
**Executive Summary: Water and Waste Services Performance Management Report
April 2010**

Overall both Water & Waste Services continue to track well within relation to their respective budgets.

The Water Services area has continued to focus on key projects with the Nebo RD WTP upgrade, completion of the Sarina Pipeline and preparation of the South Mackay trunk main.

For the YTD period the pathway report for Customer requests show that 4,681 have been received to date. The response to these continues to be managed well which is reflected in the customer service survey results which are issued by monthly.

Four Water services staff have signed up to participate in the Water Industry Worker training program. This forms part of a wider roll out being coordinated through the Queensland Water Directorate.

The Scientific and Analytical Services team has performed over 66,000 individual test over the last 12 month period. Current workloads along with final preparation for the NATA accreditation process have resulted in the SAS team operating at full capacity.

The Waste Services program continues to progress its actions from its Waste Strategy with design tenders recently advertised for 3 rural transfer stations at Hay Point, Sarina and Otterburn. The results of the recycling bin inspection program in April continued to show contamination was an issue.

Director Water and Waste Services

**Performance Management Report
April 2010**

Table of Contents

<i>1 BUSINESS SERVICES</i>	3
1.1 <i>Finance</i>	3
1.2 <i>Customer Service</i>	5
1.3 <i>Human Resource Management</i>	8
1.4 <i>Statutory Reporting</i>	10
1.5 <i>Communication</i>	10
1.6 <i>Governance</i>	10
1.7 <i>Scientific and Analytical Services (SAS)</i>	11
<i>2 PLANNING AND SUSTAINABILITY</i>	13
2.1 <i>Strategic Asset Management</i>	13
2.2 <i>Strategic Infrastructure Planning</i>	14
<i>3 INFRASTRUCTURE DELIVERY</i>	16
<i>4 OPERATIONS</i>	19
4.1 <i>Water Treatment System Performance</i>	19
4.2 <i>Water Quality</i>	23
4.3 <i>Wastewater Treatment System Performance</i>	25
4.4 <i>Networks Reticulation System</i>	31
4.5 <i>Trade Waste</i>	37
4.6 <i>Plumbing</i>	39
<i>5 MANAGEMENT - WASTE SERVICES</i>	40
5.1 <i>Management</i>	40

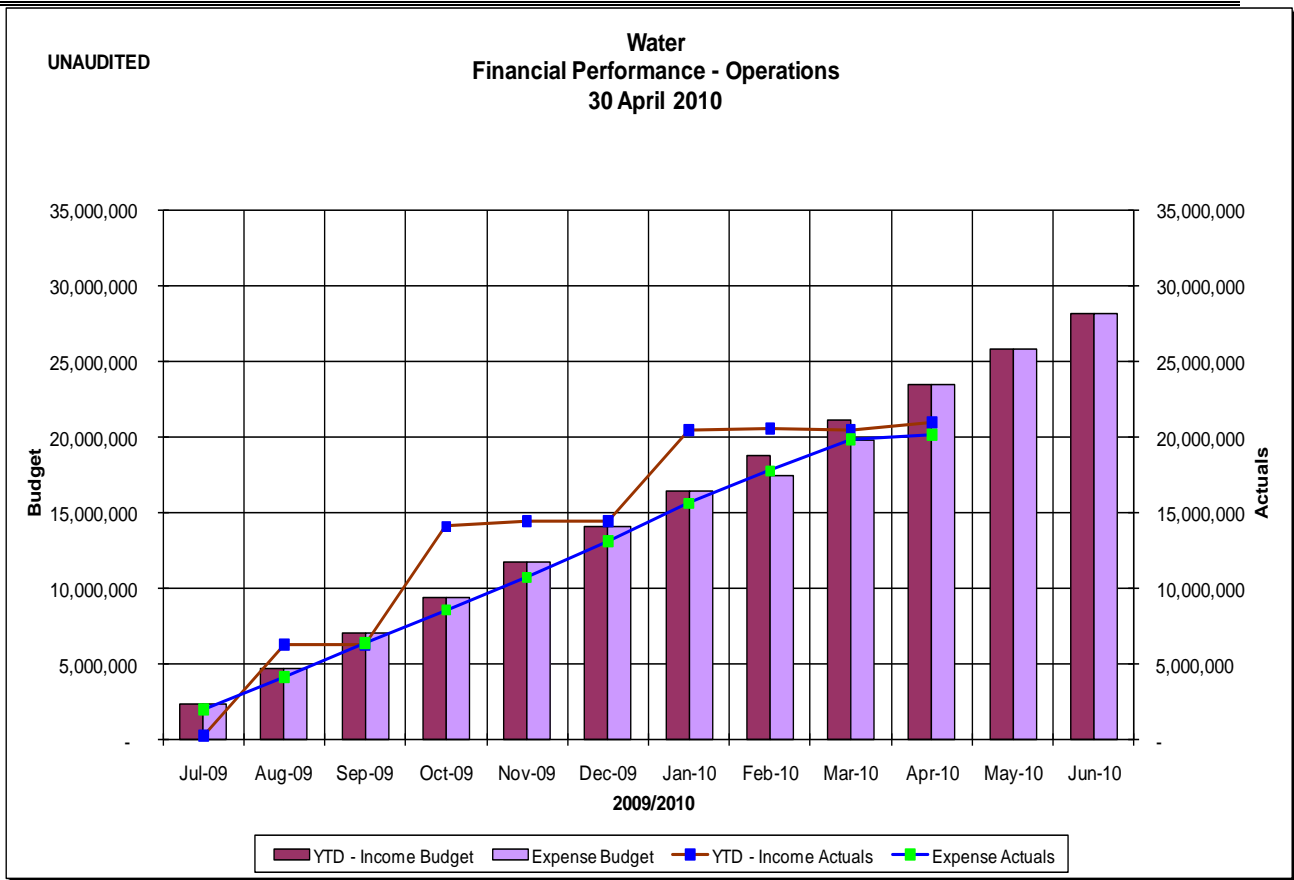
1 BUSINESS SERVICES

1.1 Finance

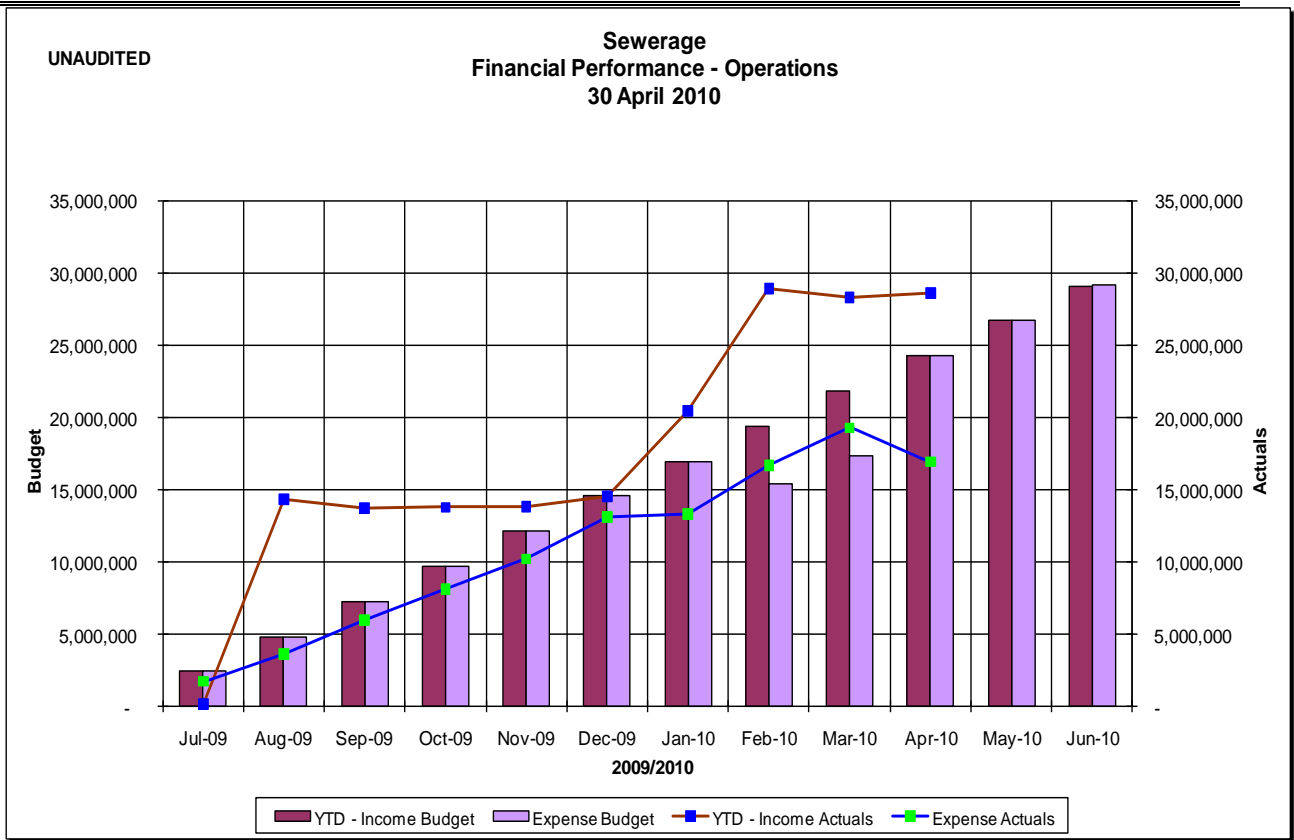
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

Financial Performance of Individual Business Unit Areas - April

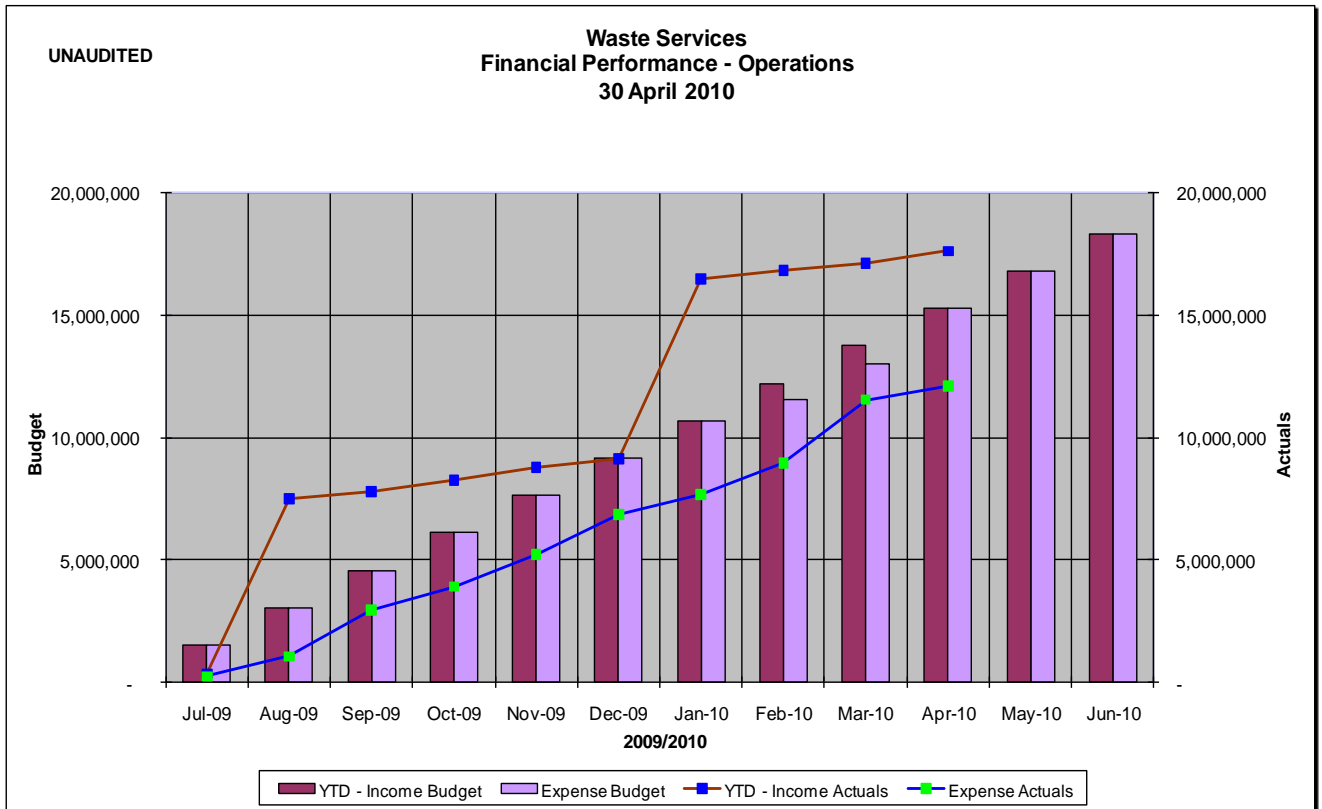
Performance Area	09/10 Budget			Actuals	Actuals + Commit.	Comment
	Original	Revised	YTD			
Water						
Revenue	-28,207,725	-28,207,725	-23,506,438	-21,000,695		
Expenditure	25,249,319	21,041,099	21,041,099	18,989,653		
Internal Transfers	2,943,677	2,958,406	2,465,338	1,169,344		
Profit/Loss	-20,729	0	0	-841,698		
Wastewater						
Revenue	-29,128,524	-29,128,524	-24,273,770	-28,610,264		
Expenditure	27,055,393	27,055,393	22,546,160	18,928,057		
Internal Transfers	2,087,861	2,073,132	1,727,610	-1,984,397		
Profit/Loss	14,730	1	1	-11,666,604		
Waste						
Revenue	-18,325,090	-18,325,090	-15,270,908	-17,615,377		
Expenditure	17,261,452	17,229,651	14,358,043	11,336,257		
Internal Transfers	1,063,639	1,095,439	912,866	781,583		
Profit/Loss	1	0	0	-5,497,537		
Sew. Recov. Works	-41,695	-41,695	-34,745	63,984	63,984	
Water Recov. Works	-139,306	-139,906	-116,089	-276,462	-276,462	
CCTV Recov. Works	9,468	9,468	7,890	-16,716	-16,716	
Bulk Water Sales	-413,400	-413,40	-344,500	-353,486	-350,843	
Plumbing Inspections	-194,357	-194,357	-161,964	-416,054	-411,164	
Trade Waste	-1,033,808	-1,033,808	-861,507	-796,456	-793,614	
Lab Services	641,405	641,405	534,504	510,934	572,312	
Sewer Modelling	-18,746	-18,746	-15,622	357	357	
Water Modelling	-10,000	-10,000	-8,333	0	0	



Note: For the purpose of this graph the revenue and expenditure have been assumed as being pro rated across the 12 month period.



Note: For the purpose of this graph the revenue and expenditure have been assumed as being pro rated across the 12 month period.



Note: For the purpose of this graph the revenue and expenditure have been assumed as being pro rated across the 12 month period.

1.2 Customer Service

Customer service activities during the month:

- 2 water exemption applications processed
- 6 rebate approvals
- 3 water restriction, 2 inflow and infiltration and 12 trade waste enquiries received by Customer Services

Water Meter Applications

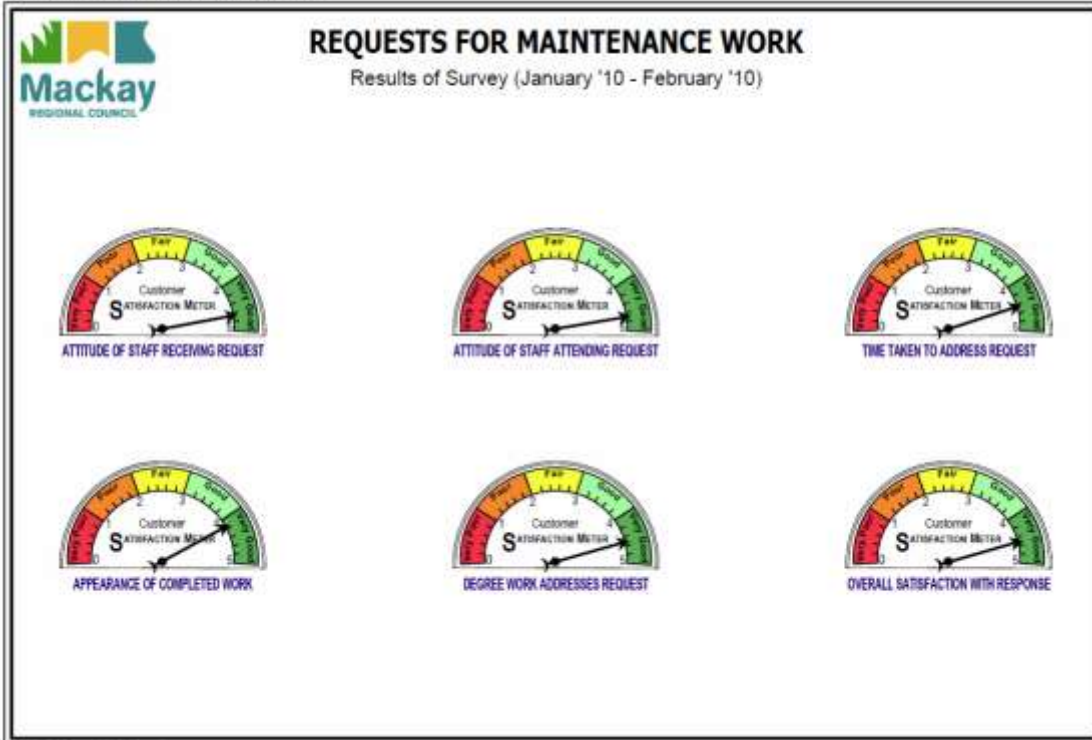
A summary of the water meter applications that have been processed are detailed in the table below:

Water Meter Applications for period ended 30th April 2010

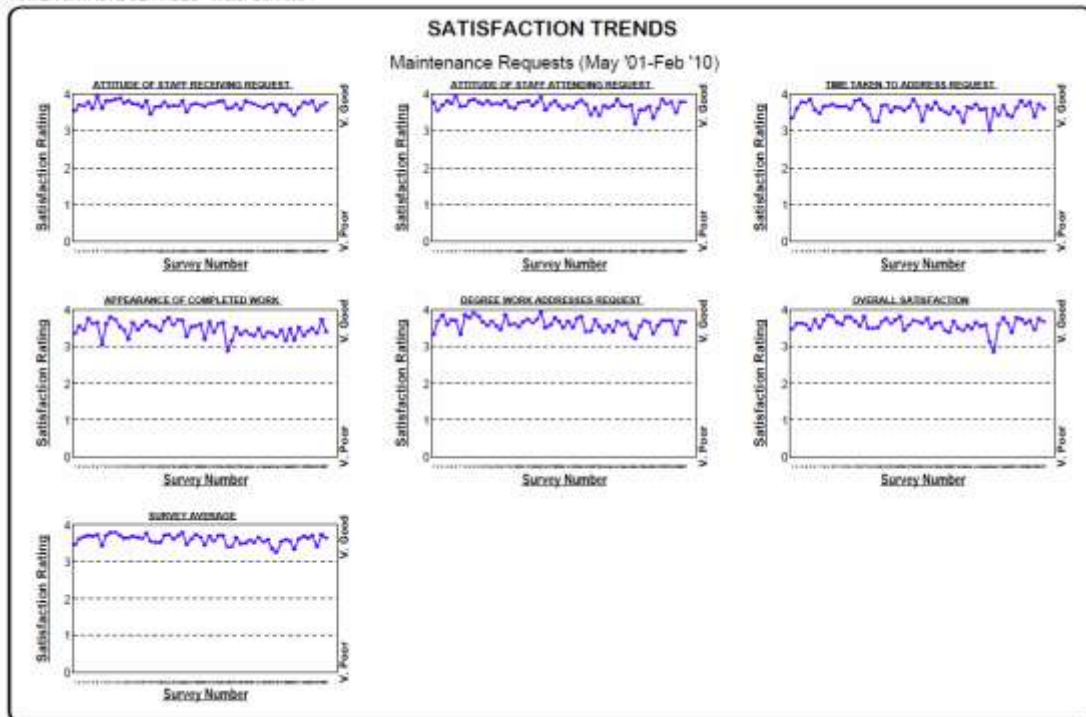
	Applications Lodged				Applications Finalised				Applications Outstanding			
	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	YTD
2008/09				0				0	12	0	5	17
Jul-09	73	0	7	80	56	0	0	56	29	0	12	41
Aug-09	85	0	10	95	34	0	0	34	80	0	22	102
Sep-09	82	0	12	94	121	0	17	138	41	0	17	58
Oct-09	85	0	13	98	45	0	4	49	81	0	26	107
Nov-09	89	0	10	99	122	0	20	142	48	0	16	64
Dec-09	64	0	8	72	49	0	4	53	63	0	20	83
Jan-10	54	0	5	59	30	0	5	35	87	0	20	107
Feb-10	76	0	4	80	112	0	10	122	51	0	14	65
Mar-10	55	0	11	66	33	0	4	37	73	0	21	94
Apr-10	54	0	8	62	61	0	10	71	66	0	19	85
Total 09/10	717	0	88	805	663	0	74	737	66	0	19	85

Customer Satisfaction Survey Results

Results for the period January and February 2010 have been received from the customer survey results. Great results were again achieved in our responses to customer requests.



© Mackay Regional Council



Monday, April 19, 2010 © Mackay Regional Council

Customer Service Requests

A summary of the customer request that have been received through the Pathways system for the month are detailed in the table below:

Monthly Report April 2010						
Customer Request System - Pathways						
	Apr-10			TOTALS - YTD 2009/2010		
Statistics for Water						
Request Category	Ordinary Request	Call-Out Request	Total Request	Total Ordinary Request Y-T-D	Total Call-Out Requests Y-T-D	Total Requests Y-T-D
Fire Hydrant or Service Valve Damaged/Leaking	5	2	7	57	31	88
Water Service - Backflow Prevention Devices			-	3	-	3
Water Main - Broken/Leaking	12	13	25	77	130	207
Water Main - Replacement			-	-	-	-
Water Meter - Broken/Leaking	96	27	123	794	285	1,079
Water Miscellaneous	13	2	15	138	26	164
No Water	3	7	10	57	65	122
Low Water Pressure	4	-	4	64	11	75
Dirty Water / Cloudy Water	5	2	7	81	35	116
Water Odour/Taste/Smell	2	-	2	17	9	26
Public Amenities	8	-	8	110	14	124
Repair Park & Rec facilities - exclude public amenity			-	12	14	26
Water meter rewasher or leaky stopcock	18	2	20	187	29	216
Water Service Broken/Leaking	68	19	87	762	259	1,021
Water Service Replacement			-	1	-	1
Water Service - Subsidence in Ground			-	2	-	2
MRC Community Hall Repairs	3	-	3	15	-	15
Repair to MRC Pensioner Cottage	1	-	1	22	-	22
Alleged Breach of Water Restrictions			-	24	5	29
Water Leak	4	1	5	31	14	45
Drinking Fountains	2	-	2	20	1	21
WATER TOTAL	244	75	319	2,474	928	3,402
Statistics for Sewer						
Broken Manhole			-	8	-	8
Building Over Sewer Enquiries			-	-	-	-
Hit through sewer pipe / Breaks			-	5	-	5
Sewer Miscellaneous	2	4	6	34	11	45
Sewerage Overflows/Spillage	1	-	1	33	14	47
Public Toilets			-	8	4	12
Pump Station Faults			-	-	-	-
Sewerage Blockage	8	1	9	66	30	96
Sewerage Smell	1	-	1	20	7	27
Subsidence in Ground	1	-	1	20	-	20
Copies of Plans & Sewer Plans & Depths	81	-	81	1,018	1	1,019
SEWER TOTAL	94	5	99	1,212	67	1,279
GRAND TOTAL	338	80	418	3,686	995	4,681

1.3 Human Resource Management

- Total vacancies - 18
- Positions Filled:
 - Labourer,
 - Administration Officer,
 - Plumber
 - Trade Waste Inspector's Assistant
- Certificate III – Water Industry Worker
 - Managed by Queensland Water Directorate
 - Delivered by Wide Bay TAFE
 - 4 team members participated
 - Result of long term canvassing for an accredited course for non trade, field based water industry workers
 - Total of 13 participants from Rockhampton, Townsville, Mackay and Toowoomba
 - Similar successful pilot program held in SEQ region in 2009
 - Team members met other participants and program support staff via video link and was visited by a training assessor to discuss recognition of prior learning for 3 of the 8 course modules
 - Continued support to team through the L&D process by Business Improvement Coordinator

- Preparations are underway for the development of a structured change management program.
- Safety hazard inspections:

Inspections	Scheduled	Done	RAP issued
Offices – Wellington St	April	1/3 only 30.04.10	1/3 only

- Safety cultural change was supported through:
 - The generation of a flowchart to clearly outline the information flow required to manage the Hazard Inspections and associated RAPs
 - Finalisation of specification requirements for Gas Detectors
- Incident Reports for the month of April:

Incident Type	Qty
No Time Lost (NTL)	3
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury incident (NII) - Near miss	3
Public Incident / Non staff	1

- Professional development training courses (total – 56):

Training Course Name	Qty
Timesheet Completion and Submission	43
Defensive Driving	3
Finance 1	1
Monitor Operate & Report Fluoride Systems	2
Backflow Prevention	7

- Compulsory training courses (total – 22):

Training Course Name	Qty
----------------------	-----

Bedford Rd Induction	3
MRC Induction	11
Harassment / Discrimination	5
Confined Space	2
WH&S Rep & PINs	1

1.4 Statutory Reporting

Data was provided to Queensland Water Directorate for Australian Bureau of Statistics Water and Waste Water Supply Survey.

1.5 Communication

- Directorate promotion:
 - Updated MRC webpage with water usage stats, water interruption notices and trade waste information session details
 - Prepared certificates for Employee Awards presentation
 - Submitted water conservation story and water saving tips to Corporate Communications for inclusion in the next edition of InFocus magazine
 - The Business Communication Officer and Business Improvement Coordinator attended DERM's Water Education Conference in Brisbane where the Business Communication Officer presented a short speech on the MRC Water Education program, achievements over the past 12 months and plans for the future
- Communication plans:
 - Lab Services ~ prepared a draft press release for distribution to media when NATA accreditation is issued, prepared draft information for the MRC website on lab services (for review)
 - Trade Waste ~ an information session was held for CBD businesses on the 13 April, trade waste inspectors are continuing with surveys
 - Inflow and infiltration ~ communication plan continued throughout April with 1 advertisement in the Sarina Advertiser, 128 commercials on SeaFM, 151 commercials on Zinc, 44 commercials on Seven, 50 commercials on Win
 - Work has commenced on the creation of a conservation strategy for the water business to assist in meeting targeted water usage levels by 2016.
- Education:
 - 2 school presentations, 2 joint water/waste educational activities at MRF, 114 students received water education
 - Developed draft water auditing program for schools
- Internal communication:
 - Reviewed corporate internal communication survey and commenced preparation of draft communication survey for WWS employees
 - Prepared draft WWS newsletter
 - Water saving tip and list of winners from the WWS employee awards submitted to Grapevine newsletter

1.6 Governance

- Finalisation of Standard Operating Procedures prepared by operations staff has been put on hold to avoid rework due to system change over to SafePlan.
-

- A Business proposal has been put forward and meetings scheduled with MRC Governance and other MRC stakeholders to implement an electronic Quality Management System to manage monitoring, audits, document control and policy and procedure.
- Policy review progressing.
- Immunisation review and management plan progressing, to be finalized by MRC WH&S.
- The GE Money Building Emergency Response planning committee has identified a number of nonconformities in emergency response needs for the building, and these are being addressed by property services. Once the plan is in place an initial drill will be held to ascertain the integrity of the proposed procedures.

The Annual performance Plan for Water & Waste Services respectively are being reviewed and finalized prior to adoption by Council.

1.7 Scientific and Analytical Services (SAS)

New monitoring projects and highlights

- Volume of tests performed in April 2010 is nearly double to that of April 2009.
- 31 days of continual monitoring upon Bakers Creek, and the discharge point at MSWRF has placed considerable resource strain upon all of the team, for sampling and weekend testing.
- Work for NATA accreditation continues.
- Overall capacity has been reached within the laboratory.

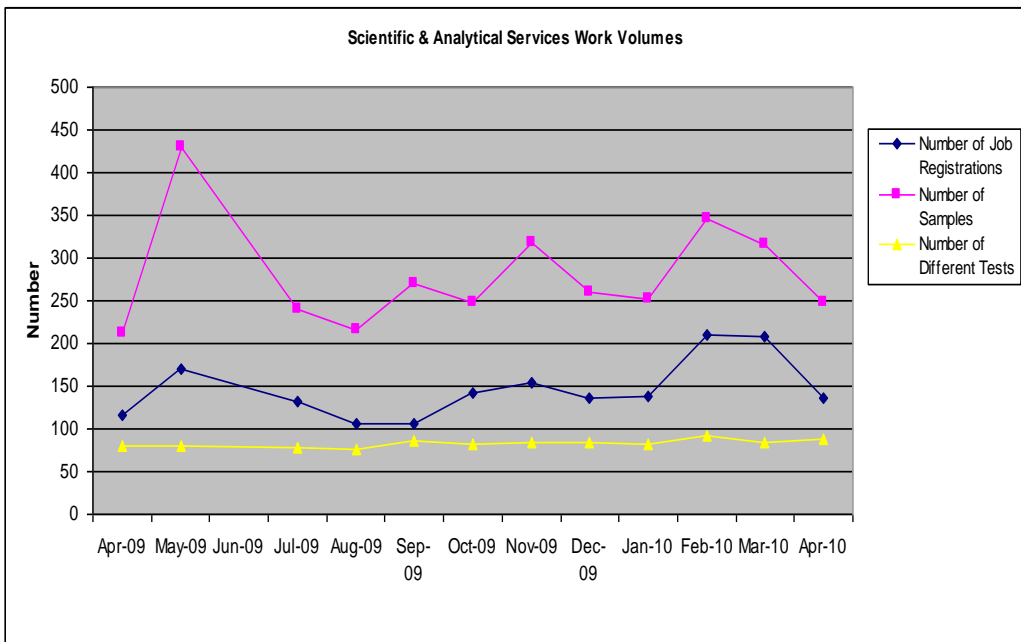
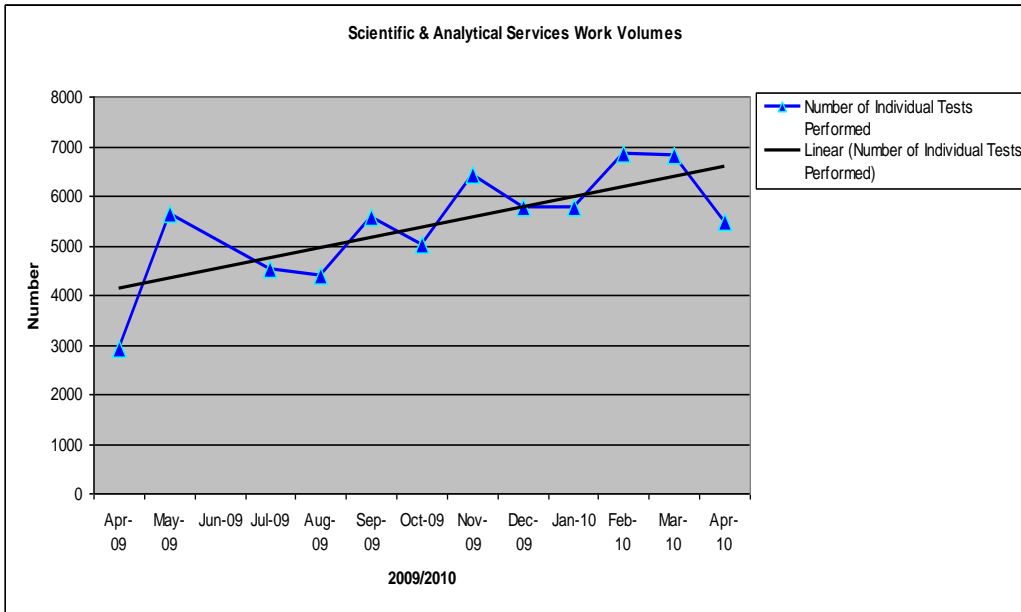
The table below lists the performance of the SAS Laboratory for April 2010:

	April 2010	Prev 12 m
Registrations	136	1,848
Samples	249	3,523
Test Types	88	126
Individual Tests Performed	5,462	66,011
Clients	24	42

Breakdown of Registrations		
Mackay Water & Waste	81	59.6%
Other Council Departments (Incl Trade Waste, Strategic Planning, and Aquatic Facilities)	40	29.4%
External Clients	15	11.0%

* Although consisting of 43% of the registrations, the internal work accounts for 60% of the number of test performed.

The following graph details the number of tests performed by the laboratory:



Cyclone Ului

The effects of Cyclone Ului are still being felt, as SAS has to continually perform daily testing of the Green Street Reservoir, which has lost the roof.

A new roof will not be on the reservoir until late June, and the daily monitoring will have to continue until then. Results to date continue to show that the drinking water complies with the Australian Standards.

NATA accreditation

Biological onsite assessment is on the 27th May. The chemical assessment will not occur until mid June. This is because some more documentation is required for certain aspects of this type of accreditation before the assessment team can come up.

2 PLANNING AND SUSTAINABILITY – April 2010

David Searle will commence with Planning and Sustainability on 11th May as a Project Manager, with responsibility for delivering water and sewer outcomes for Marian and Mirani.

Activity No.	Project / Activity	Status	Critical Issues
1.	Strategic Asset Management		
1.1	Capture of Asset data	Sewer Completed Water Capturing of water data has progressed well with a high commitment from the team.	
1.2	Inflow and Infiltration Strategy for entire MRC Region	The first batch of letters have been sent out with good responses from private owners.	Ensuring that the findings of the inspection are followed up and consistently dealt with.
1.3	System Leakage Management Plan	LGIS (local government Infrastructure services) has produced a Preliminary Project Plan as a result of the Management Plan to move the project forward. This is currently being reviewed.	There has been no progression with project due to other commitments.
1.4	Water Supply Disinfection for Mackay City	Investigation being undertaken to ensure the effectiveness of the chlorination disinfection system.	There has been no developments on this project as the focus has been on other key projects

Activity No.	Project / Activity	Status	Critical Issues
2.	Strategic Infrastructure Planning		
2.1	Mackay Water Supply Hydraulic Model for Mackay City	Work has commenced on a trunk all pipes water model. This has been pulled forward to enable more ability to understand the network.	
2.2	Sewerage Hydraulic Model for Mackay City	The data has now been sent to Brisbane for the model to built and then calibrated.	
2.3	Sewerage Strategy Report for Mackay City	The sewerage strategy has been finalized and signed by APMT. However there are three options with no clear direction at present. Further work will be undertaken to determine a preferred path before presenting to Council. Ongoing	
2.4	Regional Water Supply Report	Reviewing report prepared for way forward on Regional Water schemes. Current focus is Eton, Bloomsbury & Finch Hatton supply due to operational issues highlighted. Short term fix options currently being considered by Operations.	Planning team to ensure short term strategy is consistent with long term options being considered.
2.5	Demand Management Discussion Paper	There have been some internal meetings to discuss strategies and drivers of reducing water demand.	

Activity No.	Project / Activity	Status	Critical Issues
2.6	Sarina Sewerage Treatment Plant Planning Report	A one day workshop was held in Mackay for site selection and process review topics. There was conclusions on preferred site.	There will be a briefing to Council May 12 th .

2.7	Water Supply Planning Report for Mirani and Marian	The planning report key recommendations was presented to Council (Feb) in a briefing, with general agreement with outcomes.	The augmentation of the existing network to address pressure issues.
2.8	Sewerage Planning Report for Mirani and Marian – upgrade of Mirani WWTP	Recruitment for a Project Manager for these projects has been completed with David Searle being successful applicant.	

Activity No.	Project / Activity	Status	Critical Issues
2.9	10 Year Capital Plan	The capital plan has been reviewed and been a focus for inputs to 10/11 budget process. 10 and 20 Year Capital Works Programs are currently being finalised in conjunction with Infrastructure Delivery and Operations. Ongoing	Allocation of funding for the coming 10/11 capital plan.
2.10	Eungella Integrated Water Management Analysis	This paper has been completed and circulated for review. Council briefing will be prepared in the coming months with	Placing the outcomes for Eungella in a regional context for integrated management.

3. Detailed Infrastructure Planning

3.1	Implementation of planning activities associated with 1 Year Capital Plan	As per item 2.9 above.	
3.2	MWRP –Water Balance Model	A draft of the water balance modeling report has been received and being reviewed.	T

Activity No.	Project / Activity	Status	Critical Issues
--------------	--------------------	--------	-----------------

4. Development Assessment

4.1	Development Approvals - Planning	Ongoing input into development approvals and operational works reports as required.	
4.2	Development Approvals - Compliance	Working with Development Services – Engineering team to issues associated with compliance and inspection.	

Policy & Standards

4.1	Review of Water Services engineering guidelines, planning policies and standard drawings	Review of engineering construction and design guidelines, ITP's and standard drawings in conjunction with Development Assessment – Engineering team resources (external consultant).	Some delays with finalizing the review.
-----	--	--	---

3 INFRASTRUCTURE DELIVERY – April 2010

Summary of Water Services Current Capital Program

The following table summarises key projects in the Water Infrastructure Delivery budget for 2009 / 2010.

Water Projects

Legend	
On track	
Of concern	
Not on track	

Project	Status	Budget	Time	Comments
Nebo Rd WTP Upgrade	Detailed Design / Construction			Tender packages exceeding budget estimates and delays with HLPS scope change are being monitored.
Critical Issues	<ul style="list-style-type: none"> Finalisation of HLPS scope design 			

Project	Status	Budget	Time	Comments
	<ul style="list-style-type: none"> Reviewing budgets and contingency reserves against tender submissions Project Manager is reporting regularly to APMT and ALG with regards to schedule issues to provide focus and necessary resources to mitigate project slippages.			
Nebo Rd Fluoridisation	Detailed Design / Construction			Costs being finalised
Critical Issues	<ul style="list-style-type: none"> Fourth claim has been submitted for funding approval. Costs are being finalised for submission of final subsidy claim.			
Dumbleton Raw Water Trunk Main and Pump Station	Planning			Operational security is critical driver
Critical Issues	Priority of works has been aligned with operational security of the plant, and capital budget funding.			
Sarina Water Supply Main	Construction			Works progressing.
Critical Issues	<ul style="list-style-type: none"> Weather Project delivery impacted with the rain delays that were experienced since December. Directional boring is behind schedule but this is not affecting the overall schedule.			
Marian & Mirani Augmentation	Planning			Concept design to be progressed
Critical Issues:	<ul style="list-style-type: none"> Concept design Concept design will be progressed for Marian as a priority and then Mirani.			
South Mackay Trunk Main	Concept Design / TOC			Stage II – Mackay to Sarina pipeline. Procurement and pipe packages tendered.
Critical Issues	<ul style="list-style-type: none"> Integration with New Depot works program – wet weather delays Procurement of pipe for full project Works have been progressed at the new Paget Depot site, ahead of roadworks. Delays due to wet weather. Pipe package has been awarded, construction packages has been tendered and is under review.			
Middle Creek Dam Access Stairs	Construction			Stairs fabricated. Weather delays
Critical Issues	<ul style="list-style-type: none"> Wet Weather Contractor behind schedule. Impacts to the site from the wet weather continue from December.			
Shakespeare St	Concept Design / TOC			Works prioritised to align with road program
Critical Issues	<ul style="list-style-type: none"> Installation prior to road works program in street. MRC construction crew to undertake these works due to the level of interaction with customers required in this street, with MIA design and management.			
River St	Construction			Works in progress
Critical Issues	<ul style="list-style-type: none"> Wet Weather Construction works will extend into FY10/11.			
Eimeo Rd	Tender			Pipe procured and construction tenders being evaluated

Project	Status	Budget	Time	Comments
Critical Issues	<ul style="list-style-type: none">• Wet Weather Construction works will extend into FY10/11.			
Bloomsbury WTP Upgrade	Construction			Supply and install contract to be awarded.
Critical Issues	Commissioning of treatment facilities.			

Waste Water Projects

Project	Status	Budget	Time	Comments
Schmidtkes Rd Pump Station	Procurement / Construction			Site works progressing.
Critical Issues	<ul style="list-style-type: none"> Weather. Project delays due to weather. Working with Development Services to ensure SPS is available ahead of the requirements of the Developer.			
Sarina Effluent Rising Main	Construction			Construction package awarded.
Critical Issues	<ul style="list-style-type: none"> Weather 			
Sarina SPS 3,4,5,6 & 8	Design and construction			Contract to be awarded
Critical Issues	<ul style="list-style-type: none"> Awarding of construction works Construction works will extend into FY10/11. 			
Pumping Stations – Beaconsfield, Coles Rd & Gordon St	Construction			Switchboards have been delivered.
Critical Issues	<ul style="list-style-type: none"> Wet Weather Installation of electrical supply items Site construction works being monitored. Contract claims have been agreed. With rain delays work will not be finalised until early in the 10/11 FY.			

4 OPERATIONS – February 2010

4.1 Water Treatment System Performance

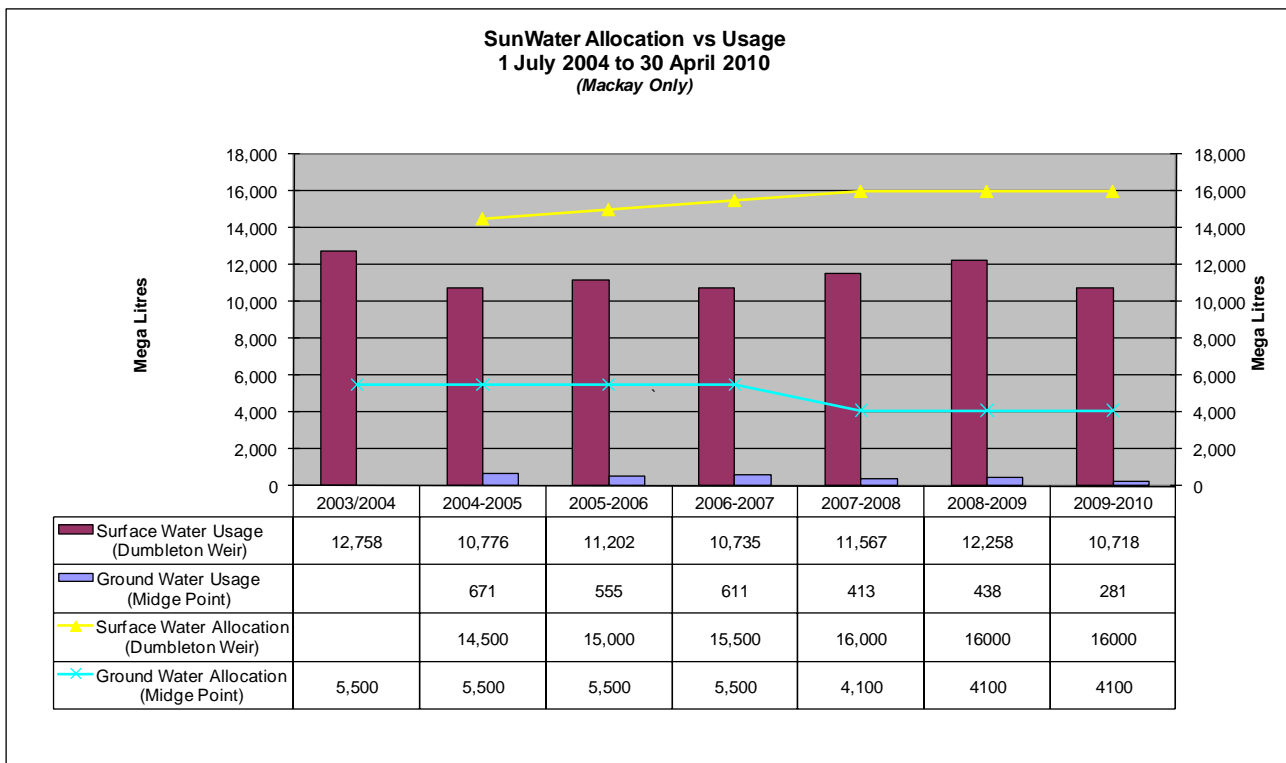
This report covers the month of April. The main focus for water treatment remained the capital works at Nebo Rd WTP. The permanent Fluoride dosing plant commissioning phase is complete and operation is proceeding with minor adjustments and enhancements being implemented.

Dam levels in the region remain high as summarised below, with recent rain completely replenishing the Dumbleton and Mirani bulk water supplies. The rainfall has also coincided with a marked downturn of customer demand.

Water Storage Levels

AS AT 30 APRIL 2010		
Weir / Dam	Volume / ML	%age
Mirani	2995	64
Marian	3985	100
Dumbleton	6379	72
Middle Creek	1486	100

A summary of the water use against SunWater allocations is detailed in the figure below.



4.1.1 Mackay (Nebo Rd) Water Supply Summary

Water consumption in April has increased with the average consumption being 27 ML/d in the month.

Annual consumption is still on forecast at around 14,000 ML, within the available Sunwater allocation of 16,000 ML. Ground water (bore) usage was 0 ML.

Water Source Performance Summary

	Allocation (ML/year)	April Consumption (ML)	March Consumption (ML)	February Consumption (ML)	Year to Date Consumption (ML)
Dumbleton Weir	16000	868	900	818	11268
Mackay Bores	5500	0	12	54	140

Water Consumption Performance Summary

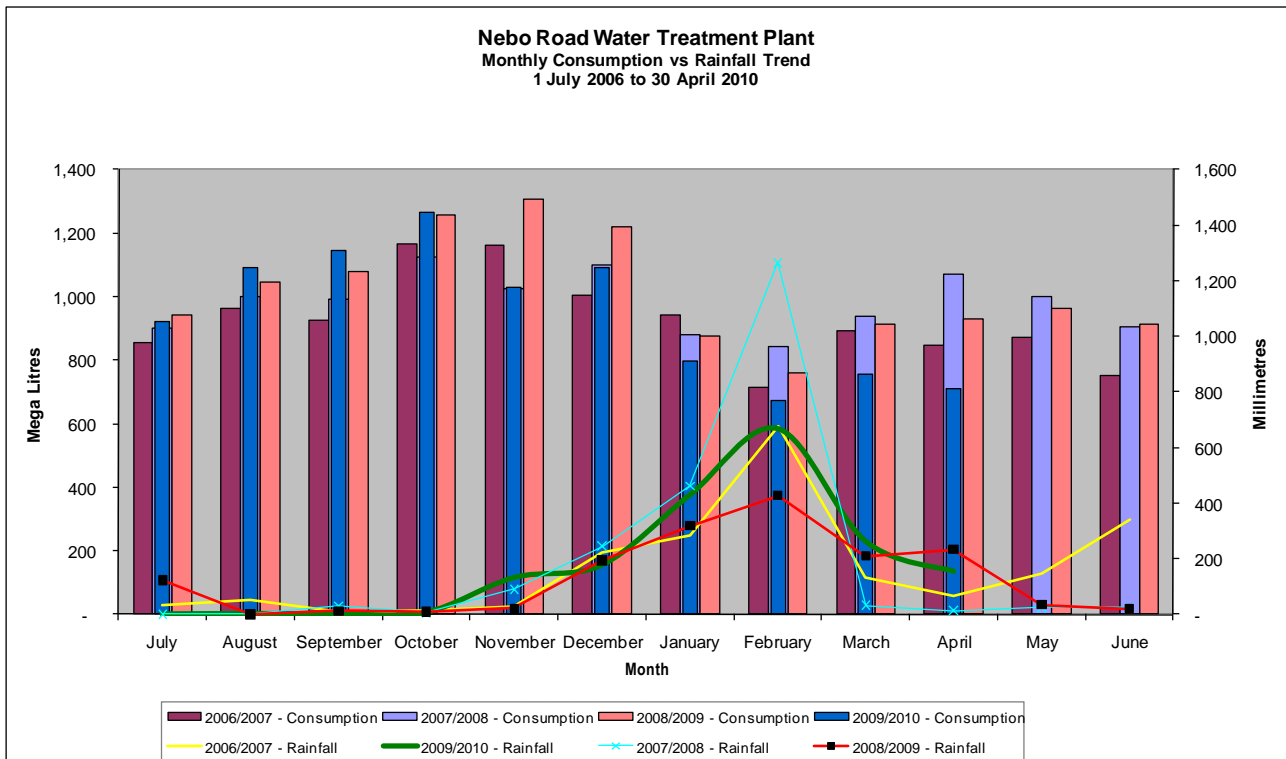
	April	March	February
Monthly Water Consumption (ML)	814	866	768
Average Daily Water Consumption (ML)	27	28	27
Maximum Daily Water Consumption (ML)	31	38	34
Average Water Consumption *(Litres per Equivalent Person)**	246	253	225
Rainfall (mm)	135	230	586

* Based on an estimated equivalent population of 110,000

Treatment Plant capacity to approximately 50 ML/day

**Please note that previous months average daily consumption per EP have been changed as the previous formula was incorrect.

Consumption trends have dipped well below the levels experienced last year with the arrival of the increased rainfall. Maximum day demands reached 31 ML/d in April, 38 ML/d in March, and 34 ML/d in February.



4.1.2 Sarina and Beaches Water Supply Summary

A summary of the water supplied to Sarina and the surrounding communities is detailed below.

Water Source Performance Summary

	Allocation (ML/year)	April Consumption (ML)	March Consumption (ML)	February Consumption (ML)	Year to Date Consumption (ML)
Mt Blarney WTP (Plane Creek)	N/A	50.8	33.3	18.2	306.70
Sarina Bores	200	23.2	27.0	28.13	154.33
Marwood Bores	350	44.7	32.3	29.39	304.39
Bally Keel Bore	150	8.2	9.0	68.62	120.82
Armstrong Beach Bore		2.2	2.8	1.9	47.46

Water Consumption Performance Summary

	April	March	February
Monthly Water Consumption (ML)	129.1	104.4	146.2
Average Daily Water Consumption (ML)	4.30	3.37	5.22
Average Water Consumption *(Litres per Equivalent Person)	478	443	446
Rainfall (mm)	57	291	808

*Based on an estimated equivalent population of 9000

Note: A number of potential leaks are believed to exist and are currently being investigated

4.1.3 Pioneer Valley Water Supply Summary

Demand has reduced in all areas to a more reasonable level for this time of year; the high level of demand has abated as a consequence of sustained high rainfall, as well as an increase in water restrictions which were supported by a water saving advertising campaign.

Water Source Performance Summary

	Allocation (ML/year)	April Consumption (ML)	March Consumption (ML)	February Consumption (ML)	Year to Date Consumption (ML)
Mirani Bore	100	6.97	7.33	6.30	88.51
Marian Bore	95	13.3	14.0	12.08	173.23
Pinnacle / Garget	60	1.65	2.16	1.63	22.14
Finch Hatton	46	2.36	2.78	2.50	31.32

Water Consumption Performance Summary

	April	March	February
Monthly Water Consumption (ML)	24.31	26.27	22.51
Average Daily Water Consumption (ML)	0.81	0.85	0.80
Average Water Consumption (Litres per Equivalent Person)	217	227	215
Rainfall (mm)	64	420	129

- Based on an estimated equivalent population of 3730EP
-
-

4.1.4 Remote Water Treatment Sites Performance

A summary of the water supplied to the remote sites is detailed below.

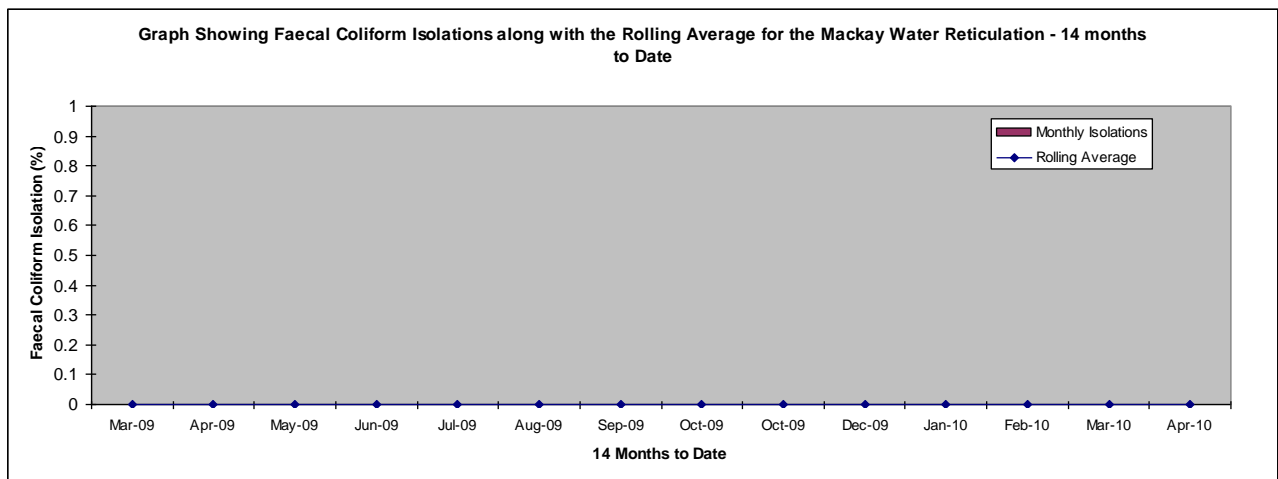
Water Source Performance Summary

	March Consumption (ML)	February Consumption (ML)	Year to Date Consumption (ML)
Eton	3.08	2.31	39.68
Calen	2.02	2.73	30.88
Bloomsbury	0.48	0.59	8.21
Midge Point	9.65	18.09	324.54
Koumala	1.33	1.03	10.437

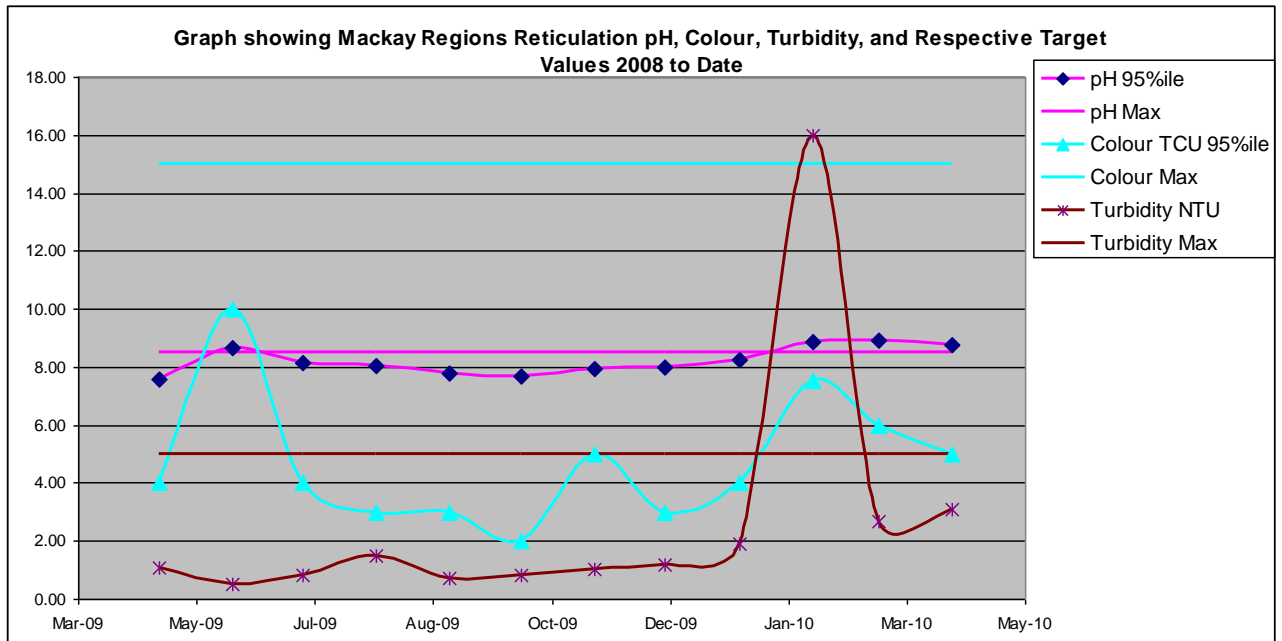
4.2 Water Quality

There were no faecal coliform isolations detected in the Region to April 2010 despite the elevated temperatures and high rainfall, which is shown in the attached graph. This equates to a 14 month rolling average of 100% compliance, which is higher than the customer service level target of 98%. A summary of the water quality performance data for the region is detailed in the following graphs.

Coliform Isolation Results

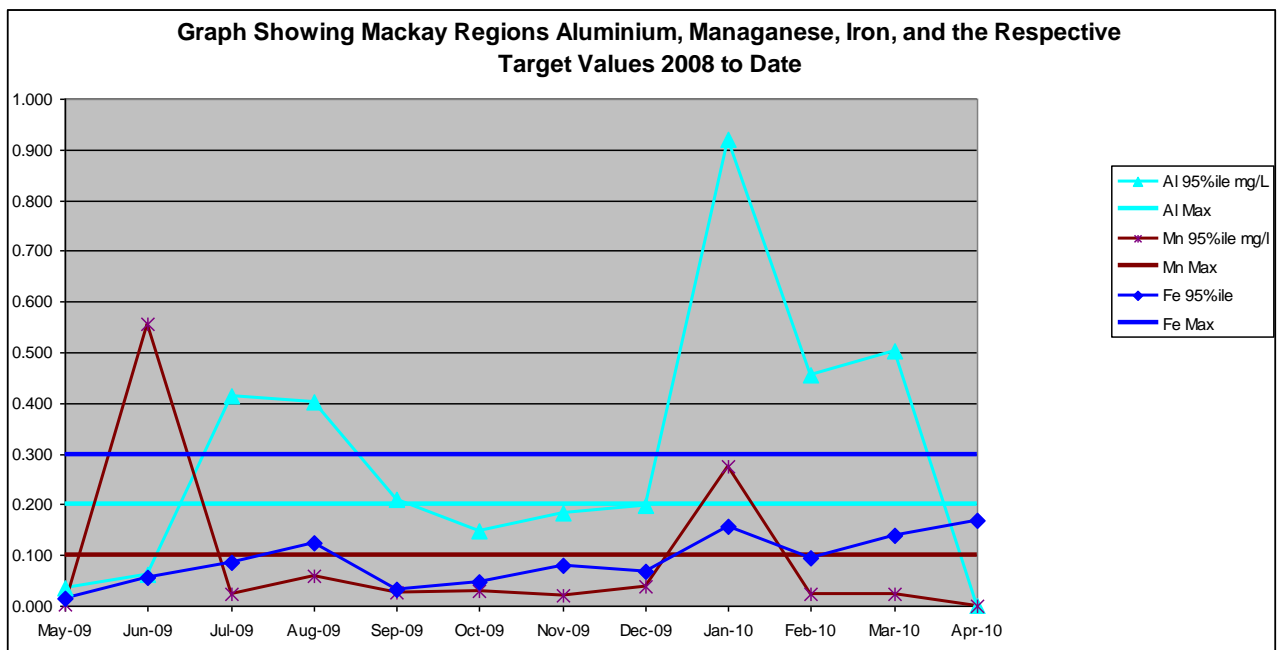


Reticulation pH, Colour, Turbidity



Physical chemical parameters have exceeded the aesthetic guideline for Turbidity in the Mackay distribution system even though the results at Nebo Road WTP were well below the guideline values.

Aluminium, Manganese, Iron



Physical chemical parameters have exceeded the aesthetic guideline for Aluminium in Sarina and Manganese in Bloomsbury. With these results the 12 month rolling compliance average is 99.1% which is still above the target of 98%.

Limits Licence	(mg/l)			Refer BOD	Solids(mg/l)			Coliforms cfu/100 ml	
	Range 6-8.5	Min 2 mg/L	Max 20mg/L		Max 30mg/L	Max 15mg/L	Max 3mg/L	50%ile 150 90%ile 1000 Max 4000	
06/03/2010	7.3	3.7	<5	36	19	2.3	0.2	255	
14/03/2010	7.2	5.5	<5	26	8	5.2	0.3	18	
24/03/2010	7.3	4.3	<5	24	4	4.6	0.3	110,400	
29/03/2010	7.2	5.5	<5	24	3	3.2	0.1	<1	
Limits Contract						Average < 5 mg/L	Average < 1 mg/L		
Average of all results in month						3.8	0.2		

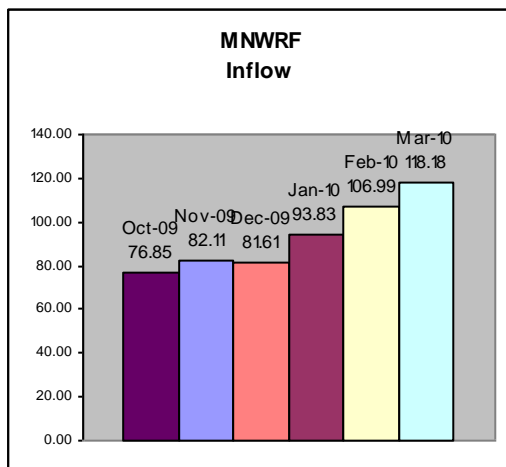
* Please note the Faecal Coliform results for 24-3-10 was recorded when there was greater than 3 x ADWF

Summary of Discharges from System

Parameter	March	February	January	Year to Date
Total Wastewater Treated	118.18	106.99	93.83	792.87
Effluent Released at Outfall (ML)	130.22	119.40*	89.47	869.12
Tonnes of Biosolids Removed From Site	207	210	144	870
% Biosolids Beneficially Reused	100	100	100	100

* Effluent figure higher than inflow due to high monthly rainfall.

A summary of the flows over the previous six months treated by MNWRF is shown below.



4.3.2 Mackay South Water Recycling Facility and Catchment

In March, The plant received a total of 1112.04 ML of influent this month equating to an average flow of 35.87 ML/d. The maximum flow for the month 63.11 ML. Total Potential Reuse 197.96 ML. Flow to Bakers Creek 961.92 ML. Total rainfall for the month was 515.5 mm.

MSWRF Performance Summary

WEEKLY (8 TH DAY) LAB RESULTS									
Date	Effluent pH (mg/l)	Effluent BOD (mg/l)	Effluent COD(mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent TP(mg/l)	Effluent Faecal Coliforms	Turbidity	Disinfection Chlorination
Limits Licence	6.0 to 8.5	Max 20	Refer BOD	Max 30	50 th ile 10 Max 30mg/L	50 th ile 8 Max 15mg/L	50 th ile 1000 Max 4000	Max 15mg/L	Min 1
06/03/2010	6.8	<5	16	24	6.4	1.3	<1	0.7	3.90
14/03/2010	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek
24/03/2010	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek
29/03/2010	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek
Limits Contract	6.0 to 8.5				Average <10.0 mg/L	Average < 8.0 mg/L	50 th ile <10	95 th %ile <2 NTU Max 5	> 1.0mg/L FCR
Average of all results in month	6.8				6.4	1.3	<1	0.7	3.90

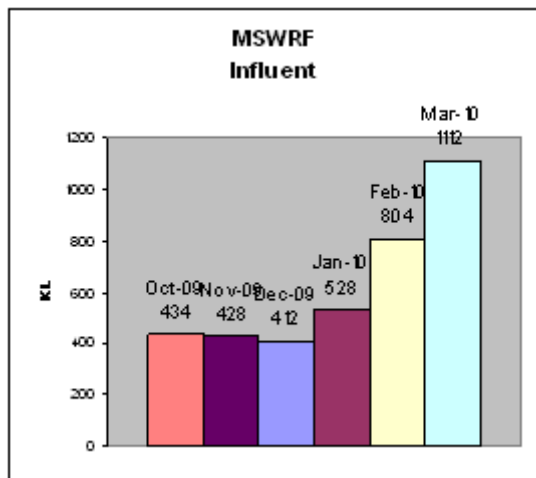
MSWRF Discharges to Bakers Creek licence compliance

Date	Effluent pH (m g/l)	Effluent DO	Effluent BOD (m g/l)	Effluent TSS (m g/l)	Effluent TN (m g/l)	Effluent NH4	Effluent TP (m g/l)	Effluent Faecal Coliforms
Limits Licence	6.0 to 8.5	Minimum 2	Max 20	Max 30	Max 30m g/L	90 th % ile 3 Max 6	Max 15 m g/L	50 th % ile 150 90 th % ile 1000 Max 4000 (Up to 3 x ADWF)
06/03/2010	Discharging to Storage	Discharging to Storage	Discharging to Storage	Discharging to Storage	Discharging to Storage	Discharging to Storage	Discharging to Storage	Discharging to Storage
14/03/2010	7.0	6.3	<5	5	5.4	0.9	0.8	2
24/03/2010	7.0	5.3	<5	8	6.6	<0.3	2.0	<1
30/03/2010	6.9	5.7	<5	10	8.9	0.8	1.9	7

Summary of Discharges from System

Parameter	March	February	Year to Date
Total Wastewater Treated	1112.04	803.85	5033.06
Effluent Released at Outfall (ML)	961.92	579.87	1668.1
Effluent Reused (ML)	197.96	284	3906.06
% Effluent Reused (target 88%)	18	34	N/A
Effluent Storage (% remaining RWS2)	0	0	N/A
Effluent Storage (% remaining RWS3)	0	0	N/A
Tonnes of Biosolids Removed From Site	440	343	3367
% Biosolids Beneficially Reused	100	100	100

A summary of the flows over the previous six months treated by MSWRF is shown below.



4.3.3 Sarina Wastewater Treatment Plant

The plant received a total of 37.49 ML of influent this month equating to an average flow of 1.25 ML/d. The maximum flow for the month was 7.88ML/d. Total rainfall for the month was 808 mm.

Sarina WWTP Performance Summary

Summary of Discharges from System

Parameter	April	March	February	Year to Date
Total Wastewater Treated	37.49	85.89	121.22	281.84
Average Daily Flow	1.25	2.889	4.329	-
Effluent Released at Outfall (ML)	39.94	89.58	105.24	29
Effluent Reused (ML)	0	0	1895	180.6
% Effluent Reused	0%	0%	85%	73.9%
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A	N/A
Effluent in Storage (%)	100%	100%	N/A	N/A
Tonnes of Biosolids Removed From Site (m3)	12	0	0	124
% Biosolids Beneficially Reused	100%	0	0	100

Note: The flow-meter has been repaired as of 2 February 2010.

4.3.4 Mirani/Marian Wastewater Treatment Plant

The plant received a total of 19.86ML of influent this month equating to an average flow of 0.66 ML/d. The maximum flow for the month was 0.80ML/d. Total rainfall for the month was 64.0 mm.

Mirani WWTP Performance Summary

Mirani discharge all effluent to the recycled water storage. The local cane farmers are not using effluent from the reuse storage dam for irrigation. Whilst discharging to the reuse storage dam the licence limits are DO – 2.0 mg/L, BOD - 20 mg/L, Suspended Solids - 30 mg/L, and E-Coli - 4000 cfu/100ml.

Summary of Discharges from System

Parameter	April	March
Total Wastewater Treated	19.86	16.77
Average Daily Flow	0.66	0.78
Effluent Released at Outfall (ML)	0	0
Effluent Reused (ML)	0	0
% Effluent Reused	0	0
Target / Licensed Effluent to be Reused (%)	100	100
Effluent in Storage (%)	87.9	58.6
Tonnes of Biosolids Removed From Site (m3)	0	0
% Biosolids Beneficially Reused	0	0
No. of Pump Station Overflows	0	0
Estimated Volume of Overflow release	0	0

4.4 Network Reticulation Systems

4.4.1 Significant Issues

- Finalise cleanups after the recent cyclone including having security fencing repaired on 9 sites.
- Carried out inspections on the water main between Sarina reservoir and Alligator Crk looking for suspected leak.
- New roof was fitted to the band rotunda in Broad St Sarina
- Extensive smoke testing and inspection work has continued as part of the Inflow & Infiltration study in Sarina
- Compiled list of sewers that need to be relined as part of infiltration work to be undertaken by the infrastructure delivery team

4.4.2 Civil Water Maintenance

- Inspections were carried out at Mt Pleasant Reservoirs No 1 and No 2 roofs, cleared blockages caused by the deteriorating protective coating on the reservoir roofs
 - Chlorine levels were boosted in Green St reservoir to ensure chlorine level are maintained whilst waiting for repairs to the missing roof
 - Three repairs were undertaken on the Dumbleton Raw Water Rising Main at Rougashes Road.
 - Finalisation of the air valve replacement program on the Dumbleton Raw Water Rising Main
 - The 450mm inlet valve for the Mt Oscar Reservoirs was undertaken as part of Councils planned maintenance program
 - The 450mm isolation valves was serviced in Malcomson St to make ready of the installation to be put back into service following the connections of the new Forgan Bridge water mains which will occur in May
-

-
- The 150mm water main has been capped in Boundary Rd East to allow contractors working for the works department to finalise stormwater installations in the area
 - Repair water mains which were damaged by contractors undertaking work in Prospect St and Gable St East Mackay
 - Fire Hydrants and Valves were serviced remarked and cats eyes installed at McEwans Beach and Bakers Creek as part of Councils ongoing maintenance program
 - Fire Hydrants and Valves were replaced in Farrellys Lne, Pitt St Bakers Creek, Vidar Crescent, Pollack St and in the Interlink Crt Paget as part of Councils planned maintenance program
 - New valves were installed in Johnson St, Biltoff St and Phillips St Sarina to allow for water mains replacement works to be undertaken
 - The altitude valve was serviced at Mt Hayden Reservoir after water pressure problems were experienced in the Sarina Northern Beaches area
 - Installation of larger services and fire lines/met checks were installed at:
 - 165 – 167 Boundary Rd South Mackay, 100 metcheck
 - 33 – 35 Margaret Vella Drv Paget, 50 meter
 - 104 Goldsmith St East Mackay, 5 x 20 metre 63 poly
 - Lot 1 Horse and Jockey Rd Ooralee, 100 metcheck 25 meter
 - Backflow tests – installation/ replacement
 - 11 council tests. Pump Stations
 - 2 private tests
 - 2 audit
 - Various building maintenance was undertaken for internal departments across numerous sites.
 - Other Work
 - Water meter replacements were carried out in West Mackay for water meter replacement scheme
 - Faulty/damaged water meters were replaced in Andergrove, Beaconsfield, Northern Beaches and North Mackay
 - Flush dirty water after complaints of poor quality from residents at Pollock St North Mackay and Lettice Crt South Mackay
 - Dead end water main flushing scheme has been carried out in East Mackay, West Mackay, South Mackay and CBD
 - Disconnection of existing water services have been carried out in (2) two locations – Mt Bassett old treatment plant and Ness St West Mackay
-

4.4.3 Civil Sewer Maintenance

- One manhole has been raised in High St North Mackay to allow for the construction of retaining walls
- Two new manhole bases were installed in Martin St and the Base Hospital Bridge Rd to allow contractors working on the sites to progress works
- Two new manhole connections were undertaken in Sonoran St to allow development to continue works on a unit development
- New HCP connections were undertaken in Vidar Crt, Anzac Pde and Staytes Rd
- Two HCP were disconnected in Martin St North Mackay to allow for the demolition of houses

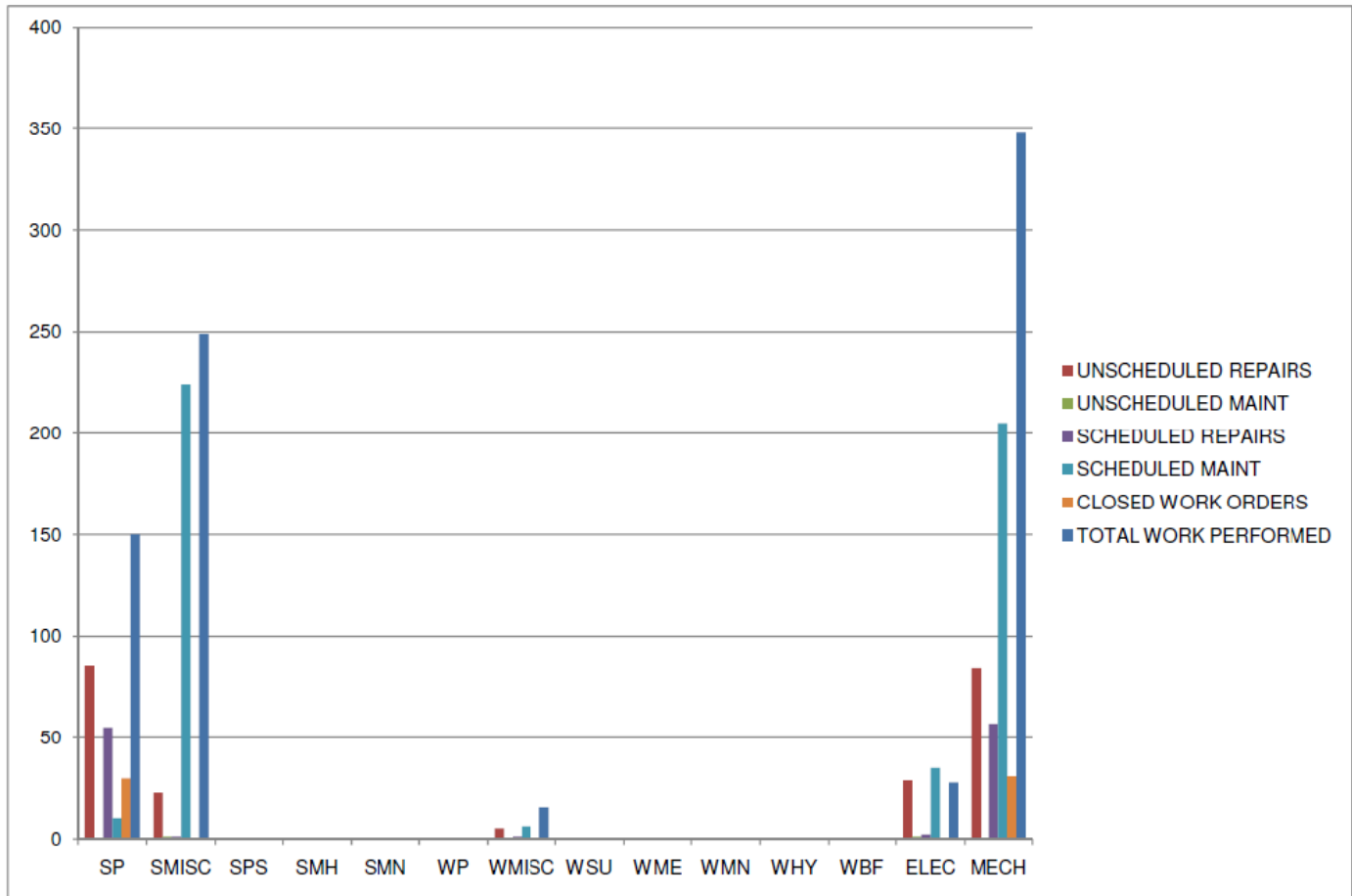
Standard Maintenance

- Two 100mm internal back drops have been repaired in Banksia Ave and Swallow St Slade Point
 - Manhole repaired at Quarry St as part of the Cyclone damage
 - Sewer main was repaired in Ahern Crt after routine inspections revealed a fault
 - 10 HCP connections were repaired in Holts Rd (2) King St (2) Banksia Ave (2) Geoffrey Thomas Drv (2) Kew Crt and Critchtons Rd after routine inspections following blockages identified failure
 - 5 HCP blockages were cleared in Banksia Ave, Holts Rd, King St, John Oxley Crescent and Woden Crt
 - Sewer main has been replaced at St Anne's School Sarina to allow for the connection of new facilities
 - Sump pump has been replaced on the Golf Course Effluent plant after failure
-

4.4.4 Mechanical / Electrical Maintenance

APRIL 2010

OPERATIONS – WORK PERFORMED REPORT
Preventative Maintenance V's Reactive Maintenance







4.4.5 CCTV Investigations

- New developments:
 - Pioneer Lakes Estate Stage 4 – Mirani 1076 m
- General Mains Investigations
 - Existing relined sewer reticulation (CBD) 71m
- Works Department
 - Existing 600mm Brick Oviform (Stormwater) 397m
 - Existing 525mm RCP (Stormwater) 52m
 -
- Private works
 - Boulderstone Constructions 20m

4.4.6 *I/I Investigation*

- Smoke testing has been undertaken in Elizabeth St, Freemont St, Kathleen St, Ware St, Arthur St, Cemetery Rd, Peterson St as part of Councils ongoing II study program
- Man hole defects have been identified in Roy Crt, Kathleen St, Elizabeth St, Peterson St as part of the II Investigation and have been listed for repairs
- House hold defects have been identified in Hans Christian St, Freemont St, Ware St, Arthur St and Michael St the owners of these properties will be notified in due course

Inspection Pictures / Inspection: 1				
Location/Street	Town or suburb	Date	Section number	Survey Ref.
WOOD	MACKAY	13/04/2010	1	MHWOODS005

	
Photo: MHWOODS005_HWRIVER005_13042010_025559_14_A.JPG 108.03m, Connection, good workmanship, connection appears to be closed, diameter 200mm , at 9 o'clock	Photo: MHWOODS005_HWRIVER005_13042010_025857_15_A.JPG 114.89m, One or more bricks have moved inwards , length of displacement 300mm, maximum 125mm , at 1 o'clock
	
Photo: MHWOODS005_HWRIVER005_13042010_030040_16_A.JPG 114.7m, Brick conduit collapsed , length >1000mm , CIVIFORM HAS COLLAPSED IN SHAPE	Photo: MHWOODS005_HWRIVER005_13042010_030043_16_B.JPG 114.7m, Brick conduit collapsed , length >1000mm . CIVIFORM HAS COLLAPSED IN SHAPE

WKS5WGMHWOODSTBRICKSTORMWATER 13-04-2010 / Page: 4

Inspection Pictures / Inspection: 1				
Location/Street	Town or suburb:	Date:	Section number:	Sewer Ref:
WOOD	MACKAY	13/04/2010	1	MHWOODS005




Photo:
MHWOODS005_HWRIVER005_13042010_030233_17_A.JPG
116.65m, One or more bricks have moved outwards , length of displacement >100mm, maximum 600mm, BRICKS HAVE FALLEN IN, from 9 to 3 o'clock




Photo:
MHWOODS005_HWRIVER005_13042010_030241_17_B.JPG
116.59m, One or more bricks have moved outwards , length of displacement >100mm, maximum 600mm, BRICKS HAVE FALLEN IN, from 9 to 3 o'clock




Photo:
MHWOODS005_HWRIVER005_13042010_030924_19_A.JPG
128.82m, New material, Brickwork , BACK TO EXISTING




Photo:
MHWOODS005_HWRIVER005_13042010_031208_21_A.JPG
130.67m, The conduit curves to the right, length of curved section 1000mm

Examples of CCTV footage of a recently inspected brick stormwater pipe for Engineering Services.

4.5 Trade Waste

4.5.1 Main focus

The trade waste implementation plan is continuing to be rolled out with the main focus on the Mackay

CBD. The advertising campaign is on hold until later in the year.

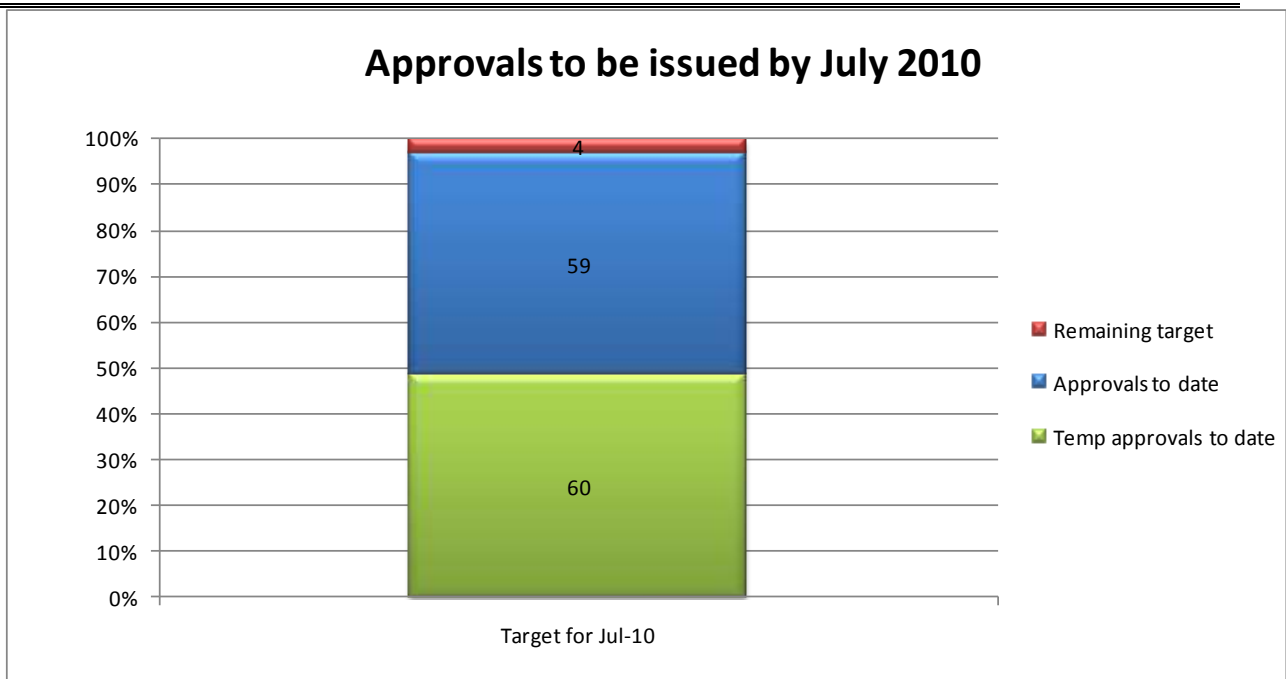
The third round of trade waste information sessions were held at Mackay Grand Suites on Tuesday, 13 April 2010 at 2:30pm. A minimal number of people attended, despite RSVP's indicating a larger attendance. Attendance figures were disappointing and may be attributed to the advertising campaign being put on hold.

Further information sessions have not been scheduled for the next month as the trade waste team is currently concentrating on issuing approvals to all of the businesses contacted in the first two areas of the CBD implementation.

Callan Langer was appointed to the vacant trade waste inspector's assistant position and commenced on 27 April 2010.

4.5.2 Trade waste statistics

April 2010	Bakers Creek	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 30 April 2010	281	32	3	1
Current approvals issued @ 30 April 2010:	224	23	3	1
• Category 1	59	6	1	0
• Category 2	48	4	1	0
• Category 3	120	13	1	1
Applications under assessment @ 30 April 2010	20	0	0	0
Temporary approvals		0	0	0
Temporary approvals issued for April 2010	14	0	0	0
Temporary approvals awaiting formal approval @ 30 April 2010	60	0	0	0
Total non-generator assessments	237	0	0	2
Non-generator assessments	1	0	0	0
Total approvals issued				
Approvals issued for April 2010:	6	1	0	0
• Category 1	4	0	0	0
• Category 2	2	1	0	0
• Category 3	0	0	0	0
Compliance tests performed			0	0
• Within set limits	11	1	0	0
• Exceeding set limits	6	0	0	0
Outstanding test results @ 30 April 2010	15	1	0	0



4.6 *Plumbing*

The total number of plumbing applications received during April 2010 was 100, compared to 108 for April 2009. Of the 100 applications received, 12 related to the Mirani area and 5 related to the Sarina area.

The total number of plumbing applications decided during April 2010 was 73, compared to 59 for April 2009. Of the 73 applications decided, 15 related to the Mirani area and 3 related to the Sarina area.

Note: due to a technical issue with Infomart reporting, the statistics are unable to be provided in the pivot table format as per previous reports.

The plumbing inspection department, on behalf of the Queensland Department of Infrastructure and Planning, hosted a roadshow at the MECC to inform plumbers and the public of legislation changes affecting the plumbing industry. Approximately 80 people attending, including the MPAQ.

5 **MANAGEMENT - WASTE SERVICES – February 2010**

5.1 Management

- Tender advertised for design of 3 rural transfer stations and remediation of landfill at Hay Point, Sarina & Otterburn.
- Tender advertised for Resource Recovery Services at Paget Waste Management Centre.
- Work has commenced on revising the Site Based Management Plans for both Paget Waste Management Centre and Hogan’s Pocket to reflect actual operations and management of the sites.

- Renewable Australia presented overview of NGER Act & CPRS legislation to Council.

Active Waste Disposal Sites

	April			March		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	6	4	4	7	0	1
Paget T/S	20	10	10	20	2	2
Bloomsbury T/S	2	0	0	3	1	1
Kolijo T/S	1	0	0	3	1	1
Kuttabul I/B	7	4	4	4	0	0
Seaforth T/S	2	0	0	9	3	3
Sarina L/F	16	5	2	26	5	2
Hay Point L/F	20	2	1	22	0	0
Koumala T/S	3	0	0	7	0	0
Colston I/B	1	1	1	3	3	3
Otterburn L/F	14	2	2	15	2	2
Gargett L/F	12	3	3	11	0	0
Finch Hatton T/S	11	2	2	9	0	0
Eungella T/S	3	0	0	5	0	0

Greenwaste Sites

	April			March		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	4	0	0	4	0	0
Walkerston	6	0	0	5	0	0
Bucasia	3	0	0	4	0	0

Closed Waste Sites

	April			March		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Eungella L/F	1	0	0	1	0	0
Illawong (Far Beach)	0	0	0	5	1	1
Bakers Creek	0	0	0	0	0	0
Eton	0	0	0	2	0	0
Habana	0	0	0	0	0	0
St Helens	0	0	0	1	0	0
Midge Point	0	0	0	5	3	3
Rural Bin Sites	0	0	0	0	0	0
Seaforth L/F	0	0	0	4	0	0
Koumala	1	1	1	2	0	0

Waste Site Transactions (Receipts Issued)

Transactions (Receipts Issued):

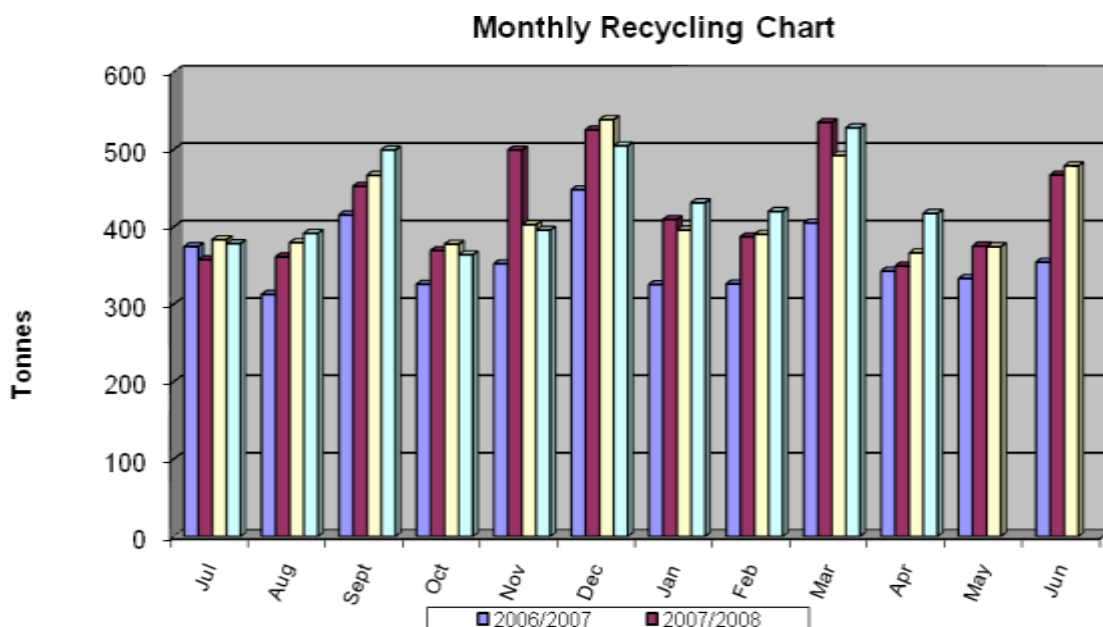
	Apr-10	Mar-10	Feb-10	Jan-10	Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09
Hogans Pocket L/F	19	44	27	32	31	18	17	31	13	11	8	3	6
Paget T/S	7,832	*14,508	8871	10740	10355	8160	9724	9264	7875	8396	8512	9462	9460
Bloomsbury T/S	151	*370	99	179	157	202	146	106	153	137	107	142	133
Kolijo T/S	109	*151	138	157	169	244	155	114	208	136	143	149	142
Kuttabal I/B	194	*182	132	175	166	126	180	166	165	176	207	474	169
Seaforth T/S	238	*965	232	415	313	501	292	311	257	268	319	286	311
Sarina L/F	466	*1455	431	707	707	389	646	692	529	667	726	954	1081
Hay Point L/F	223	*717	196	383	302	460	633	560	446	576	482	578	608
Koumala T/S	23	*47	17	34	45	42	58	42	46	57	45	58	70
Otterburn L/F	444	*1478	369	367	486	347	495	413	359	453	422	543	486
Gargett L/F	121	*273	95	136	160	79	119	123	94	131	128	147	152
Finch Hatton T/S	53	*203	61	94	80	54	91	97	77	98	89	105	104
Eungella T/S	15	*76	55	78	71	54	58	42	32	47	53	46	45
Bayersville Greenwaste Facility	2,681	*5412	864	1139	671	847	970	966	640	556	777	982	906
Walkerston Greenwaste Facility	997	*1899	203	216	137	158	184	175	124	149	472	621	612
Bucasia Greenwaste Facility	3,074	*6273	517	615	490	594	657	683	507	451	165	207	191

*Cyclone Clean up

Collection Services

- Collection services provided by Council's contractors have been performed satisfactory

Recycling Collection



Waste Disposal Monthly

Environmental Education Performance Report April 2010

Main focus of work activities:

Environmental Education duties:

Education visits to the Material Recovery Facility:

- Co-coordinated and performed the following school and community visits at the Materials Recovery Facility:
 - Homebush State School -33 students 7 teachers and parents
 - 1 staff tour (induction tour)
 - 1 tour for the bin inspection contract worker (induction tour)

International Composting Awareness Week (ICAW) 2-8 May:

- Donated a composting bin to Kinchant Dam Outdoor Education Centre to encourage composting at the facility.

Website:

- Liaised with Kylee Gilbank to update website information.

Conference / meetings:

- Met with Battery World Mackay to investigate introducing battery recycling at Mackay Regional Council.
- Attended school networking meeting with Earth Smart Science Facilitator and GBRMPA education Officer.
- Attended EcoExpo planning meeting.

Recycling Bin Inspection Program

Results of two weeks of inspections:

Date	Number of bins inspected	Bins with major contamination - (X sticker)-letter box drop & letter sent to resident	Bins with minor contamination- letter box drop only
19-04-10 Nth Mackay	87	5	1
20-04-10 Slade Point	158	6	5
21-04-10 Sth Mackay	Nil inspections due to illness		
22-04-10 Dolphin Heads	78	2	11
23-04-10 Andergrove	120	4	17
26-04-10 Walkerston	77	Nil	4
27-04-10 East Mackay	134	1	5
28-04-10 Seaforth	67	3	21
29-04-10 Ooralea	88	6	12
30-04-10 Glenella	164	4	17
	973	31	93

Note: Some residents removed contaminants on the spot and presented their uncontaminated bin for collection.

Summary of inspection results and points for consideration:

Over the two-week period, the highest rate of major contamination reached for an area was 5.2%. The highest rate of minor contamination rate reached for an area 20.4%.

Each area selected for inspection is to have three inspections to determine if there is a change in contamination rates and determine if bin services will need to be removed from repeat offenders.

It is assumed that a percentage of major and minor contamination is missed as the inspection only reveals items seen on top of the load and any concealed items in the bottom of the bin are missed.