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

The operational budget for 09/10 continues to track well. Significant time has been spent over the last month in finalising details for the 10/11 budget submission.

A new Mackay Infrastructure Alliance Program Manager has been appointed and commences on 21 June 2010. The appointment is part of an ongoing review into ensuring that the MIA can continue to deliver the expected outcomes moving forward as per Councils expectations.

This month has highlighted a number of maintenance issues resulting from damage to assets by external parties or poorly constructed assets that require maintenance well before expected based on their asset life. The number of incidents within the month is of some concern.

Supply of recycled water commenced to the Pioneer Golf Course from the Mirani WWTP on 14 May 2010. This is a good outcome and ensures that the recycled water is beneficially used.

A CTM Water Alliance Executive Committee meeting was held on 21 May 2010. At this meeting the draft management plan was adopted which identifies the key targets for the CTM Water Alliance to achieve over the ensuing 12 month period.

The Waste area continues to progress its program of capital for next year with tenders closing for Engineering Design Services and Resource Recovery Services. Landfill Gas and Greenwaste tender documents have been progressed and should be available to advertise in mid June 2010.

### **Director Water and Waste Services**

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**Performance Management Report  
May 2010**

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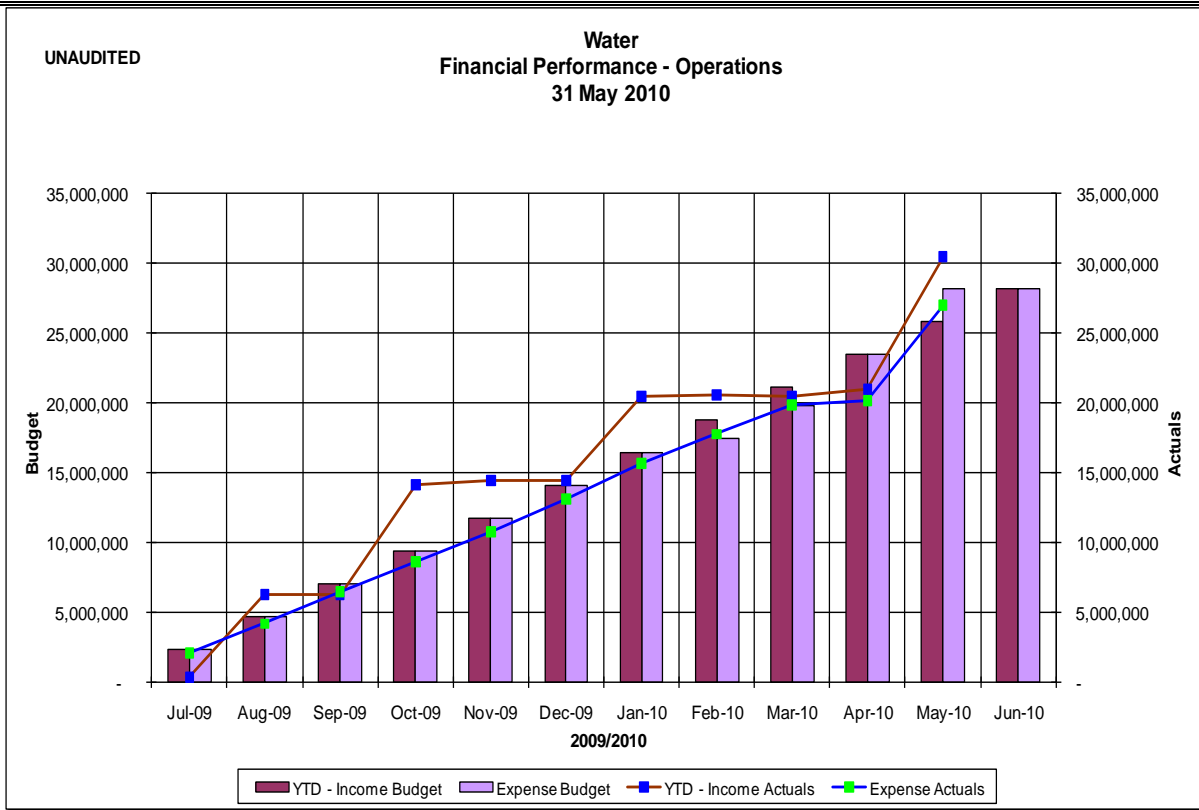
# 1 BUSINESS SERVICES

## 1.1 *Finance*

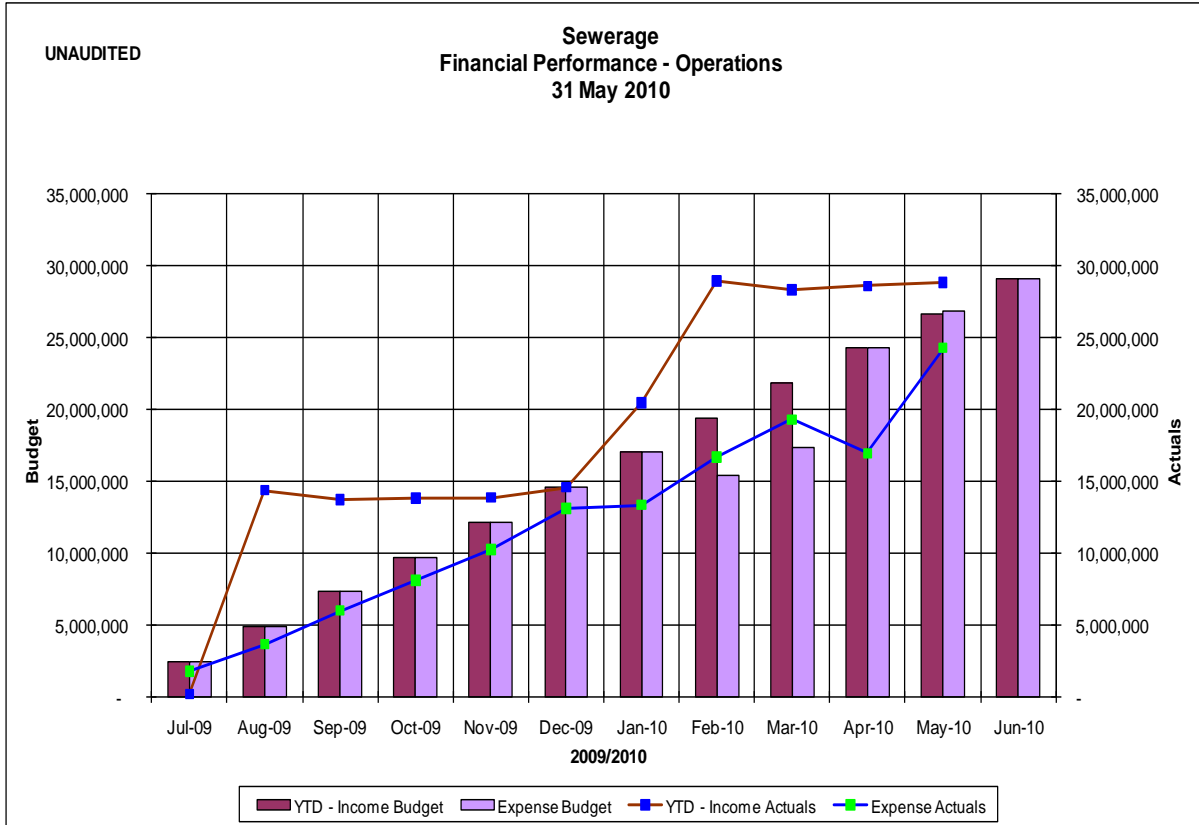
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

### Financial Performance of Individual Business Unit Areas - May

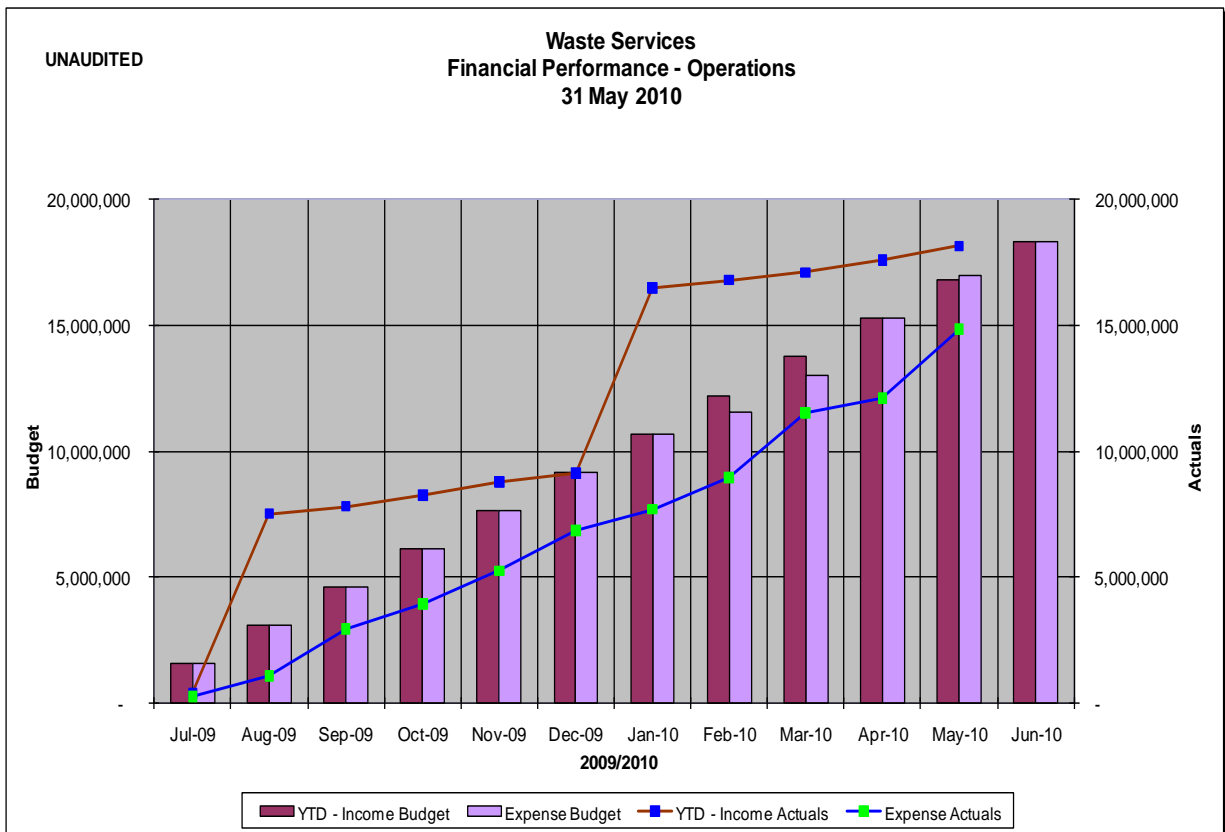
Performance Area	09/10 Budget			Actuals	Actuals + Commit.	Comment
	Original	Revised	YTD			
<b>Water</b>						
Revenue	-28,207,725	-28,207,725	-25,857,081	-30,526,018		
Expenditure	25,249,319	25,243,319	23,139,709	20,829,035		
Internal Transfers	2,943,677	5,562,397	5,098,864	6,176,271		
Profit/Loss	-20,729	2,597,991	2,381,492	-3,520,711		
<b>Wastewater</b>						
Revenue	-29,128,524	-29,128,524	-26,701,147	-28,836,537		
Expenditure	27,055,393	27,055,393	24,800,777	20,605,957		
Internal Transfers	2,087,861	2,265,987	2,077,155	3,696,323		
Profit/Loss	14,730	192,856	176,784	-4,534,257		
<b>Waste</b>						
Revenue	-18,325,090	-18,325,090	-16,797,999	-18,162,583		
Expenditure	17,261,452	17,224,651	15,789,263	13,825,208		
Internal Transfers	1,063,639	1,311,836	1,202,516	1,018,938		
Profit/Loss	1	211,398	193,782	-3,318,438		
Sewerage Recoverable Works	-41,695	-41,695	-38,220	59,603	59,603	
Water Recoverable Works	-139,306	-139,306	-127,698	-308,982	-308,982	
CCTV Recoverable Works	9,468	9,468	8,679	-18,996	-18,996	
Bulk Water Sales	-413,400	-413,400	-378,950	-366,239	-363,511	
Plumbing Inspections	-194,357	-194,357	-178,160	-444,227	-442,177	
Trade Waste	-1,033,808	-1,033,808	-947,658	-758,849	-754,935	
Lab Services	641,405	641,405	587,954	572,446	626,122	
Sewer Modelling	-18,746	-18,746	-17,184	298	298	
Water Modelling	-10,000	-10,000	-9,167	1,642	1,642	



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



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## 1.2 Customer Service

Customer service activities during the month:

- 4 water exemption applications were processed
- There were no water rebate applications received in May
- Customer Services received 2 water restriction enquiries and 2 trade waste enquiries in May 2010
- A meeting was held with the Operations Manager to clarify customer service requirements from the Business Services administration team

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Water Meter Applications

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

## 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:

<b>Monthly Report May 2010</b>						
<b>Customer Request System - Pathways</b>						
	May-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	8	3	11	65	34	99
Water Service - Backflow Prevention Devices			-	3	-	3
Water Main - Broken/Leaking	10	12	22	87	142	229
Water Main - Replacement			-	-	-	-
Water Meter - Broken/Leaking	87	27	114	881	312	1,193
Water Miscellaneous	17	4	21	155	30	185
No Water	4	5	9	61	70	131
Low Water Pressure	3	-	3	67	11	78
Dirty Water / Cloudy Water	1	1	2	82	36	118
Water Odour/Taste/Smell	1	-	1	18	9	27
Public Amenities	9	1	10	119	15	134
Repair Park & Rec facilities - exclude public amenity	3	1	4	15	15	30
Water meter rewasher or leaky stopcock	22	5	27	209	34	243
Water Service Broken/Leaking	56	17	73	818	276	1,094
Water Service Replacement			-	1	-	1
Water Service - Subsidence in Ground			-	2	-	2
MRC Community Hall Repairs	2	-	2	17	-	17
Repair to MRC Pensioner Cottage	8	-	8	30	-	30
Alleged Breach of Water Restrictions	2	-	2	26	5	31
Water Leak	2	6	8	33	20	53
Drinking Fountains	1	-	1	21	1	22
<b>WATER TOTAL</b>	<b>236</b>	<b>82</b>	<b>318</b>	<b>2,710</b>	<b>1,010</b>	<b>3,720</b>
Statistics for Sewer						
Broken Manhole	1	1	2	9	1	10
Building Over Sewer Enquiries			-	-	-	-
Hit through sewer pipe / Breaks			-	5	-	5
Sewer Miscellaneous	4	-	4	38	11	49
Sewerage Overflows/Spillage	2	-	2	35	14	49
Public Toilets			-	8	4	12
Pump Station Faults			-	-	-	-
Sewerage Blockage	7	4	11	73	34	107
Sewerage Smell	4	-	4	24	7	31
Subsidence in Ground	1	-	1	21	-	21
Copies of Plans & Sewer Plans & Depths	83		83	1,101	1	1,102
<b>SEWER TOTAL</b>	<b>102</b>	<b>5</b>	<b>107</b>	<b>1,314</b>	<b>72</b>	<b>1,386</b>
<b>GRAND TOTAL</b>	<b>338</b>	<b>87</b>	<b>425</b>	<b>4,024</b>	<b>1,082</b>	<b>5,106</b>

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### 1.3 Human Resource Management

The following key activities have occurred relevant to human resource management during the month:

- The directorate had a total of 19 vacancies
- The following positions were filled:
  - Project Manager
  - 2 x apprentice plumber
- The following positions were vacated:
  - Temporary Trade Waste Inspectors Assistant
  - Plumber
  - Trade Waste Inspector

- Safety hazard inspections:

<b>Inspections</b>	<b>Scheduled</b>	<b>Done</b>	<b>RAP issued</b>
Workshop – Ness St	May 2010	No	No
Workshop - Sarina	April 2010	Yes partial	No
Vehicle - Construction (Infrastructure Delivery)	May 2010	25.05.2010	25.05.2010
Pump Stations	May 2010	10.05.2010 13.05.2010	10.05.2010
Reservoirs	Feb 2010		13.05.2010
Bore Sites	Jan 2010		
Construction Site	May 2010	25.05.2010	25.05.2010

- Safety cultural change was supported through:
  - Mentoring of WH&S Reps and Team Leaders in conducting of Hazard Inspections and the generation and management of RAPs
  - Highlighting a potential hazard through a Hazard Alert for manual handling and respiratory issues at Calen Water Pump Station Salt treatment Plant
  - Finalise specification for the supply, and management of Gas Detectors and associated attachments and software and forward to Plant & Procurement
  - Resource individual PPE bags for each employee requiring PPE in the field
  - Resource weather proof storage boxes for Quality Systems Documents for work vehicles
  - Review, amend and generate as required WH&S Hazard Inspection Checklists for all areas/facilities of the directorate
  - Conduct Bedford Rd Depot Inductions

- Incident Reports for the month of May:

<b>Incident Type</b>	<b>Qty</b>
No Time Lost (NTL)	2
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury incident (NII) - Near miss	5

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Public Incident – Non Staff	4
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- Professional development training courses (total – 27):

Training Course Name	Qty
Thermostatic Mixing Valve	7
Finance 1	1
Timesheet Completion & Submission	10
Constructing Better Business	4
Load Restraint Training	2
Data Works	1
Minute Management	1
Pathway	1

- Compulsory training courses (total – 19):

Training Course Name	Qty
CPR	2
Apply First Aid	1
Traffic Controller	2
Bedford Rd Induction	3
Confined Space	1
MRC Induction	3
Harassment / Discrimination	3
Forklift	2
Fire Extinguisher	1
White Card	1

#### 1.4 *Statutory Reporting*

The Business Improvement Coordinator represented Council at a steering group committee for the Statewide Information Management system (SWIM) which is managed by the Queensland Water Directorate and is used to collate information for statutory reporting to various government departments, such as Bureau of Meteorology and Department of Environment and Resource Management.

#### 1.5 *Communication*

- Directorate promotion;
  - Corporate website was updated with water usage figures, water interruption notices and the Waste Fees and Charges fact sheet was updated
  - Employee awards evaluation for distributed to all WWS staff
- Communication plans:
  - The inflow and infiltration communication plan was finalized in May with 70 radio commercials aired on Zinc, 52 on SeaFM, 38 television commercial on Seven and 52 on Win.
- Education:
 

The following schools received water education during May:

School	Visit Type	Number of	Number of
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		<b>Sessions</b>	<b>Students</b>
Oakenden State School	Water education at MRF	1	11
Walkerston State School	Water education at MRF	3	60
Victoria Park State School	Water education classroom visit	2	90
Alligator Creek	Water education at MRF	2	50
Mackay and District Special School	Water education classroom visit	1	6
Eimeo State School	Water education at MRF	2	56
<b>Total</b>		<b>11</b>	<b>273</b>

- A

presentation on the Water Education Program was also given at two professional development days for primary school teachers

- A review of water consumption data was undertaken for all primary schools across the region to identify top water users. This data will also assist with the development of a water saving plan as a part of the new water auditing program for schools.
- A final draft of the Water Savers School Auditing program was developed for comment.
- Internal communication:
  - Stories submitted to Grapevine during the month included information on the Employee Awards presentation, winners of the Curtis Bobongie Award and a water saving tip.

## 1.6 Governance

- Coaching session held with CCTV Van operators on requirements for Standard Operating Procedures and type of information needed to generate SOPs.
- Meetings held with MRC Business Improvement and MRC Governance to investigate the move towards an electronic Quality Management System.

## 1.7 Scientific and Analytical Services (SAS)

### New monitoring projects and highlights

May was the biggest month on record for SAS. Total number of individual tests performed was nearly 7000. The influx was due to the environmental condition imposed upon Water and Waste Services to perform continual monitoring upon Bakers Creek, and the discharge point at MSWRF. This has placed considerable resource strain upon all of the team, as not only sampling occurs, but there are also a number of tests that have to be performed on the weekend. The combination of the high workload with the NATA assessment, the team has had a stressful month. They have all done an outstanding job.

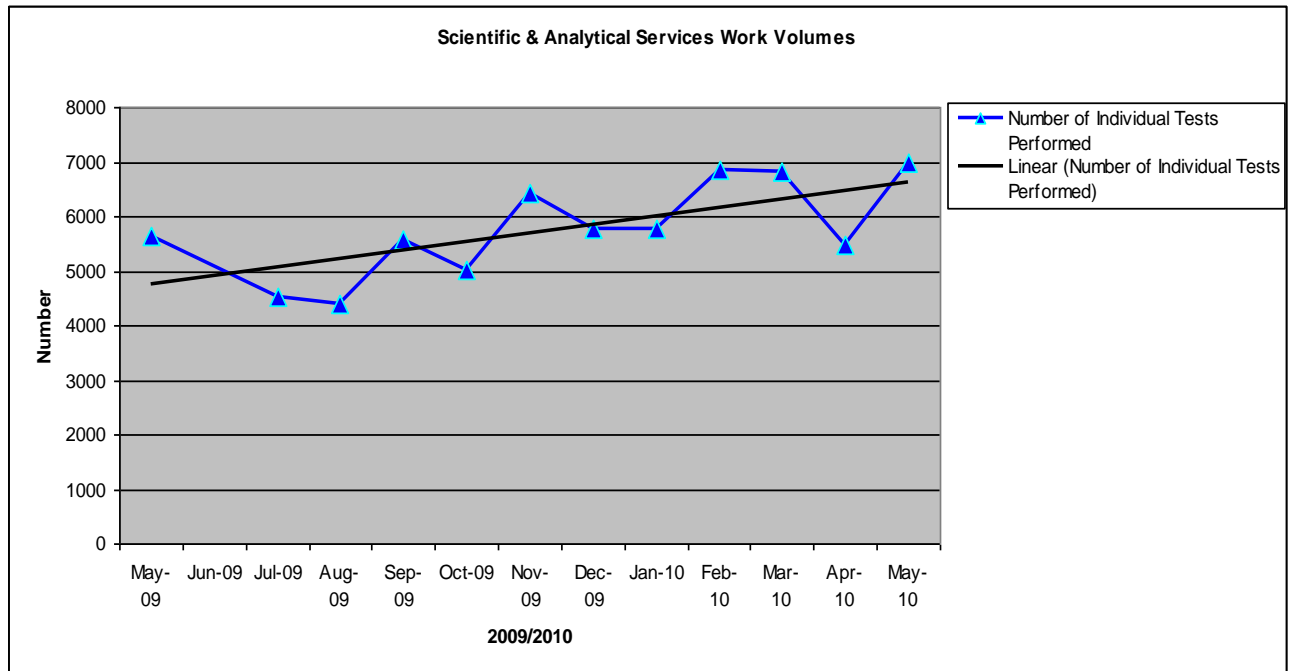
The table below lists the performance of the SAS Laboratory for May 2010:

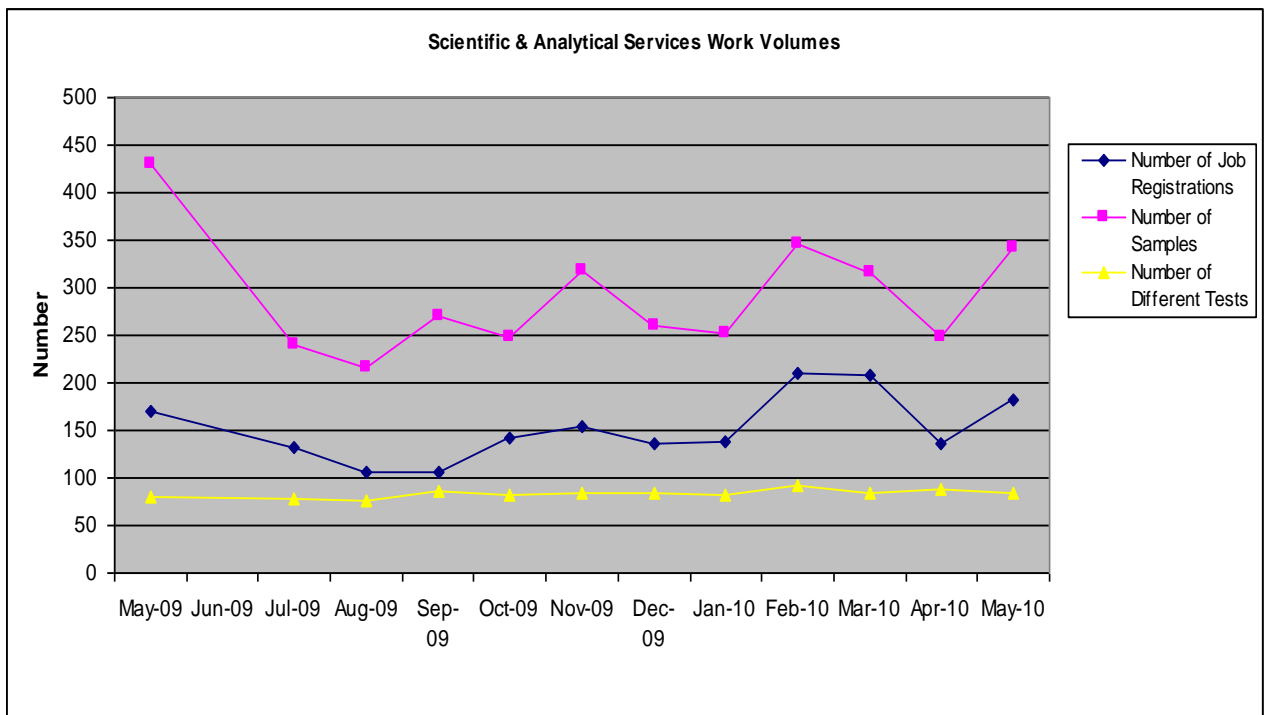
	May 2010	Previous 12 Months
Number of Registrations	182	1901
Number of Samples	342	3630
Number of Test Types	85	127
Number of Individual Tests Performed	6968	69555
Number of Clients	22	42

Breakdown of Registrations	
Mackay Water	122 (67%)
Other Council Departments (Incl Trade Waste, Strategic Planning, and Aquatic Facilities)	43 (23.6%)
External Clients	17 (9.4%)

\* 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.

### NATA accreditation

SAS had its biological and quality management system assessment on the 27 May. NATA has recommended SAS for NATA accreditation for biology and its quality system, after a few conditions have been met. The chemistry assessment is on the 17 June.

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## 2 PLANNING AND SUSTAINABILITY

Activity No.	Project / Activity	Status	Critical Issues
<b>1. Strategic Asset Management</b>			
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 inspection program is continuing with defect letters being sent out.	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
<b>2. Strategic Infrastructure Planning</b>			
2.1	Mackay Water Supply Hydraulic Model for Mackay City	The provisional all pipes water model has been completed with models visiting Mackay for knowledge transfer.	
2.2	Sewerage Hydraulic Model for Mackay City	The model built has commenced and will take several weeks for completion.	
2.3	Sewerage Strategy Report for Mackay	Work is progressing on further detailed work in order to provide	

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Activity No.	Project / Activity	Status	Critical Issues
	City	a clear option for moving forward. When this work is completed the strategy report will be amended to reflect this work. At that time the report will be presented to Council.	
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.	
2.6	Sarina Sewerage Treatment Plant Planning Report	Council resolved to purchase the preferred site with discussions started with the land owner.	
2.7	Water Supply Planning Report for Mirani and Marian	The augmentation work required has had a work package definition statement completed.	The augmentation of the existing network to address pressure issues.
2.8	Sewerage Planning Report for Mirani and Marian – upgrade of Mirani WWTP	A review of documents and an action plan for moving forward is being developed.	
2.9	10 Year Capital Plan		Allocation of funding for the coming 10/11 capital plan.
2.10	Eungella Integrated	This paper has been completed	Placing the outcomes for

Activity No.	Project / Activity	Status	Critical Issues
	Water Management Analysis	and circulated for review. The outcomes of this work will be incorporated into the Regional Strategy which is being undertaken.	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. The second component of this work has been commenced. |

### ***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. |

### ***5. Policy & Standards***

- |     |  |  |   |
|-----|--|--|---|
| 5.1 | 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. |
|-----|--|--|---|
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### 3 INFRASTRUCTURE DELIVERY

#### *Summary of Water Services Current Capital Program*

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

#### **Water Projects**

<b>Legend</b>	
On track	
Of concern	
Not on track	

<b>Project</b>	<b>Status</b>	<b>Budget</b>	<b>Time</b>	<b>Comments</b>
Nebo Rd WTP Upgrade	Detailed Design / Construction			HLPS scope change finalised for electrical work package. Major design packages have been completed
Critical Issues	<ul style="list-style-type: none"> <li>• Endorsement of HLPS scope change</li> <li>• Reviewing budgets and contingency reserves against tender submissions</li> </ul> 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"> <li>• Finalisation of documentation for completion of project.</li> </ul> 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	Finalisation of concept design works and budget estimates to progress into detailed design and implementation. Land requirements to be progressed.			
Sarina Water Supply Main	Construction			Works progressing.
Critical Issues	<ul style="list-style-type: none"> <li>• Weather</li> </ul> Construction works have accelerated with the drier weather during May.			
Marian & Mirani Augmentation	Planning			Concept design being reviewed.
Critical Issues:	<ul style="list-style-type: none"> <li>• Concept design</li> </ul> Concept design will be progressed for Marian as a priority and then Mirani.			
South Mackay Trunk Main	Concept Design / TOC			Pipe package awarded. Construction package tender under review.
Critical Issues	<ul style="list-style-type: none"> <li>• Finalisation of TOC Report</li> <li>• Recommendation of preferred tenderer for site works.</li> </ul>			

<b>Project</b>	<b>Status</b>	<b>Budget</b>	<b>Time</b>	<b>Comments</b>
Middle Creek Dam Access Stairs	Construction			Stairs fabricated. Site works progressing
Critical Issues	<ul style="list-style-type: none"> <li>Wet Weather Contractor behind schedule from earlier weather delays.</li> </ul>			
Shakespeare St	Concept Design / TOC			Detailed design is progressing
Critical Issues	<ul style="list-style-type: none"> <li>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.</li> </ul>			
River St	Construction			Works in progress
Critical Issues	<ul style="list-style-type: none"> <li>Wet Weather Construction works will extend into FY10/11.</li> </ul>			
Eimeo Rd	Tender			Construction awarded.
Critical Issues	<ul style="list-style-type: none"> <li>Wet Weather Construction works will extend into FY10/11.</li> </ul>			
Bloomsbury WTP Upgrade	Construction			Supply and install contract to be awarded.
Critical Issues	<ul style="list-style-type: none"> <li>Council direction with relation to water supply agreement</li> </ul>			
Field & Mogford St Retic	Construction			Installation completed ahead of road program.
Critical Issues	Works brought forward in capital plan from FY10/11 to align with road program.			

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## Waste Water Projects

Project	Status	Budget	Time	Comments
Schmidtkes Rd Pump Station	Procurement / Construction			Site works progressing. Electrical installation progressing
Critical Issues	<ul style="list-style-type: none"> <li>• Weather.</li> <li>• Commissioning of pump station</li> </ul>			
Sarina Effluent Rising Main	Construction			Construction package awarded.
Critical Issues	<ul style="list-style-type: none"> <li>• Weather</li> </ul>			
Sarina SPS 3,4,5,6 & 8	Design and construction			Contract awarded. Site inspection undertaken.
Critical Issues	<ul style="list-style-type: none"> <li>• Construction works will extend into FY10/11.</li> <li>• Easement at SPS 8 under discussion with owners</li> </ul>			
Pumping Stations – Beaconsfield, Coles Rd & Gordon St	Construction			Electrical installation and cut-over works progressing.
Critical Issues	<ul style="list-style-type: none"> <li>• Installation of electrical supply items</li> <li>• Cut-over and commissioning of new systems</li> </ul> Site construction works being monitored.			
Pump Mounted Trailers	Procurement			Site inspection and tender evaluation being finalised for award
Critical Issues	<ul style="list-style-type: none"> <li>• Delivery in FY10/11</li> </ul> Pumps will provide backup during pump station outages and bypass pumping requirements			

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## 4 OPERATIONS

### 4.1 Water Treatment System Performance

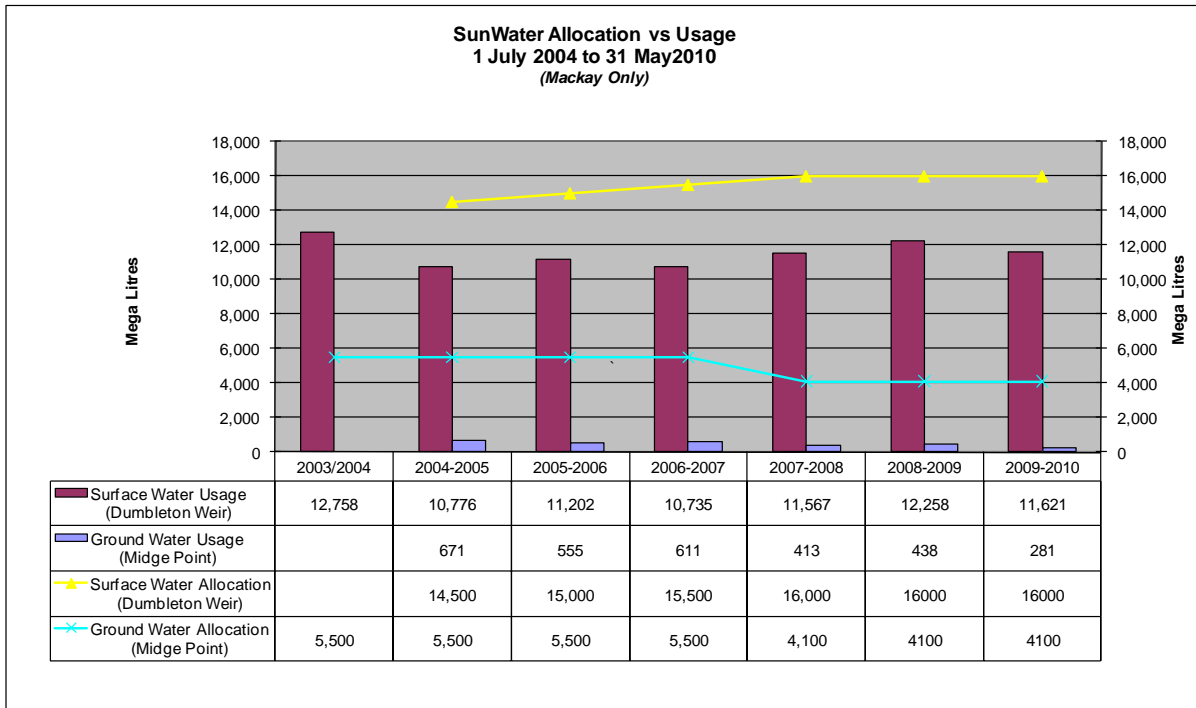
This report covers the month of May. The main focus for water treatment remained the capital works at Nebo Rd WTP. The permanent Fluoride dosing plant commissioning phase is complete and operation is still proceeding with minor adjustments and enhancements being implemented. Some defects have been identified and remediated under the defects liability obligations of the contract.

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 31 MAY 2010		
Weir / Dam	Volume / ML	% age
Mirani	2912	62
Marian	3985	62
Dumbleton	6289	71
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 May has increased with the average consumption being 29 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

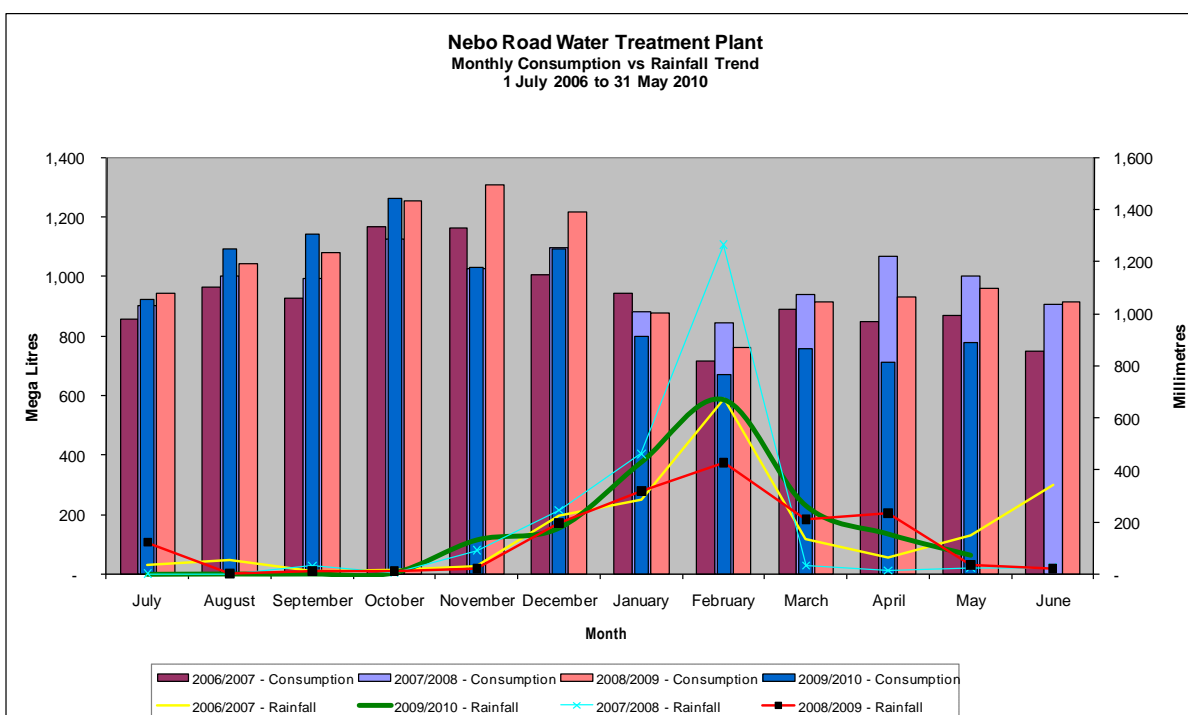
	Allocation (ML/year)	May Consumption (ML)	April Consumption (ML)	March Consumption (ML)	Year to Date Consumption (ML)
Dumbleton Weir	16000	924	837	868	11989
Mackay Bores	5500	0	0	12	140

### Water Consumption Performance Summary

	May	April	March
Monthly Water Consumption (ML)	891	814	866
Average Daily Water Consumption (ML)	29	27	28
Maximum Daily Water Consumption (ML)	32	31	38
Average Water Consumption *(Litres per Equivalent Person)**	264	246	253
Rainfall (mm)	64	135	230

\* Based on an estimated equivalent population of 110,000  
 Treatment Plant capacity to approximately 50 ML/day

Consumption trends have dipped well below the levels experienced last year with the arrival of the increased rainfall. Maximum day demands reached 29 ML/d in May, 31 ML/d in April, and 38 ML/d in March.



#### 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)	May Consumption (ML)	April Consumption (ML)	March Consumption (ML)	Year to Date Consumption (ML)
Mt Blarney WTP (Plane Creek)	N/A	46.1	50.8	33.3	386.70
Sarina Bores	200	27.1	23.2	27.0	208.4
Marwood Bores	350	40.9	44.7	32.3	377.6
Bally Keel Bore	150	9.9	8.2	9.0	78.0
Armstrong Beach Bore		2.4	2.2	2.8	35.6

### Water Consumption Performance Summary

	May	April	March
Monthly Water Consumption (ML)	126.4	129.1	104.4
Average Daily Water Consumption (ML)	4.08	4.30	3.37
Average Water Consumption *(Litres per Equivalent Person)	453	478	443
Rainfall (mm)	68	57	291

\*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)	May Consumption (ML)	April Consumption (ML)	March Consumption (ML)	Year to Date Consumption (ML)
Mirani Bore	100	7.66	6.97	7.33	96.17
Marian Bore	95	14.87	13.3	14.0	188.1
Pinnacle / Garget	60	1.77	1.65	2.16	23.91
Finch Hatton	46	2.40	2.36	2.78	33.72

### Water Consumption Performance Summary

	May	April	March
Monthly Water Consumption (ML)	26.7	24.31	26.27
Average Daily Water Consumption (ML)	0.86	0.81	0.85
Average Water Consumption (Litres per Equivalent Person)	231	217	227
Rainfall (mm)	43	64	420

- Based on an estimated equivalent population of 3730EP

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#### 4.1.4 Remote Water Treatment Sites Performance

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

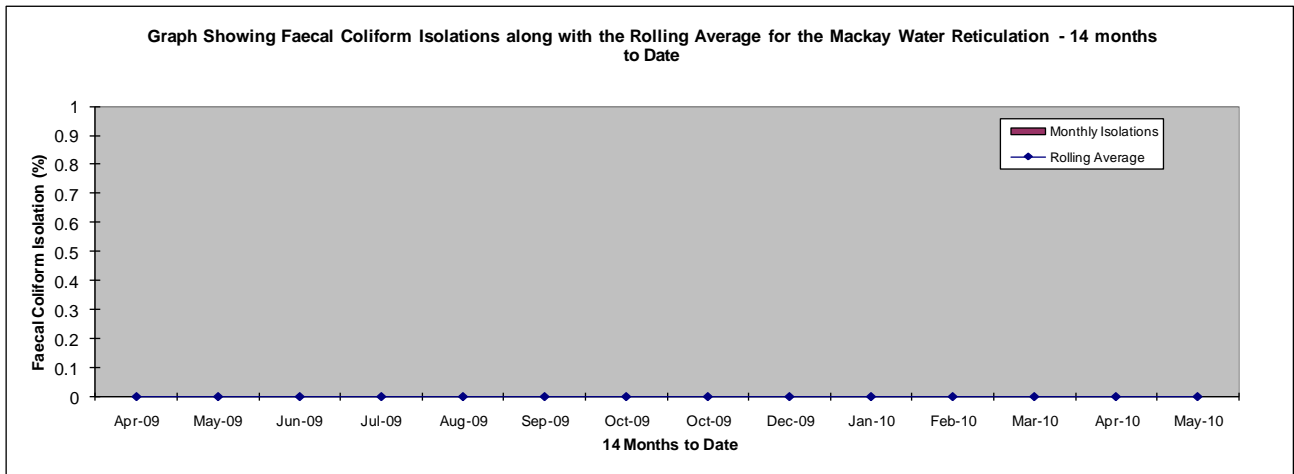
#### Water Source Performance Summary

	May Consumption (ML)	April Consumption (ML)	Year to Date Consumption (ML)
Eton	2.82	3.00	48.36
Calen	2.27	2.15	38.51
Bloomsbury	.68	.72	10.21
Midge Point	18.30	24.11	415.55
Koumala	1.26	1.07	14.99

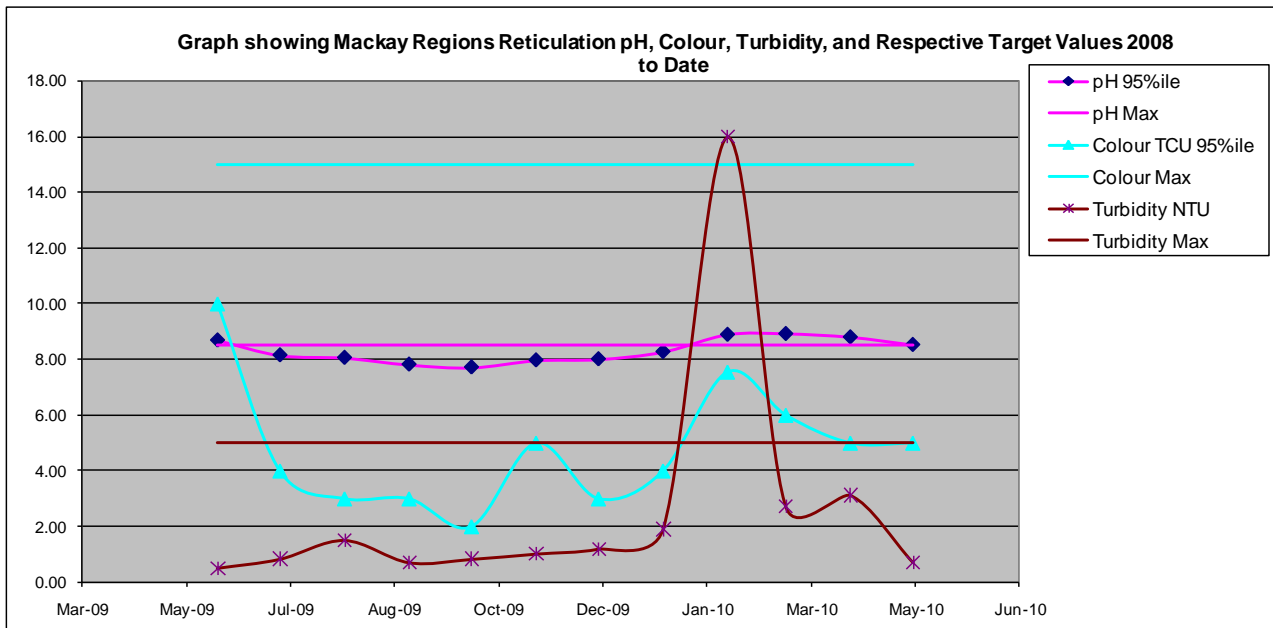
#### 4.2 Water Quality

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

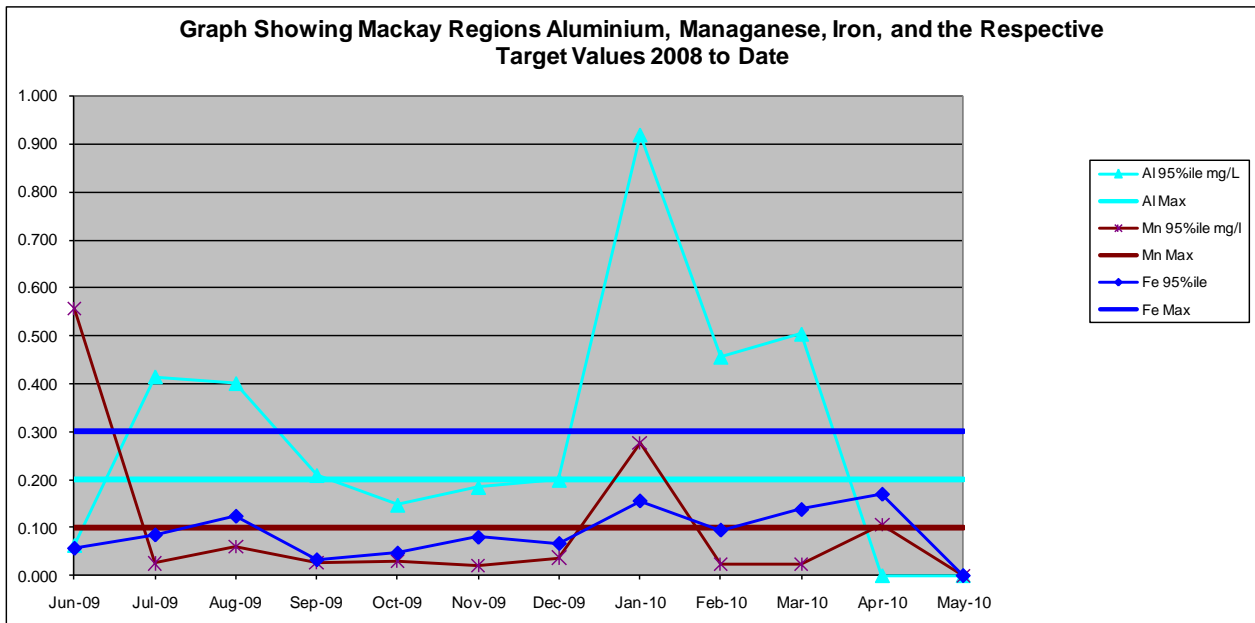


## Reticulation pH, Colour, Turbidity



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.

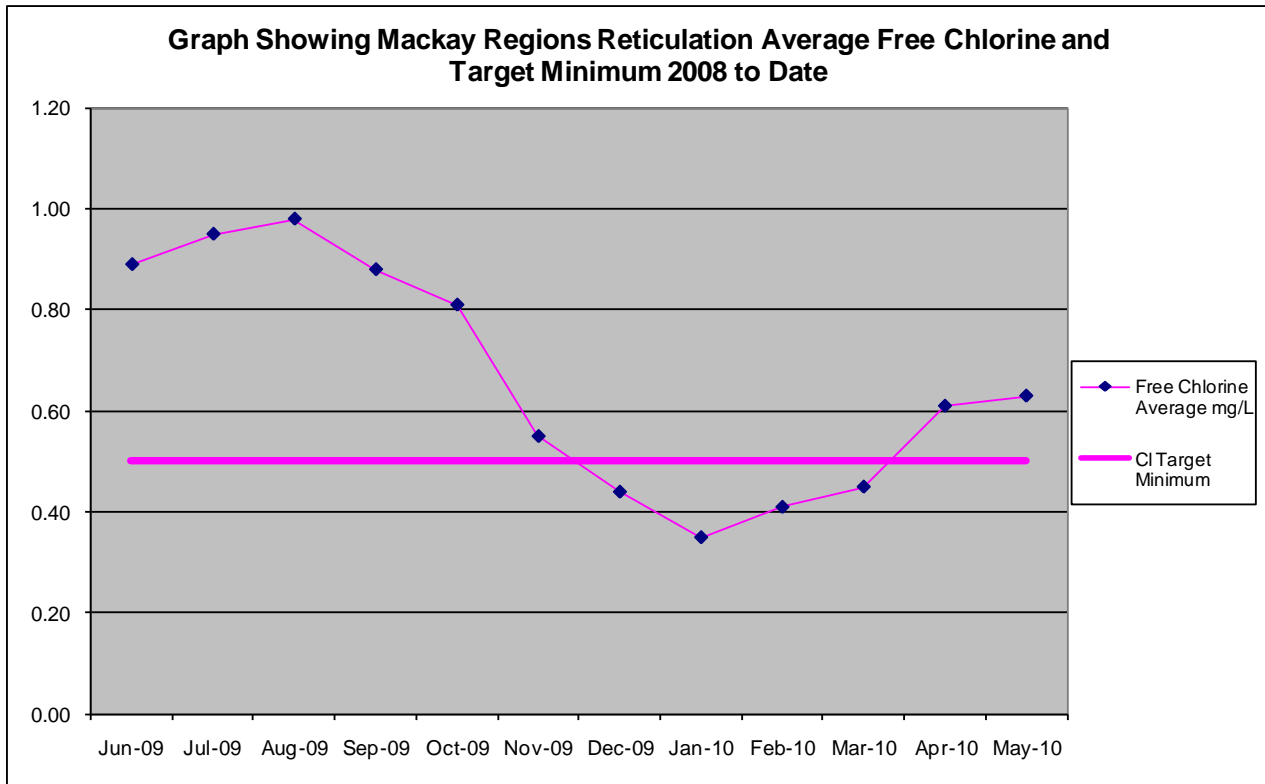
## Aluminium, Manganese, Iron



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%.

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## Chlorine Residual Results



With an average value of 0.63mg/l the Chlorine residual has returned compliance with the target value of 0.5mg/l.

### 4.3 Wastewater Treatment System Performance

The significant events for the wastewater system are as follows:

- Works on the buffer tank at Mirani WWTP are complete apart from some further modification to enable greater control of the flow rate. The modification will be a Variable Speed Drive for the transfer pump.
- Reuse main to Pioneer Valley Golf Course commenced pumping on the 14<sup>th</sup> May.
- The Recycled Water balance Storages that are associated with the MSWRF are at 100% capacity.

#### 4.3.1 Mackay North Water Recycling Facility and Catchment

In April, the plant received a total of 92.82 ML of influent this month, equating to an average flow of 3.09 ML/d. The maximum flow for the month was 5.91 ML. Total rainfall for the month was 112.4 mm.

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## MNWRF Performance Summary

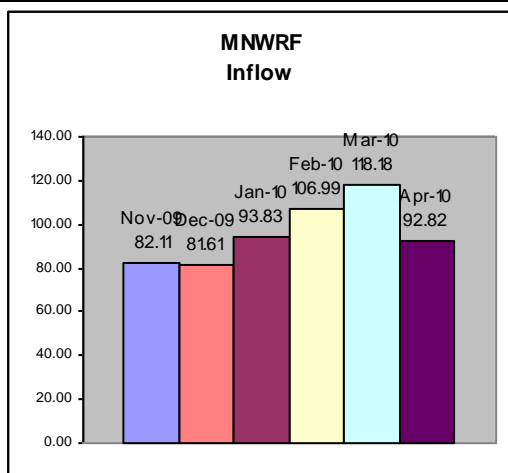
Date	WEEKLY (8TH DAY) LAB RESULTS							
	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	Range 6-8.5	Min 2 mg/L	Max 20mg/L	Refer BOD	Max 30mg/L	Max 15mg/L	Max 3mg/L	50%ile 150 90%ile 1000 Max 4000
<b>06/04/2010</b>	7.4	4.3	<5	12	7	6.6	0.1	23
<b>15/04/2010</b>	7.1	4.5	<5	15	1	5.6	0.8	<1
<b>23/04/2010</b>	7.4	5.1	<5	20	4	2.8	0.7	<1
Limits Contract						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in month						5.0	0.5	

### Summary of Discharges from System

Parameter	April	March	February	Year to Date
Total Wastewater Treated	92.82	118.18	106.99	792.87
Effluent Released at Outfall (ML)	100.01	130.22	119.40	869.12*
Tonnes of Biosolids Removed From Site	96	207	210	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 April, The plant received a total of 719.24 ML of influent this month equating to an average flow of 23.97 ML/d. The maximum flow for the month 29.81 ML. Total Potential Reuse 0 ML. Flow to Bakers Creek 736.31 ML. Total rainfall for the month was 79.0 mm.

#### MSWRF Performance Summary

##### Discharges to Storage licence compliance

WEEKLY (8 <sup>TH</sup> 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	Disinfect on Chlorinat ion
Limits Licence	6.0 to 8.5	Max 20	Refer BOD	Max 30	50%ile 10 Max 30mg/L	50%ile 8 Max 15mg/L	50%ile 1000 Max 4000	Max 15mg/L	Min 1
06/04/2010	6.8	<5	16	24	6.4	1.3	<1	0.7	3.90
15/04/2010	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
23/04/2010	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%ile <10	95 <sup>th</sup> %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

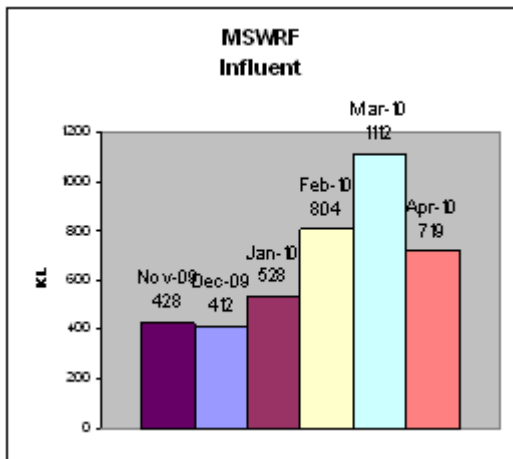
Date	Effluent pH (mg/l)	Effluent DO	Effluent BOD (mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent NH4	Effluent TP(mg/l)	Effluent Faecal Coliforms
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Limits Licence	6.0 to 8.5	Minimum 2	Max 20	Max 30	Max 30mg/L	90th%ile 3 Max 6	Max 15mg/L	50th%ile 150 90th %ile 1000 Max 4000 (Up to 3 x ADWF)
06/04/2010	6.9	5.6	<5	5	6.6	0.4	0.8	99
15/04/2010	7.0	5.6	<5	9	8.3	0.7	2.3	26
23/04/2010	6.6	6.8	<5	6	2.4	1.3	2.1	14

### Summary of Discharges from System

Parameter	April	March	February	Year to Date
Total Wastewater Treated	719.24	1112.04	803.85	5033.06
Effluent Released at Outfall (ML)	736.31	961.92	579.87	1668.1
Effluent Reused (ML)	0	197.96	284	3906.06
% Effluent Reused (target 88%)	0	18	34	N/A
Effluent Storage (% remaining RWS2)	0	0	0	N/A
Effluent Storage (% remaining RWS3)	0	0	0	N/A
Tonnes of Biosolids Removed From Site	290	440	343	3367
% Biosolids Beneficially Reused	100	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 32.87 ML of influent this month equating to an average flow of 1.01 ML/d. The maximum flow for the month was 1.53ML/d. Total rainfall for the month was 68 mm.

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### Sarina WWTP Performance Summary

MONTHLY LICENCE READINGS - SARINA					
Date	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Effluent TN (mg/l)	Effluent TP (mg/l)
<b>Limits</b>	<b>Max 30</b>	<b>Max 45</b>	<b>Max 4000</b>	<b>Max</b>	<b>Max 5mg/L</b>
05-May-10	5	8	<1	11	6

### Summary of Discharges from System

Parameter	May	April	March	Year to Date
Total Wastewater Treated	32.87	37.49	85.89	281.84
Average Daily Flow	1.01	1.25	2.889	-
Effluent Released at Outfall (ML)	30.53	39.94	89.58	29
Effluent Reused (ML)	2.34	0	0	180.6
% Effluent Reused	7.12	0	0	73.9
Effluent in Storage (%)	100	100	100	N/A
Tonnes of Biosolids Removed From Site (m3)	12	12	0	124
% Biosolids Beneficially Reused	100	100	0	100

#### 4.3.4 Mirani/Marian Wastewater Treatment Plant

The plant received a total of 19.15ML of influent this month equating to an average flow of 0.67 ML/d. The maximum flow for the month was 0.80ML/d. Total rainfall for the month was 43.25 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. Commissioning of the main from the reuse storage dam to the Pioneer Valley Golf Club was carried out on the 14<sup>th</sup> May enabling the reuse of 9.57 ML of effluent from the storage dam. 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.

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**Summary of Discharges from System**

<b>Parameter</b>	<b>May</b>	<b>April</b>	<b>March</b>
Total Wastewater Treated	19.15	19.86	16.77
Average Daily Flow	0.61	0.66	0.78
Effluent Released at Outfall (ML)	0	0	0
Effluent Reused (ML)	9.57	0	0
% Effluent Reused	50.0	0	0
Target / Licensed Effluent to be Reused (%)	10	100	100
Effluent in Storage (%)	95.0	87.9	58.6

#### **4.4 Network Reticulation Systems**

##### *4.4.1 Significant Issues*

- A sewer main was repaired in John Vella Drive, Paget when a manhole poorly installed by contractors caused the sewer mains to collapse. Extensive dewatering was required prior to the job being undertaken. This type of occurrence highlights the need for vigilance when council is accepting donated assets
- All major bridge crossings have had their annual inspection and maintenance works undertaken. This essential part of the planned maintenance is starting to prove its benefit as we have halted any outward sign of deterioration on these assets
- The 600mL hobas raw water main feeding the water treatment plant was damaged by contractors working for the Main Road departments after inadequate plans were supplied and the company failed to organise onsite locations of this critical infrastructure

##### *4.4.2 Civil Water Maintenance*

- Additional chlorine was installed in Green Street and Midge Point reservoirs to maintain water quality as water consumption slows in the winter months
  - Investigations were carried out on the Dumbleton bore water rising main identifying (3) leaks to be repaired in the near future
  - All water reservoir fences that were damaged during cyclone Uluri have been repaired and works finalized
  - A new 150mm water main has been connected to the network on Barnes Creek Road, Cremorne as part of the ongoing Forgan Bridge replacement program
  - All air valves and scour valves have been sprayed and marker posts installed as part of councils ongoing planned maintenance program in the Erakala, Mount Bassett and Dumbleton trunk main installation areas
  - All hydrants and valves have been cleaned, painted and had identifying cats eyes installed in the Walkerston area as part of councils ongoing planned maintenance program
- 
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- Fire hydrants were replaced in (6) locations, Connors Road Paget, Windsor Street Glenella, Eaglemount Road Andergrove, Wicks Court Erakala, 13 & 20 Boundary Road Paget, after planned maintenance investigation found them to be faulty
  - New water main connections connecting new works to the existing reticulation network were carried out in (7) locations. Montgomery Street Eimeo, Nelson Street, Wellington Street, Peel Street, Gregory Street, River Street, Macailister Street and Crichtons Road Paget
  - A new 100mm water main has been installed in Goonyella Avenue, Sarina to enhance fire fighting capability and better customer service
  - A new 100mm water main has been installed in Biltoft Street, Sarina to enhance fire fighting capability and better customer service
  - The actuating valve at Mount Hayden reservoir has been serviced as part of councils planned maintenance program
  - (5) water services have been renewed in Sarina as councils planned maintenance program
  - (2) water mains have been repaired in Sarina, 1 x 6 Jackson Street Sarina and 1 x Sarina Water Treatment Plant
  - Booster pump system located at the Sarina reservoirs have been repaired
  - Installation of a number of larger services and fire lines/met checks were installed at:
    - Backflow tests – installation/ replacement
      - 197 council tests (Parks & Gardens)
      - 3 private tests
      - 4 backflow audit
      - 1 backflow repair
    - Building maintenance undertaken for internal departments
  - Other Work
    - (13) water services were replaced this month. 3 x Blackwood Street Slade Point, Brisbane Street Mackay City, Wandoo Court Andergrove, Edmonds Street Bucasia, Grevillia Drive Mount Pleasant, 6 x Banksia Avenue Andergrove
    - Repair (2) services damaged by contractors
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#### 4.4.3 *Civil Sewer Maintenance*

- 2 x rising mains were repaired after contractors damaged a 225mm main in Plantation Palms, Eimeo and a 150mm in Kenny's Road, Marian.
- 3 x 1050mm manhole bases were installed. 2 x Holland Street, 1 x Evans Avenue to allow developers to connect new infrastructure to the existing network.
- 1550mm manhole base has been constructed as part of redevelopment works required for the new Base Hospital in Bridge Road.
- 4 x new connections into existing manholes. 2 x Sonoran Street, 1 x Bridge Road, 1 x Shoal Point Road to allow new developments to be connected into the existing networks.
- 3 x ezi-pits were installed. 1 x Milne Lane, 1 x Acturus Street, 1 x Kinnon Street to allow for minor extension works to be connected to the network.
- 2 x man holes were raised. 1 x Shoal Point Road, 1 x Goldsmith Street to allow for property height adjustment associated with developments.
- 5 x HCP were installed. Osprey Close, McKenzie Street, Anne Street, 2 x Anzac Avenue.

#### 4.4.4 *Standard Maintenance*

- 8 x HCP repairs were undertaken. Lot 19 Majellan Court, 44 Geoffrey Thomas Drive, 34 Geoffrey Thomas Drive, 1 Underwood Court, Beach Road, 8 Galletly Street, Kemp Street, Shoal Point Road
- 6 x manhole repairs were undertaken. John Vella Drive, Broadsound Road, Anne Street, Nindaroo Roundabout, Sailaway Crt, Davey Street.
- 3 X HCP blockages. Pacific Esplanade Amenities, 44 South Pacific Esplanade, Gauns Street.
- 4 x main blockages were cleared. John Vella Drive, Bridge Road (State School), 24 Henry Court @ Nicklin Drive manhole, 23 McCormack Avenue
- 1 x main repairs, John Vella Drive
- 1 x subsidence, 4 Louden Street
- 1 x disconnections, Boundary Road
- 100mm vent has been deleted from a manhole in the Nindaroo roundabout after odour complaints in the area identified this as the source of the problem.

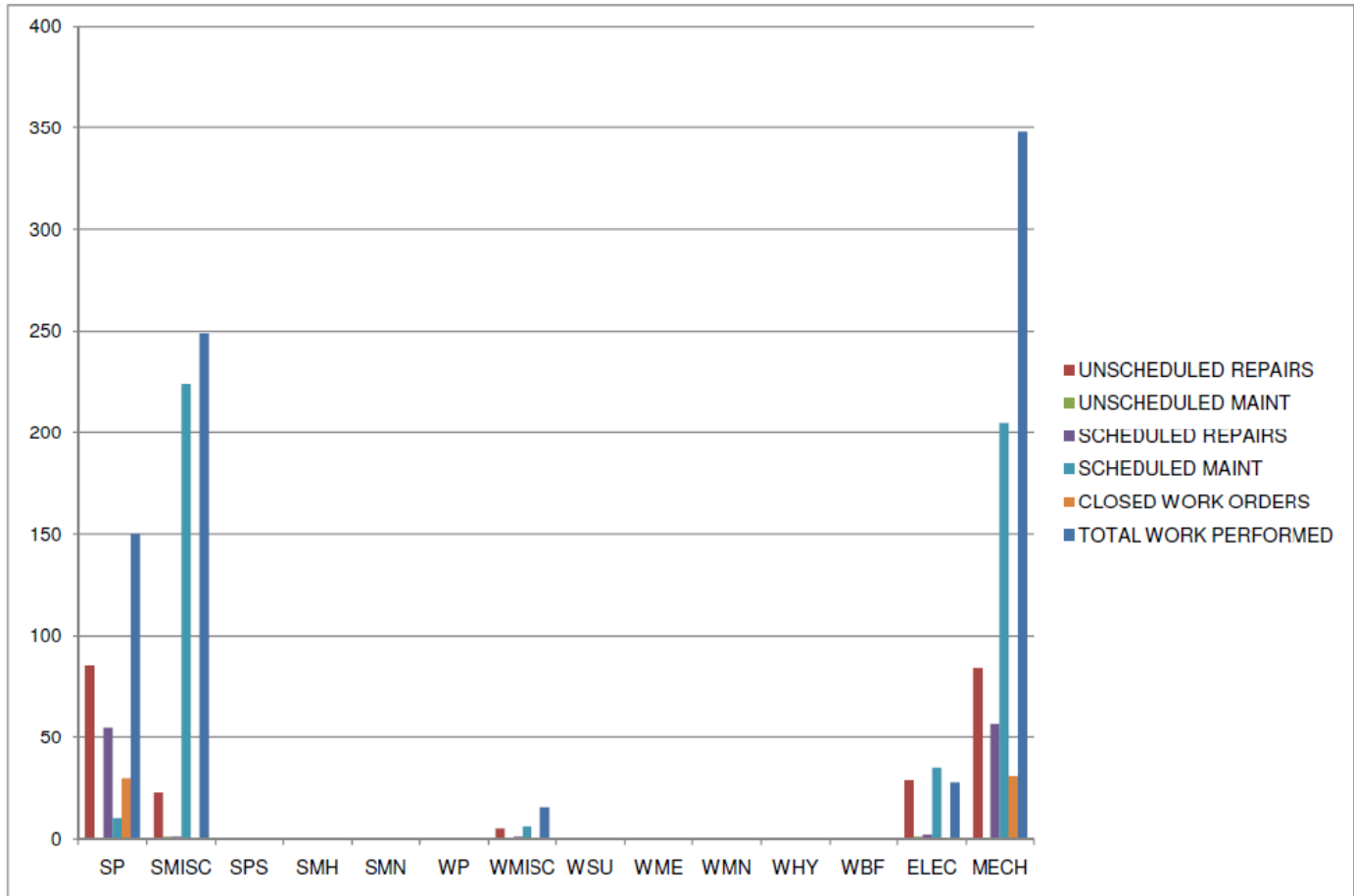
#### 4.4.5 *Mechanical / Electrical Maintenance*

No data has been entered into Hansen during May due to resourcing issues.

Management currently reviewing the concept of resourcing a schedule & dispatch operation to provide reactive works orders and planned maintenance documentation processing.

Capture of data will highlight the percentage balance between corrective and maintenance functions.

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#### 4.4.6 CCTV Investigations

- New developments:
  - Mintgrove Subdivision, Eimeo 820m
  - 25 Evans Avenue, North Mackay 14m
  - Cnr Field St & Perry St (lot reconfiguration) 22m
  - Plantation Palms Estate Eimeo, Stage 2A 419m
  - St Francis Catholic Primary School, West Mackay 30m
  
- Works Department
  - Blackwater Street, Slade Point (Stormwater) 109m
  
- Private works
  - Mackay Airport Terminal, South Mackay 268m

- 
- General Mains Investigations
    - John Vella Drive, South Mackay 93m
    - Mackay West Primary School 91m

#### ***4.4.7 I/I Investigation***

- 160 houses have been inspected in the smoke testing program in Place Street, Holmes Road, Lilliendale Street, Sarina Beach Road, East Street, Hoey Street and Broad Street.
- Letter drops advising residents of upcoming I/I works have been undertaken at Leslie Street, Hill Street and West Streets Sarina.
- Line cleaning to allow camera works to proceed has been undertaken in Bridge Road Mackay and Beach Road Sarina.
- Manholes have been surveyed and located in Short Street, Sands Terrace, Quarry Hill, Mackay Christian College, Mortensen Street, East Evans Avenue and Hamilton Street North Mackay in preparation for future smoke testing.

### **4.5 Trade Waste**

#### ***4.5.1 Main focus***

The trade waste implementation plan is progressing well. No further information sessions have been held whilst the team continues to concentrate on issuing approvals to all of the businesses contacted in the first two areas of the CBD implementation.

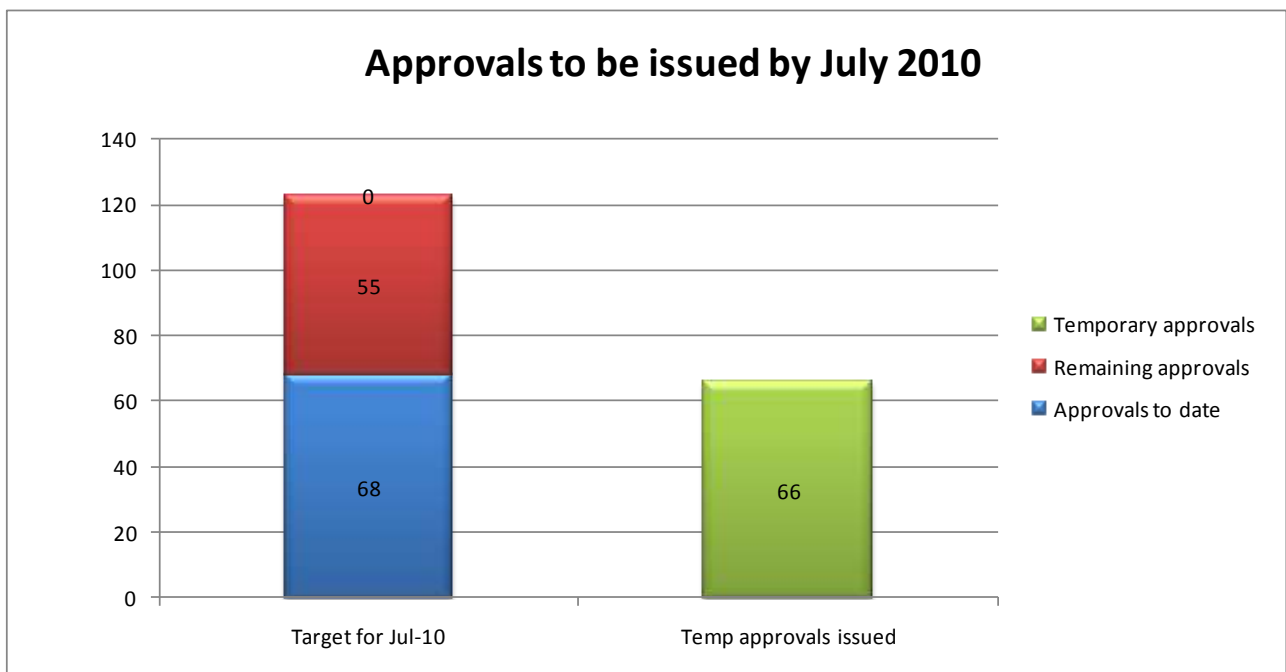
The vacant trade waste inspector position was advertised and closed on 26 May 2010. Interviews are scheduled for the first week in June 2010.

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#### 4.5.1 Trade waste statistics

The remaining target for approvals to be issued by 31 July 2010 is 55. As at 31 May 2010, 66 temporary approvals have been issued, which exceeds the remaining target. To enable the formal approvals to be issued, there are various conditions of temporary approval that each property owner/trade waste generator must satisfy. The trade waste team is regularly monitoring progress of all temporary approvals issued; however, satisfaction of the temporary approval conditions is beyond the control of the trade waste team.

May 2010	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 31 May 2010	290	32	3	1
Current approvals issued @ 31 May 2010:	233	23	3	1
• Category 1	63	6	1	0
• Category 2	50	4	1	0
• Category 3	123	13	1	1
Applications under assessment @ 31 May 2010	11	0	0	0
Temporary approvals		0	0	0
Temporary approvals issued for May 2010	13	0	0	0
Temporary approvals awaiting formal approval @ 31 May 2010	66	0	0	0
Total non-generator assessments	237	0	0	2
Non-generator assessments for May 2010	0	0	0	0
Total approvals issued				
Approvals issued for May 2010:	9	0	0	0
• Category 1	4	0	0	0
• Category 2	2	1	0	0
• Category 3	3	0	0	0
Compliance tests performed	30	0	0	1
• Within set limits	10	0	0	0
• Exceeding set limits	6	0	0	1
Outstanding test results @ 31 May 2010	14	0	0	0



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## **4.6 Plumbing**

The total number of plumbing applications received during May 2010 was 99, compared to 103 for May 2009. Of the 99 applications received, 16 related to the Mirani area and 11 related to the Sarina area.

The total number of plumbing applications decided during May 2010 was 82, compared to 91 for May 2009. Of the 82 applications decided, 14 related to the Mirani area and 11 related to the Sarina area.

The plumbing inspectors are in the main continuing to meet legislative requirements in the turnaround times for compliance assessment. Both plumbing inspectors and administration staff have worked additional hours during May to relieve the backlog of applications lodged and outstanding compliance assessments. This situation will be monitored for June to avoid further backlog.

The number of booked inspections carried out for May was 382 with an additional 32 inspections booked directly through plumbing inspectors and 22 Form 3 inspections. Plumbing inspection requests during May continued to accumulate at a rate where we were unable to carry out all inspections

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requested within the 48 hour timeframe allowed for under legislation. The plumbing inspectors are carrying out extra inspections upon request, however this is continuing to affect the office time required to finalise inspection procedures. This situation will also be monitored for June to avoid plumbers lodging a Form 3 under legislation.

Appointment of Michael Green (Temporary Plumbing Inspector) is expected to assist with carrying out inspections within the 48 hour time frame as per legislation.

	Total no, of applic	Average days to decide	Mirani applic	Mirani ave days	Sarina applic	Sarina ave days
Mar-08	84	10				
Apr-08	96	16	7	23		
May-08	119	12	14	25		
Jun-08	106	9	1	5	5	13
Jul-08	102	14	1	2	3	9
Aug-08	58	12	2	5	5	11
Sep-08	86	7	4	7	2	5
Oct-08	86	9	4	43	1	63
Nov-08	91	19	12	10	8	16
Dec-08	61	14	2	101	1	3
Jan-09	75	22	7	35	8	36
Feb-09	84	23	12	24	13	18
Mar-09	75	14	7	33	4	29
Apr-09	59	7	8	16	2	5
May-09	91	15	15	10	1	0
Jun-09	121	9	35	6	6	8
Jul-09	154	11	20	9	19	13
Aug-09	146	8	22	7	8	17
Sep-09	106	6	15	4	7	12
Oct-09	114	8	16	6	8	9
Nov-09	164	10	14	5	9	15
Dec-09	113	6	15	13	16	15
Jan-10	54	9	9	6	5	5
Feb-10	113	6	17	3	10	16
Mar-10	92	9	9	7	15	9
Apr-10	72	9	14	9	2	2
May-10	82	14	14	6	11	24
	2,604	11	296	12	170	15

## **5 WASTE SERVICES**

### ***5.1 Management***

- Deed of settlement agreed with AECOM
- Ongoing negotiation with Thiess
- Engineering design tender closed
- Resource Recovery Services tender closed
- Landfill Gas tender documents being finalised
- Green Waste tender documents being finalised
- Work continued on the review of the Site Based Management Plans (S.B.M.P.) for Hogan's Pocket and Paget sites. It is expected that this project will be completed in June 2010
- A regular contract meeting was held with Veolia Environmental services in relation to collection and MRF contracts on the Tuesday 25<sup>th</sup> May 2010.

- The monthly contract meeting was held with Thiess Services on Thursday 20<sup>th</sup> May 2010
- Waste Services Coordinator participated in the economic development tour of Mackay Region held on the Friday 21<sup>st</sup> May 2010

### Active Waste Disposal Sites

Active Waste Disposal Sites:	May			April		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	16	5	5	7	4	4
Paget T/S	21	4	4	22	10	10
Bloomsbury T/S	2	1	1	2	0	0
Kolijo T/S	2	0	0	1	0	0
Kuttabul I/B	4	1	1	7	4	4
Seaforth T/S	2	1	1	2	0	0
Sarina L/F	11	0	0	16	5	2
Hay Point L/F	21	2	2	20	2	1
Koumala T/S	3	3	3	3	0	0
Colston I/B	5	5	5	1	1	1
Otterburn L/F	8	1	1	14	3	3
Gargett L/F	7	0	0	12	3	3
Finch Hatton T/S	6	1	1	11	2	2
Eungella T/S	2	0	0	3	0	0

### Greenwaste Sites

Greenwaste Sites:	May			April		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	3	1	1	4	0	0
Walkerston	2	0	0	5	0	0
Bucasia	3	2	2	4	0	0

### Closed Waste Sites

Closed Waste Sites:	May			April		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	3	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	1	0	0	1	0	0
Midge Point	2	1	1	5	3	3
Rural Bin Sites	2	2	2	0	0	0
Seaforth L/F	2	0	0	4	0	0
Koumala	1	0	0	2	0	0

### Waste Site Transactions (Receipts Issued)

Transactions  
(Receipts Issued):

May	April	March	Februar	Jan	Dec	Nov	Oct	Sept	Aug	Jul	Jun	May
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	2010	2010	2010	y 2010	2010	2009	2009	2009	2009	2009	2009	2009	2009
Hogans Pocket L/F	19	19	44	27	32	31	18	17	31	13	11	8	3
Paget T/S	9,259	7,832	14,508	8,871	10,740	10,355	8,160	9,724	9,264	7,875	8,396	8,512	9,462
Bloomsbury T/S	124	151	370	99	179	157	202	146	106	153	137	107	142
Kolijjo T/S	180	109	151	138	157	169	244	155	114	208	136	143	149
Kuttabul I/B	185	194	182	132	175	166	126	180	166	165	176	207	474
Seaforth T/S	278	238	965	232	415	313	501	292	311	257	268	319	286
Sarina L/F	501	466	1,455	431	707	707	389	646	692	529	667	726	954
Hay Point L/F	255	223	717	196	383	302	460	633	560	446	576	482	578
Koumala T/S	29	23	47	17	34	45	42	58	42	46	57	45	58
Otterburn L/F	411	444	1,478	369	367	486	347	495	413	359	453	422	543
Gargett L/F	124	121	273	95	136	160	79	119	123	94	131	128	147
Finch Hatton T/S	57	53	203	61	94	80	54	91	97	77	98	89	105
Eungella T/S	66	15	76	55	78	71	54	58	42	32	47	53	46
Bayersville Greenwaste Facility	819	2,681	5,412	864	1,139	671	847	970	966	640	556	777	982
Walkerston Greenwaste Facility	175	997	1,899	203	216	137	158	184	175	124	149	165	207
Bucasia Greenwaste Facility	594	3,074	6,273	517	615	490	594	657	683	507	451	472	621

\*Cyclone Clean up

### Collection Services

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

### Recycling Collection

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## **Waste Disposal Monthly**

### **Environmental Education Performance Report May 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:
  - Oakenden State School (Joint Waste & Water session)-10 students and 2 teachers
  - Walkerston State School (Joint Waste & Water session) – 3 education sessions given to a total of 63 Prep students and 29 adults
  - Finch Hatton and Gargett State School (Joint Waste & Water session) - 42 students and 12 adults
  - Alligator Creek State School (Joint Waste & Water session)- 47 students and 9 adults
  - Glenella State School (Waste session only)- 23 students and 5 adults
  - Eimeo State School (Joint Waste & Water session)- 54 students and 6 adults

#### **School / Community Education Visits**

- Two recycling education sessions given at Victoria Park State School. Total in 82 students and 6 teachers.

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

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- Donated a composting bin to Kinchant Dam Outdoor Education Centre to encourage composting at the facility during International Composting Awareness Week (2-8 May). Article sent for inclusion in Focus

**Greenmount Heritage Fair:**

- Attended Greenmount Heritage Fair on 30 May 2010 and ran a recycling quiz with mini recycling bins given as prizes- 105 visitors filled in the quiz
- Recycling art competition entries from 2009 were placed on display
- The public were informed of the 2010 recycling art competition to be displayed at EcoExpo on 6 June where they would be able to participate in a people choice vote

**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**

CFT Security was to finish the bin inspection program on the 28 May however due to illness the program had to be extended until the completion date of 10 June. Results to date are as follows:

**Results of two weeks of inspections: WEEKS 1, 3, 5**

Day	Date	Suburb	Number inspected	Major contamination (X Sticker)	Minor contamination (Letterbox drop)
Monday	19/04/10	North Mackay	86	5	1
	03/05/10	North Mackay	126	11	8
	17/05/10	North Mackay	Nil inspections due to illness		
	31/05/10		87	13	nil
Tuesday	20/04/10	Slade Point	157	6	6
	04/05/10	Slade Point	158	16	9
	18/05/10	Slade Point	147	10	6
Wednesday	21/04/10	South Mackay	Nil inspections due to illness		
	05/05/10	South Mackay	94	14	2
	19/05/10	South Mackay	118	10	2
	02/06/10	South Mackay	113	14	6
Thursday	22/04/10	Andergrove	117	4	17
	06/05/10	Andergrove	142	19	4
	20/05/10	Andergrove	80	10	3

Friday	23/04/10	Dolphin Heads	75	2	12
	07/05/10	Dolphin Heads	72	21	nil
	21/05/10	Dolphin Heads	59	10	1
TOTALS			1634	165	77

**Results of six weeks of inspections: WEEKS 2, 4, 6**

Day	Date	Suburb	Number inspected	Major contamination (X Sticker)	Minor contamination (Letterbox drop)
Monday	26/04/10	Walkerston	75	Nil	4
	10/05/10	Walkerston	103	18	1
	24/05/10	Walkerston	99	10	3
Tuesday	27/04/10	East Mackay	134	1	5
	11/05/10	East Mackay	81	18	2
	25/05/10	East Mackay	85	14	1
Wednesday	28/04/10	Seaforth	61	5	19
	12/05/10	Seaforth	73	8	3
	26/05/10	Seaforth	56	5	nil
Thursday	29/04/10	Ooralea	86	6	12
	13/05/10	Ooralea	101	17	2
	27/05/10	Ooralea	Nil inspections due to illness		
	10/05/10	Ooralea	To be done		
Friday	30/04/10	Glenella	150	5	17
	14/05/10	Glenella	144	7	nil
	28/05/10	Glenella	150	18	3
TOTALS			1398	132	72

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

**Difficulties experienced with bin inspection program:**

Some residents are aware that if they remove the sticker and present the contaminated bin it will be collected. This was witnessed by the contract bin inspector and neighbours of the offending residents.

The program creates a large amount of work with administration requirements, customer enquiry requests and the need to visit residents. Often the work generated by the bin inspection program is unable to be consistently addressed, due to lack of available time by staff to do follow-up work. Often other work priorities take precedence over the work generated by this program. The recycling bin inspection program alone produces enough work to gainfully employ one person full time. At present staffing levels do not allow for this to happen.

**Summary of inspection results and points for consideration:**

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.