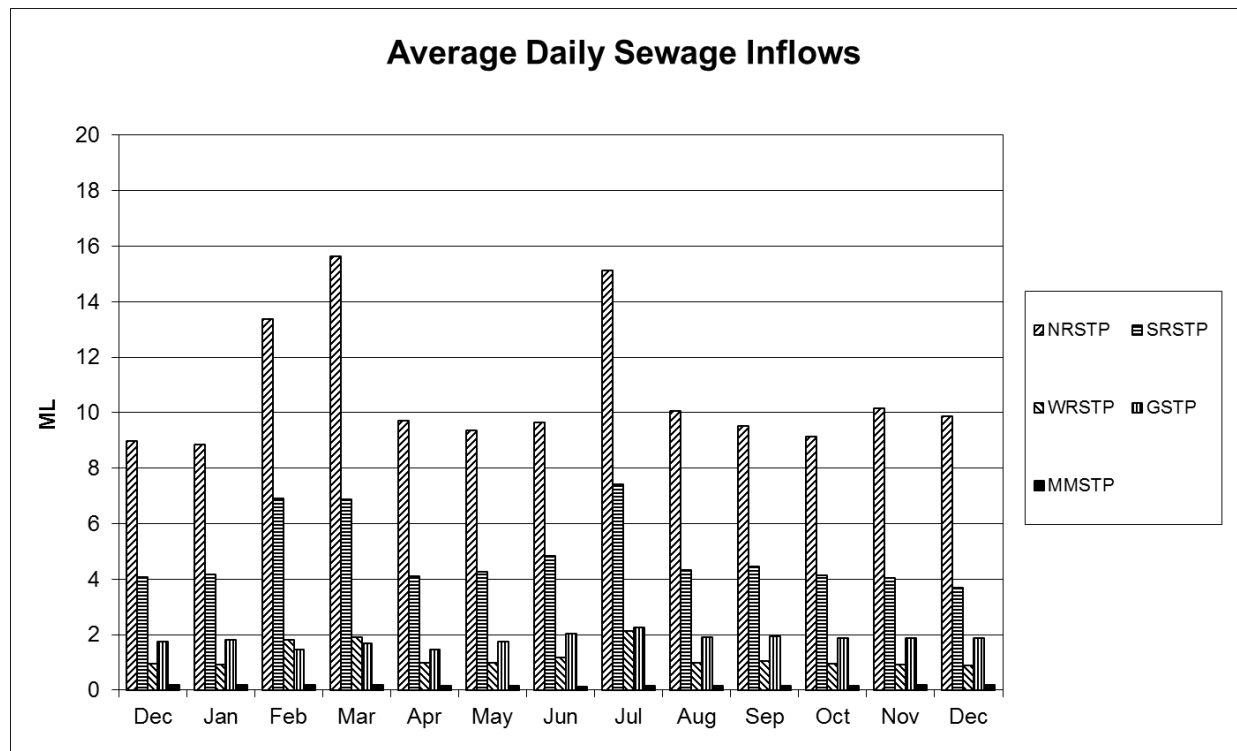
No water quality incidents occurred during the month of December. Only one water quality incident has occurred in the last three years.

Drinking Water Quality Complaints

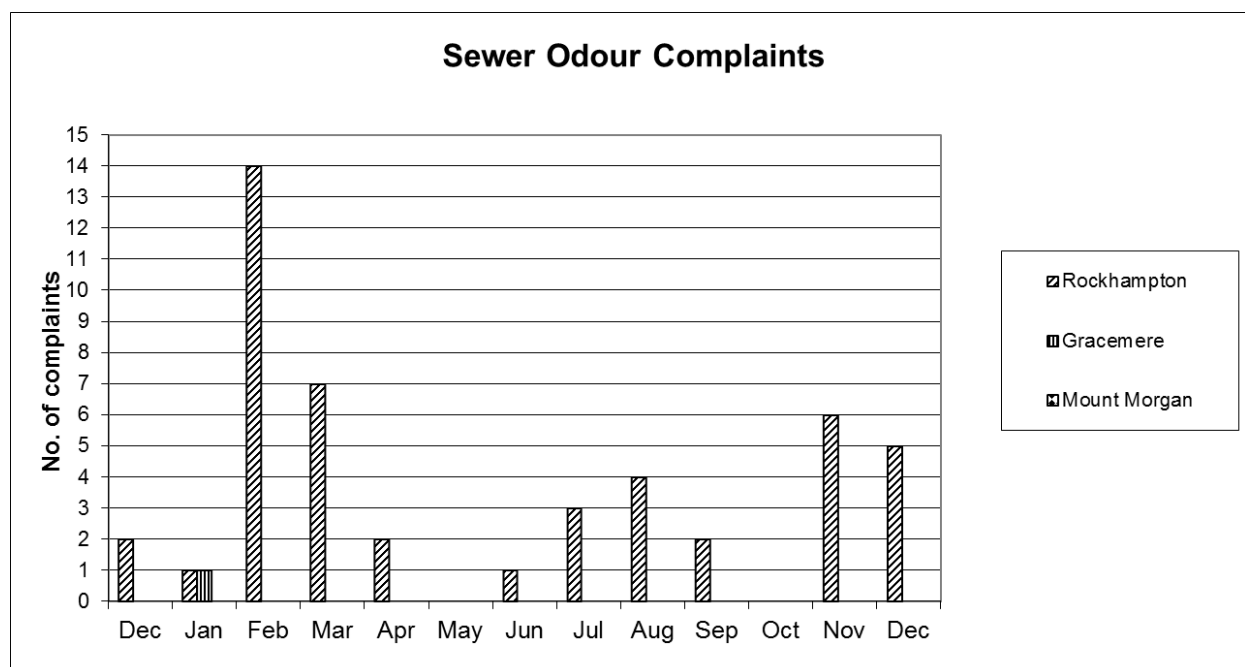
	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	2	3	3

The total number of drinking water quality complaints (8 complaints) received during December increased from the number of complaints received in November.

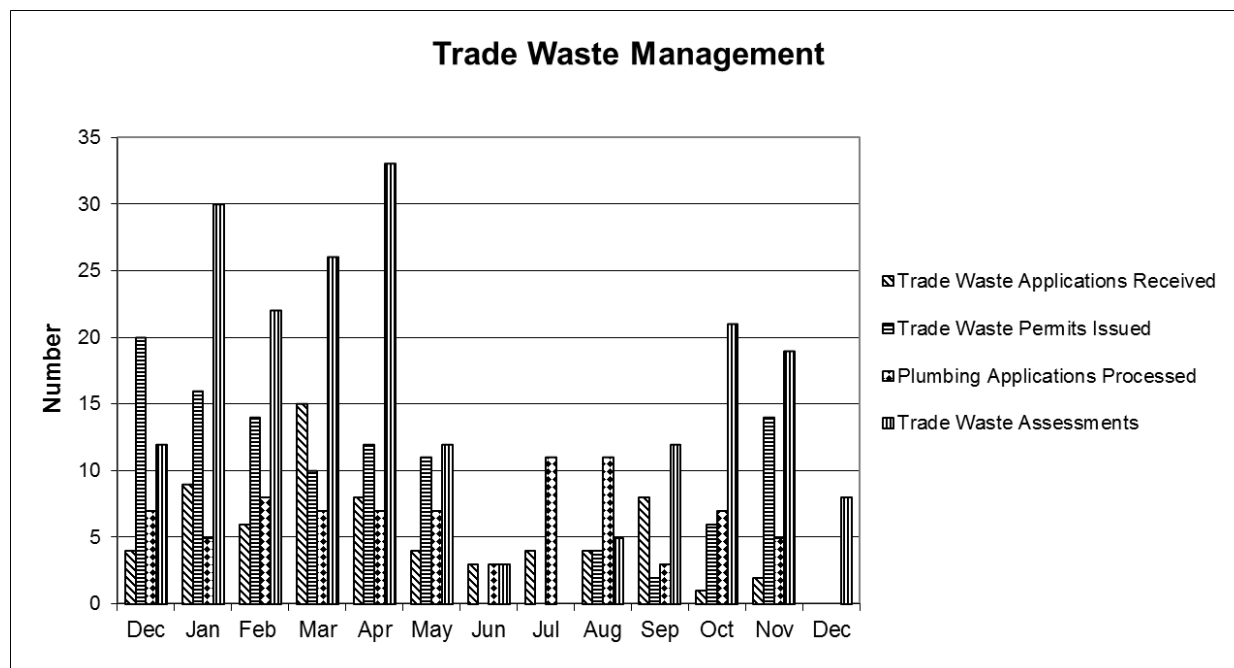
Six of the complaints were received from customers in Rockhampton and the other two complaints from Mount Morgan. The complaints were associated with unacceptable taste, discoloured water or the presence of air in the water. In each instance, FRW responded and the complaints were resolved by flushing the water mains to clear or refresh the water provided to the customer.

Sewage Inflows to Treatment Plants

Average daily sewage inflows during December were slightly lower than those recorded in November. The decrease in inflows was due to the relatively low rainfall during the month. The current inflows are similar to that reported during the same period last year.

Sewer Odour Complaints

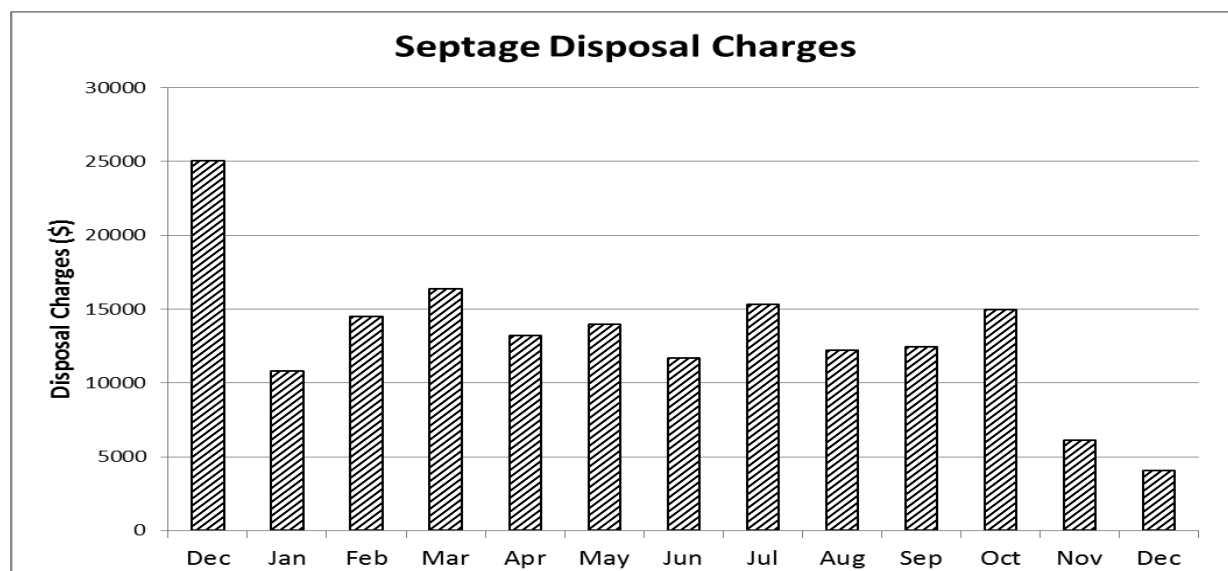
Five sewer odour complaints were received during the month of December. Four of the complaints were associated with the stockpiling of biosolids at the South Rockhampton STP prior to the arrival of wet season rainfall. This brief odour issue was resolved once the work with the biosolids ended. The other complaint was associated with the sewerage network.

Trade Waste and Septage Management Activities

The month of December was a quiet month for Trade Waste Management activities with no trade waste applications received and limited other activities performed with some members of the team on annual leave.

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

Industry/Trade	New or Renewal	Permit Category	Special Condition	Comments
Nil				

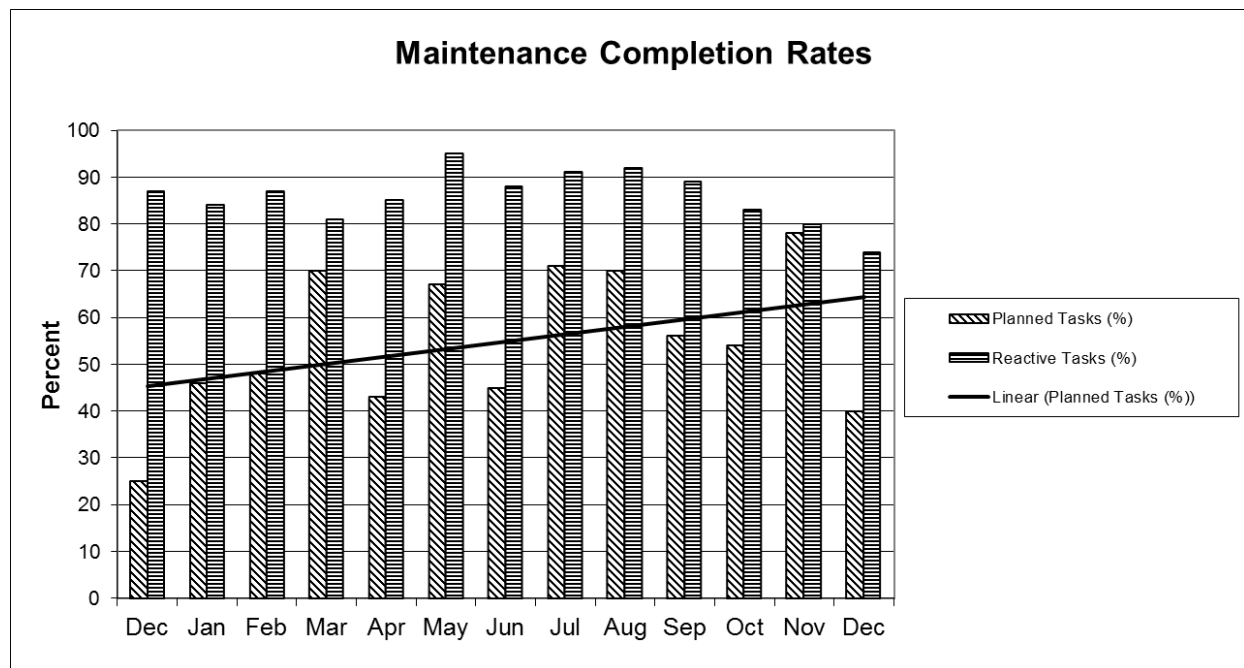


Charges for the disposal of septage liquid waste at the North Rockhampton STP decreased slightly for December compared to previous months. The change in the monthly income received does not appear to be associated with any specific factor or event.

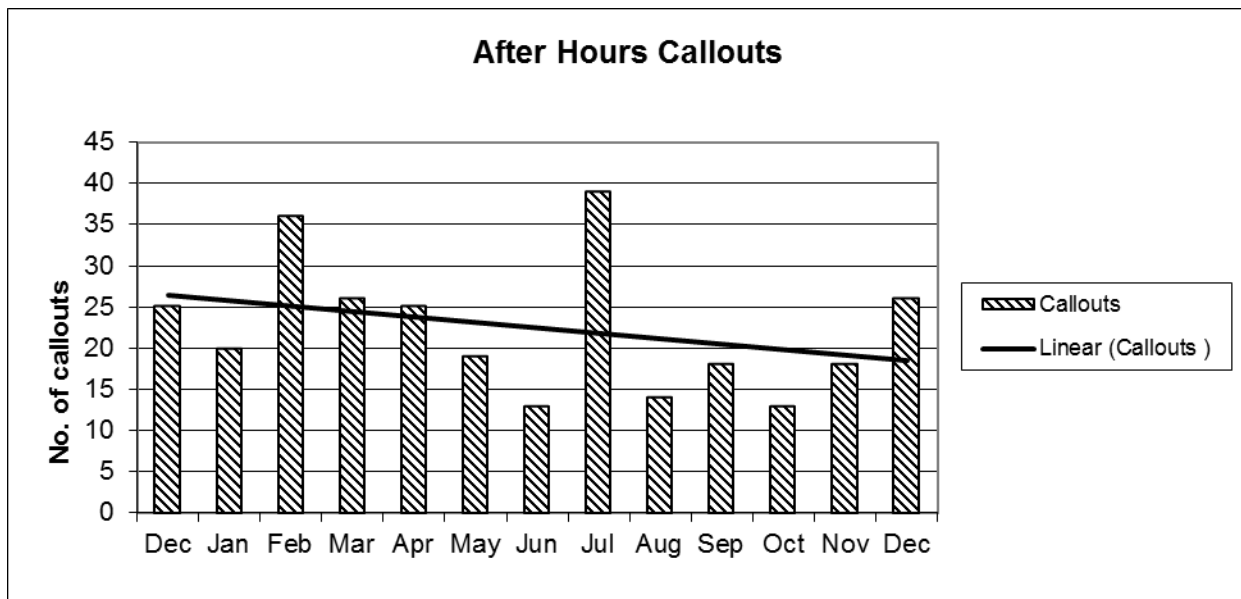
Treatment and Supply Maintenance Activities

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	22	10	42	N/A
Reactive	46	24	0	N/A
After hours callouts	16	8	0	2
Capital	3	1	0	N/A
Safety and Compliance	30	0	0	N/A



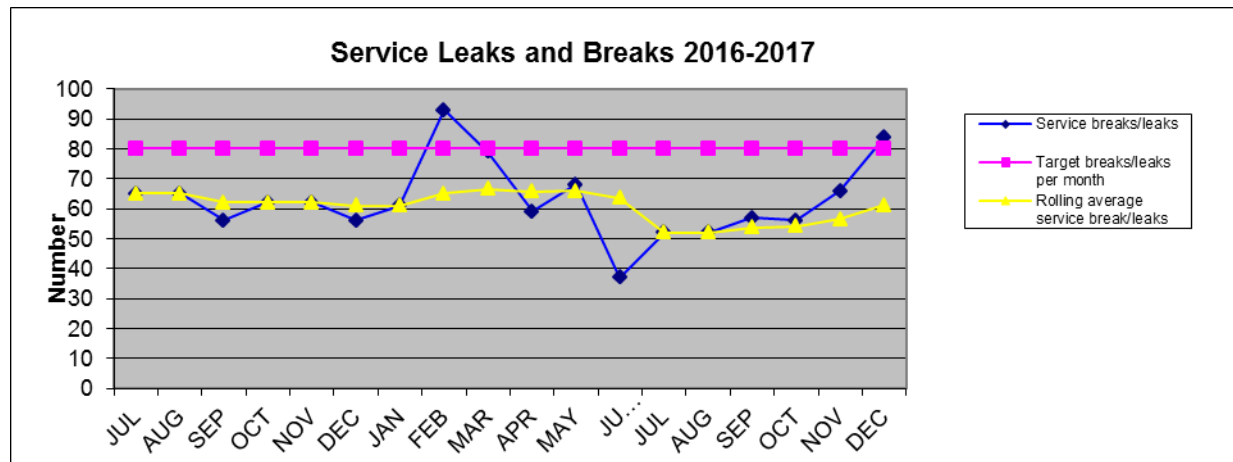
A total of 187 preventative maintenance activities were scheduled and 130 reactive maintenance activities were requested during the month of December. Completion rates for each type of maintenance activity by the end of the month were 40% and 74% respectively. The completion rate for planned tasks was lower than expected due to a number of staff being absent on sick or personal leave. The majority of reactive maintenance tasks were completed within in a timely manner to meet rectification time targets. The long term trend line shows an overall improvement in the completion rate for planned maintenance tasks.



The number of after-hours callouts for electrical and mechanical reactive maintenance (26 call-outs) increased during December compared to November. The number of callouts was greater than the 12 month rolling average of 22 call-outs per month and in part reflects the increased number of non-business days during this month. The long term trend line in the graph indicates an overall decrease in callouts, with the highest numbers of callouts typically associated with months where heavy rainfall events occurred. 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 OPERATIONS

### Regional Service Leaks and Breaks



### Performance

Target not met, large number of poly service failures continues to be an issue, considerable increase in failure of threaded poly sections installed during water meter installations. A \$200,000 16/17 water service replacement program is currently being implemented based on failure data.

### Issues and Status

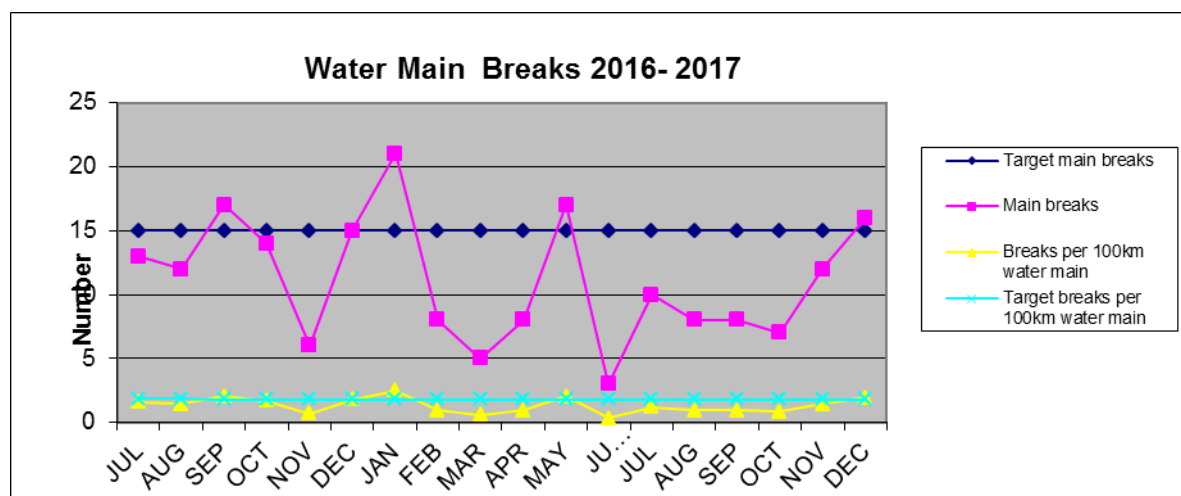
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly services.

### Response to Issues

Water services subject to two failures are being replaced under the capital replacement programme to minimise the risk of continued failures.

Locality	Service Leaks / Breaks
Rockhampton	79
Mount Morgan	5
<b>Regional Total</b>	<b>84</b>

### Regional Water Main Breaks





Performance

Target not achieved, there is an increase in water main breaks in Rockhampton when compared to previous months, this can be attributed to larger pressure fluctuations and ground movement due to high demand and recent weather conditions.

Issues and Status

The following table shows the number of breaks per month.

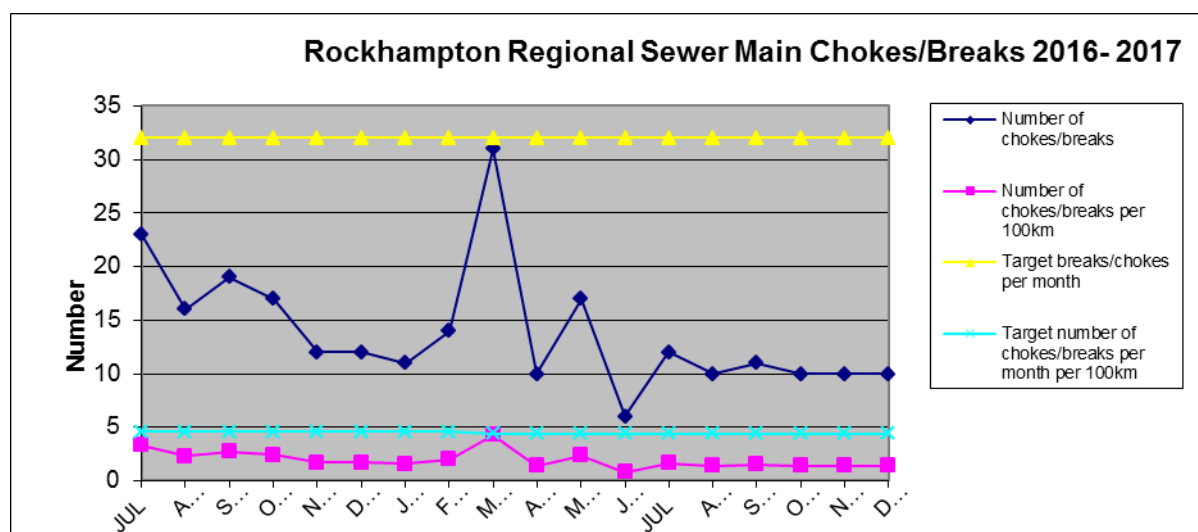
Water Main Type	October 2016	November 2016	December 2016
Cast Iron	0	1	2
AC	4	9	13
PVC	3	2	0
GWI	0	0	0
Mild Steel	0	0	0
Poly	0	0	1
<b>TOTAL</b>	<b>7</b>	<b>12</b>	<b>16</b>

Response to Issues

Continued defect logging and rectification 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
December	16	15	1.93	1.80	1.23

Locality	Main Breaks
Rockhampton	16
Mount Morgan	0
<b>Regional Total</b>	<b>16</b>

Rockhampton Regional Sewer Main Chokes/Breaks

Performance

Target achieved, remaining unchanged from last month. It's evident that mainline sewer blockages are continuing to trend down in line with capital sewer refurbishment programs.

Issues and Status

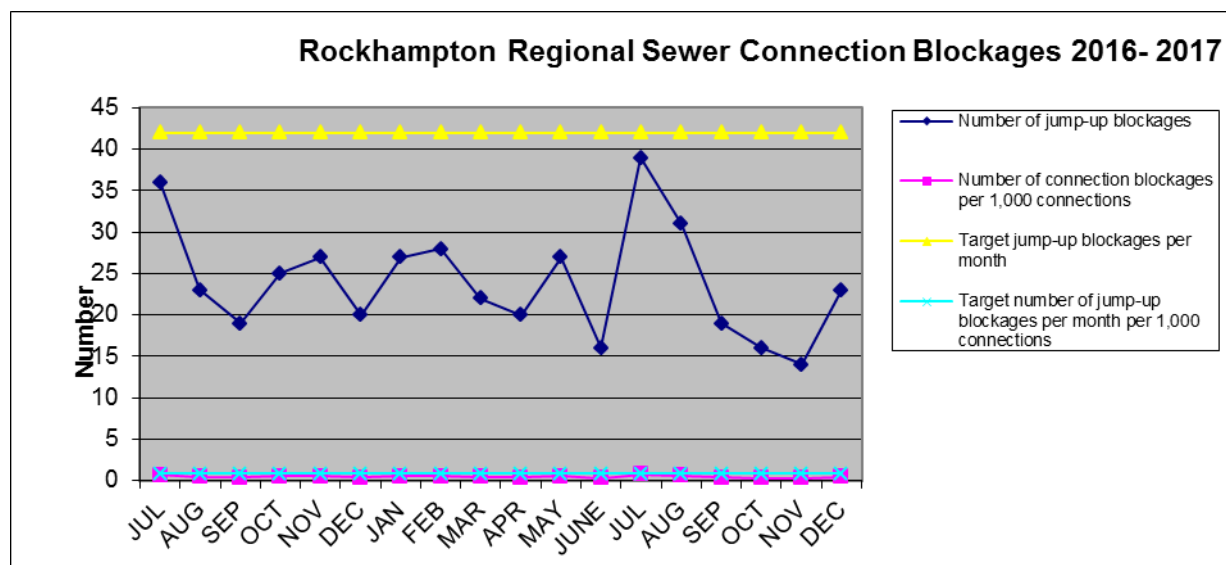
Data indicates that a high percentage of blockages / overflows continue to be caused by tree root intrusion.

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
December	10	32	1.4	4.41	1.45

Locality	Surcharges	Mainline Blockages
Rockhampton	10	10
Mount Morgan	0	0
<b>Regional Total</b>	<b>10</b>	<b>10</b>

Rockhampton Regional Sewer Connection BlockagesPerformance

Target achieved, slight increase in blockages when compared to last month. It's evident that sewer connection blockages are continuing to trend down in line with capital sewer refurbishment programs.

Issues and Status

Data indicates blockages have 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
December	23	42	0.45	0.83	0.47

Locality	Connection Blockages
Rockhampton	23
Mount Morgan	0
<b>Regional Total</b>	<b>23</b>

Sewer Rehabilitation Program

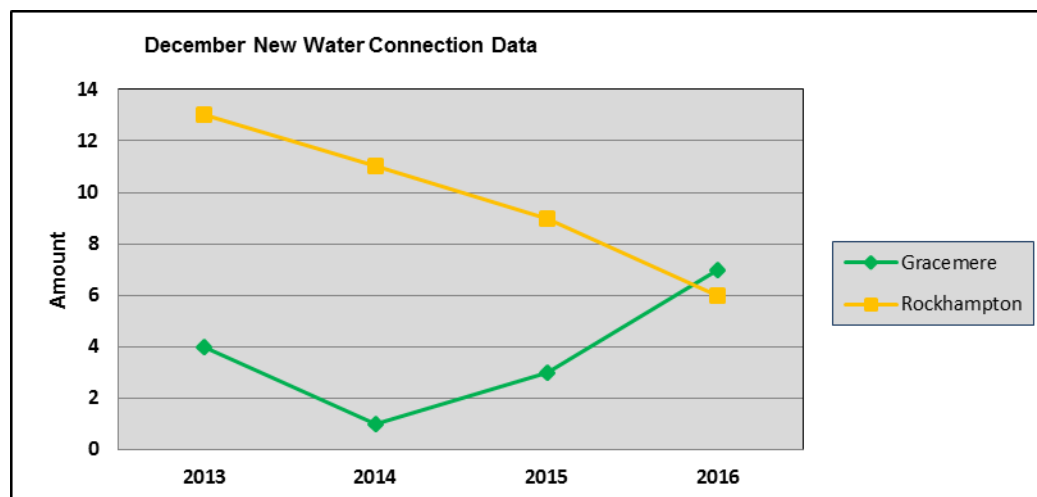
	Number completed for December	FY to date totals
Access Chambers raised	7	36
Sewers repaired	11	97

Private WorksNew Water Connections

Region	December	FY to Date 2016	FY to Date 2015	FY to Date 2014	FY to Date 2013
Gracemere	7	41	34	34	54
Rockhampton	6	61	71	110	146
Mount Morgan	n/a	n/a	n/a	n/a	n/a
<b>Regional Total</b>	<b>13</b>	<b>102</b>	<b>105</b>	<b>144</b>	<b>200</b>

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

Region	December 2016	December 2015	December 2014	December 2013
Gracemere	7	3	1	4
Rockhampton	6	9	11	13
Mount Morgan	n/a	n/a	n/a	n/a
<b>Total</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>17</b>

New Connection DataDetails on Private Works Jobs

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

	December	Amount	FYTD	FYTD Amount
Quotes Prepared	4	\$12,740.03	70	\$277,340.86
Quotes Accepted	5	\$15,584.09	58	\$255,728.32
Jobs Completed	4	\$31,036.02	52	\$204,124.94

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	1	0

Undetected Leaks (Residential)

	December	FYTD
New requests	6	56
Number declined	1	9
Number approved	4	62
Require more info	0	3
Total KL rebated	2,586	26,294
<b>Total value approved</b>	<b>\$4,239.38</b>	<b>\$47,094.17</b>

Undetected Leaks (Commercial)

	December	FYTD
New requests	0	7
Number declined	0	1
Number approved	0	7
Require more info	0	0

Total KL rebated	0	13,043
<b>Total value approved</b>	<b>\$0.00</b>	<b>\$5,390.79</b>

Residential Rebates

	December	Total FYTD Applications	Total FYTD \$
Washing machines	9	100	\$10,000
Stand alone tank	0	0	\$0
Integrated tank	0	1	\$500
Dual flush toilet	1	4	\$200
Shower rose	1	1	\$25
<b>Total</b>	<b>11</b>	<b>106</b>	<b>\$10,725</b>

There was one application declined as the customer was previously approved for this rebate and we have one application waiting on further information as the applicant is not enrolled with the AEC at the installation address.

Water Meters

1,472 water meters were read during the month. Approximately 10,450 accounts being for sector 9,10,17 and 18 were issued to customers.

Sectors Read for December	18	Total
No. of meters in Sector	1,472	1,472
No-Reads	6	6
% Of No-Reads	0.04%	0.04%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$29 per read	62	\$1,860
Water Account Search - On-Site Readings \$152 per read	21	\$3,255
Total \$ Value for December		\$5,115
Total \$ Value Financial Year to Date		\$34,645

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	6	2
NSSWMR - Network Services Special Water Meter Read Enquiry	3	0
FINIRR - Finance - Irrigators (Asset)	0	0

Building Over Sewers

The following summary is an overview of the 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

	December	FYTD
General enquiries	11	74
Site investigations	17	80
Approval Permits issued	0	7
Permits closed	1	8
<b>Total</b>	<b>29</b>	<b>169</b>

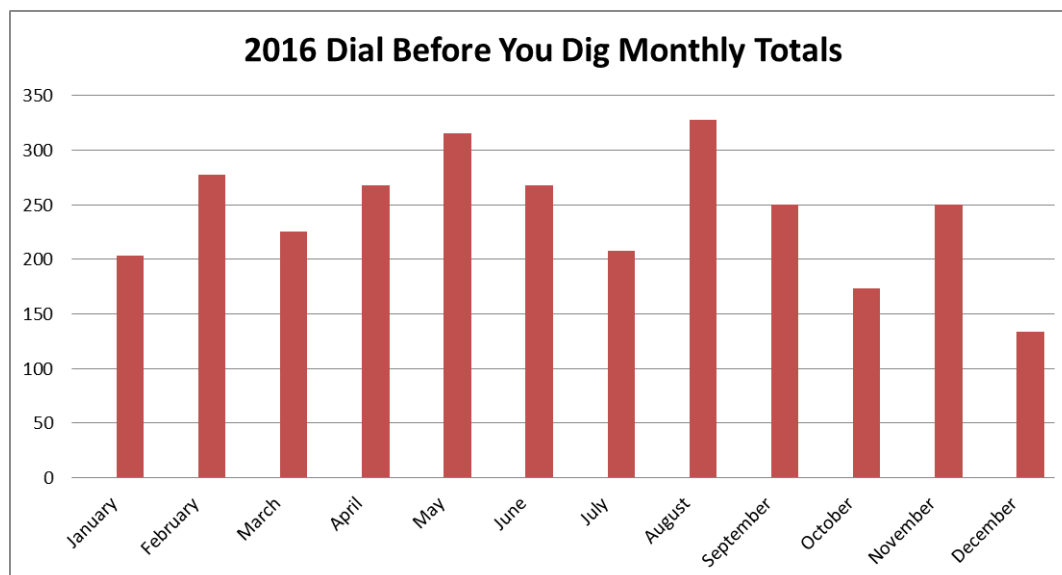
Building Over Sewer Applications under Assessment

There are five permits currently under assessment as at 31 December 2016.

**ADMINISTRATION**Dial Before You Dig (DBYD)

The average number of requests received per day for December was 4.32, a decrease from 8.33 in November.

	October 2016	November 2016	December 2016	FY Total
<b>Requests Processed</b>	173	250	134	1343

Site Tours

There were no site tours of the Glenmore Water Treatment Plant (GWTP) held in December.

Communication and Education**Media Releases**

One media enquiry and one media release were issued this month.

**Flyer suite printing**

The 'Get it right at the pipe', 'Think at the sink' and 'Don't spoil it at the toilet' flyers were re-printed for use in tour bags and at FRW's reception area.

**Social media**

A social media video of a crocodile at the fish ladder was posted with a reminder message about the 400m exclusion zone at the Barrage. Close to 140,000 people viewed the post.

**INFRASTRUCTURE PLANNING**Sewer Network Investigations*Inflow / Infiltration*

The catchments of the existing sewer overflow (SOF) points are currently being mapped. The mapping of these catchments will provide a visual representation of each SOF point and gauge the respective criticality of each SOF point and highlight any potential limitations during a significant rain event.

Documentation of sewer flow logging findings including assessment of network catchments, modelling analysis under specific rain events, network capacity, reviewing sewer overflow points, house inspection program findings and future reduction strategy recommendations.

*Sewer Area Maps* No further development

*Sewer Catchment Area Maps* No further development.

*Gracemere Effluent Main Link* No further development.

*North Rockhampton Flood Mitigation Investigation (NRFM)* No further development.

*Mt Morgan Sewerage Strategy* No further development.

*Parkhurst Sewerage Pump Station Implementation Strategy* No further development.

*Gracemere – Fisher Street Sewerage Pump Station* No further development

*Gracemere – Proposed Dog Pound Sewerage Pump Station*

An alternative site has been investigated adjacent to the Gracemere overpass. A preliminary assessment has confirmed commercial water service pressure and fire fighting would be available at this site once the supply to the Gracemere Industrial Area has been swung over to the Lucas pump station zone. The preliminary assessment also confirmed that a sewer connection could be provided via a dedicated gravity main.

Water Network Investigations

*Parkhurst 600mm Trunk Main Replacement Analysis* No further development.

*Water Area Maps* No further development.

*Mt Morgan – Future Water Supply* No further development.

*Water Meter – Thematic Mapping of Consumption* No further development

*System Leakage Management Plan* No further development

Water Loss Calculations

The following water loss results were reported in the December customer service standards quarterly report.

Water Supply Scheme	Water loss per Connection (Litre per day)			
	March	June	September	December
<b>Rockhampton</b>	154	103	101	<b>135</b>
<b>Mount Morgan</b>	148	114	94	<b>101</b>



**FINANCIAL MATTERS**Operational

Revenue is currently 46.2% of the 2016/2017 September revised budget (yet to be adopted). Some revenue streams are below target and some above target.

Gross water consumption revenue is 37.5% of September revised budget. This represents the first quarter billed and all Rockhampton sectors of the second quarter billed, with Gracemere & Mt Morgan outstanding. Billed gross water consumption is down by 17.9% and billed gross amount which is also down by 17.4% compared to same sectors in 2015/2016. Rockhampton water consumption is showing a 19% reduction in commercial consumption and a 16% reduction in residential consumption compared to the same period in 2015/2016. There is not much difference in consumption reduction between the commercial and residential sectors overall. Gross water and sewerage access charges are on target. Bulk water sales are slightly below target. Private Works is below target at 43.0% with water jobs not meeting expected year to date percentages. Fees and charges are below target attributed to trade waste fees, lower standpipe charges and lower bulk liquid waste charges. Interest revenue is well above target; however this should even out once the capital program accelerates. Other income is well below target due to a credit note being raised in this financial year and the income in a prior financial year. Rent and lease revenue is below target due to the timing of receiving lease income throughout the year.

Expenditure year to date is 52.7% of the 2016/2017 September revised budget. Most expenditure streams are on target. Administrative expenses and competitive neutrality adjustments are above target. Administrative expenses are exceeding target largely due to the timing of payments for annual charges. Competitive neutrality adjustments are over target due to the final payment of 2015/2016 income tax equivalents. All units are on target, with FRW Management slightly above due to competitive neutrality adjustments and materials & plant above expectation.

The September 2016 budget revision is yet to be adopted.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 34.2% in comparison to the adopted including carry forward budget. Expenditure during December has increased compared to November by \$225k. This is attributed to the timing of payments for contracted works such as Lucas St WPS upgrade.

Water YTD 30.5% and Sewer YTD 37.6%.

Networks YTD 55.1% and Treatment YTD 17.3%.

The areas of prominent activity are the North Rockhampton SPS No 1 & 2 switchboard upgrades, Sewer refurbishment and relining, Mt Morgan sewer Stage 3, Glenmore WTP Highlift pump station upgrade, Physical security upgrades, and Water Main Replacement programs.

The September 2016 budget revision is yet to be adopted.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of December 2016. The 90+ day balances are either on payment plans, the business is in administration or the debt is with Collection House.

	<b>Balance</b>	<b>0-30 Days</b>	<b>30-60 Days</b>	<b>60-90 Days</b>	<b>90+ Days</b>
No. of Customers	491	441	12	46	31
Total Value	\$168,119.53	\$106,749.54	\$11,479.23	\$17,370.80	\$32,519.96

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

<b>90+ days</b>	<b>Comments</b>
\$5,288.08	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated.
\$6,706.87	Liquidators/Administrators appointed – recovery unlikely.
\$618.65	Long Term Payment Plans - Mount Morgan Sewerage Connections - Recovery will occur.
\$16,822.56	Other Payment Plans – Private Works/Standpipe/Trade Waste.
\$3,083.80	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency works – Overdue letter issued.
<b>60-90 Days</b>	<b>Comments</b>
\$2,066.69	Standpipes (includes \$1,375.27 from 2 debtors that have 90+ days)
\$4,255.72	Irrigators (includes \$1,644.77 from 13 debtors in 90+ days)
\$11,048.39	Other – Trade Waste, Raw Water Usage
<b>30-60 Days</b>	<b>Comments</b>
\$4,252.19	Standpipes (includes \$1,112.65 from 2 debtors that have 90+ days)
\$7,227.04	Other – Raw water, Septic disposal, trade waste

A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES							
As At End Of December 2016							
Report Run: 06-Jan-2017 12:08:52 Excludes Nat Accs: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target 50% of Year Gone
	\$	\$	\$	\$	\$	%	
<b>FITZROY RIVER WATER</b>							
<u>Treatment &amp; Supply</u>							
Revenues	0	0	0	(1,461)	(1,461)	0%	✓
Expenses	9,403,636	9,216,761	420,470	4,385,123	4,805,592	51%	✗
Transfer / Overhead Allocation	322,312	322,312	0	165,571	165,571	51%	✗
<b>Total Unit: Treatment &amp; Supply</b>	<b>9,725,949</b>	<b>9,539,073</b>	<b>420,470</b>	<b>4,549,232</b>	<b>4,969,702</b>	<b>51%</b>	<b>✗</b>
<u>Network Services</u>							
Revenues	(495,000)	(392,200)	0	(169,065)	(169,065)	34%	✗
Expenses	3,597,039	3,075,912	1,176,623	1,543,380	2,720,003	76%	✗
Transfer / Overhead Allocation	613,474	613,474	0	319,985	319,985	52%	✗
<b>Total Unit: Network Services</b>	<b>3,715,513</b>	<b>3,297,187</b>	<b>1,176,623</b>	<b>1,694,301</b>	<b>2,870,924</b>	<b>77%</b>	<b>✗</b>
<u>FRW Management</u>							
Revenues	(61,302,114)	(61,262,212)	0	(28,340,771)	(28,340,771)	46%	✗
Expenses	16,370,854	16,634,912	35,586	8,308,813	8,344,399	51%	✗
Transfer / Overhead Allocation	25,876,326	25,840,665	0	14,641,043	14,641,043	57%	✗
<b>Total Unit: FRW Management</b>	<b>(19,054,934)</b>	<b>(18,786,635)</b>	<b>35,586</b>	<b>(5,390,914)</b>	<b>(5,355,328)</b>	<b>28%</b>	<b>✗</b>
<u>Business &amp; Project Services</u>							
Revenues	0	0	0	(1,364)	(1,364)	0%	✓
Expenses	402,149	454,417	2,867	230,971	233,838	58%	✗
Transfer / Overhead Allocation	26,203	26,203	0	12,210	12,210	47%	✓
<b>Total Unit: Business &amp; Project Services</b>	<b>428,352</b>	<b>480,620</b>	<b>2,867</b>	<b>241,817</b>	<b>244,684</b>	<b>57%</b>	<b>✗</b>
<b>Total Section: FITZROY RIVER WATER</b>	<b>(5,185,121)</b>	<b>(5,469,756)</b>	<b>1,635,546</b>	<b>1,094,435</b>	<b>2,729,981</b>	<b>-53%</b>	<b>✗</b>

## **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**