

# ENGINEERING SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING APRIL 2012

**Author: DIRECTOR ENGINEERING SERVICES**

## **Purpose**

To review Engineering Services Department highlights and significant issues for the month of April 2012.

## **Background and Discussion**

Highlights and Significant Issues for the period are as follows: -

### **ENGINEERING SERVICES MANAGEMENT**

#### ***Coordination of project meetings, briefings and reports on the following projects:***

- Attended community meeting at Eungella for Emergency Liaison Officer
- Attended the Australian and New Zealand Disaster Management Conference - Brisbane

#### ***On-going involvement in the following areas:***

- City Focus Advisory Committee, Corporate Projects Committee Meeting, Sustainable Futures Advisory Committee, Rural Affairs Advisory Committee, Whitsunday Regional Roads Group Technical Group, LGEG Meeting, Natural Environment Advisory Committee, Resilience Steering Group Meeting.
- SafePlan, Design and Construct Review Meetings and SES matters
- Engineering Services Program Managers meetings

## CIVIL PROJECTS

Works have been completed on the following projects:

### DAY LABOUR

- McEwans Beach Road
- Boundary Road Milton Street Upgrade
- Holland Shakespeare Footpath
- Archibald Street Drainage Upgrade
- Grendon Street Footpath
- Valley Street Culvert

### CONTRACTS

- 2009 Flood Saturation Damage Restoration Package 905 - Downer Edi Works
- Cell 2 Hogans Pocket - Mearns Environmental Contracting Pty Ltd



Farleigh Habana Road



Cell 2, Hogans Pocket

**Works have been substantially completed on the following projects:**

### **DAY LABOUR**

- Traffic Facility works at various locations Beaconsfield and Eimeo
- Farleigh Habana Road (Northern segment)
- LATM works various locations
- Hampden State School parking
- Tennyson Street between Victoria and Alfred Street
- Ergon lighting upgrades
- Asphalt works Andergrove and Beaconsfield area



**Hampden State School parking**

### **CONTRACTS**

- Holts Road Culvert Upgrade - Shamrock Civil Pty Ltd
- Landfill Bayersville, Capping and Remediation Project - Vassallo Constructions Pty Ltd



**Landfill Bayersville, Capping and Remediation Project**

**The following projects are in progress:**

**DAY LABOUR**

- Holts Road at Pioneer Street
- Holts Road at Woodwards Road
- Temples Lane off Cowleys Road
- Dalrymple Road
- Shakespeare Street Footpath
- Bold Street Culvert
- Farleigh-Habana Road - Bruce Highway to Trevaskis Road (NDRRA and CWP)

**CONTRACTS**

- Emergent Works as variation to 2010 Flood Saturation Package 1001 – stabilising works in Southern areas of the region – Epoca Constructions Pty Ltd.
- Emergent Works as variation to 2010 Flood Saturation Package 1002 – digout pavement repairs throughout the region – BMD Constructions Pty. Ltd.
- Emergent Works as variation to Branscombe Road Reconstruction Flood 2010 – stabilising and digout pavement repair works throughout the region – Regional Program office – Downer Edi - Works
- Fursden Creek – commenced works to rectify slip at Brickworks Court Stormwater Outfall – Downer Edi Works
- SES Facility Campwin Beach – Sunstate Sheds
- Eton Hack & Pony Club Access Ramp – Statewide Industries
- 2010 & 2011 Flood Saturation Restoration - Downer Edi Works – BMD Constructions Pty. Ltd. – Epoca Constructions Pty. Ltd. – Shamrock Civil Engineering Pty. Ltd.
- Hill End Road Reconstruction – Davbridge Constructions Pty. Ltd.
- Medowlands Botanic Garden Sound Shell Construction – Foster’s Group
- Rosewood Drive Construction - BMD Constructions Pty. Ltd
- 2010 Flood Saturation Package 1002 – BMD Constructions Pty. Ltd.
- Branscombe Road Reconstruction – (NDRRA 2010) – Downer Edi Works
- North Mackay Levee Construction Stage 1B/2 – Lanson Civil Pty. Ltd
- Park, Paradise & Porter Streets Reconstruction - Epoca Construction Pty. Ltd
- Grasstree Beach Road – 3.95 to 4.2km including Bikeway - Epoca Construction Pty. Ltd



**Hill End Road, Glenella**

***The following projects have been awarded:***

**CONTRACTS**

- Mangrove Road & Fernleigh Avenue Reconstruction (NDRRA) - Shamrock Civil Pty Ltd
- Connors Road Reconstruction - BMD Construction

***The following projects have been put to tender:***

**CONTRACTS**

- Victoria & Tennyson Street Reconstruction – (NDRRA)
- Crediton Loop Road Reconstruction

## CIVIL OPERATIONS

Heavy Grading	Beallah Road, Hopfs Road, Burton's Access Road.
Formation Grading	Refer to emergent repairs.
Temporary Gravel Road Repairs (Grading & Gravelling)	Refer to emergent repairs.
Shoulder Grading	St. Helen's Beach Road, Geeberga Buthurra Road.
Pot Hole Patching	Midge Point Area, James Muscat Drive, Puglsey Street, Lorne's Road, Gordon Street, Bakers Creek area, Shakespeare Street, Walkerston area, Archibald Street, Boddington Street, Juliet Street, Meadowlands Road, Victoria Street, Queens Park, Tennyson Street, Maclister Street, Diesel Drive, Malcomson Street, Highway Plaza, Hamilton Street, Trevaskis, Cape Hillsborough, Kippen Street, Ball Bay Road, Pittman Street, Jarrah Street, Canberra Street, McCullough Street, Ungerer Street, Nicklin Way, Adair Street, Kime Street, Nebia Conningsby Road, Mandurana Road, Valley Street, Burgess Street, Annie Wood Avenue. McMahon Street, Leslie Street, Barbat Court.

### Special Works:

**Footpath repairs** – Bridge Road, Wood Street, Gordon Street and Holland Street.

**Guard Rail Repairs** – Nil.

**Bridge Works** – Peters Bridge - Bloomsbury; Barren Creek Bridge - Calen; Olivetta's Bridge - Bloomsbury; Hospital Bridge (Emergent Repairs 2012)  
Pratt's Road Bridge – Koumala; Lizard Creek Bridge – Yalboroo.



**Replace Girder Spans – Lizard Creek**

**Culvert, Pipe & Catchpit repairs** – Cowans Road, Laws Road, Shakespeare Street – Gully Pit Replacement, Milton Street, Bedford Road, Forth Street, Florence Street, River Street, Victoria Crescent, Aston Place, Ivana Court, Hucker Street – pit replacement and Millens Lane.

**Kerb & Channel repairs** – Gordon Street, Crowley Drive, Graffunder Street, Warland Street and Wood Street.

**Water Services - Trench Patching** – Keith Hamilton Street and Field Street.

**Subsidence Repairs, Dig-outs & Scours** – Moohins Road, Rutland's Road, Beaconsfield Road Bangalow Court and Holts Road.

**Special Works** – Nil.

**Line Marking** – City Heart – Chain Street – Lawson Street – Tennyson Street and Walkerston area.

**Street Sweeping (Programmed works)** – North Mackay area – Harbour Road – Evans Avenue – Canberra Street. City Heart.

**Open Drainage Maintenance:**

Drains North - mowed dry areas in the northern Beaches area

Drains South - mowed dry areas in East Mackay. Hoey Street – Creal Street – Rae Street.

**Mowing & Slashing:** Racecourse Area, Racecourse Area, Te Kowai Area, Te Kowai Area, Ooralea Area Walkerston Area, Palmyra Area, Laguna Quays Area, Midge Point Area, Bloomsbury Area, Yalboroo Area, Wagoora Area, Pindi Pindi Area, Seaforth Area, Habana Area, Sugar Shed Road, Farleigh Dumbleton area, Glendarah Road.

**MAIN ROADS MAINTENANCE – RMPC CONTRACT:**

**Pothole Patching** – Sarina Coast Road.

**Culverts & Drainage** – Bruce Highway North – cleaning and removal of overgrown vegetation and debris from surface drains as required.

**Pavements**

Sarina Coast Road – pothole patching as required

Mackay Bypass – Repairs to pavement failure and sweeping

Bruce Highway South – road side sweeping

Mackay – Slade Point Road – road side sweeping

**Road Furniture** – Rest area servicing.

**Vegetation Maintenance** –

- Bruce Highway North – Showgrounds to Whitsunday boundary - road side slashing of shoulders and turn outs.
- Mt. Ossa – Seaforth Road – road side slashing of shoulders and turn outs.
- Bruce Highway South – Rosella Store to Showgrounds - mowing of medians and turns outs.
- Bruce Highway North – Showground to intersection of Farleigh – Habana Road - mowing of medians and turn outs.
- Rockleigh – North Mackay Road – Riverside Drive to Malcomson Street - mowing of medians and turn outs.
- Mackay – Bucasia Road – Intersection Bruce Highway to Intersection Eimeo Road - mowing of medians and turn outs.
- Mackay – Slade Point Road – Showgrounds to Harbour Road roundabout - mowing of medians and turn outs.
- Maraju – Yakapari Road – intersection Bruce Highway North Mackay – to intersection Bruce Highway – The Leap - herbicide spraying.
- Rockleigh – North Mackay Road - intersection Bruce Highway to intersection Mackay - Slade Point Road – herbicide Spraying
- Marian – Hampden Road - intersection Mackay-Eungella Road to intersection Bruce Highway - herbicide spraying.

- Mackay Bypass Road – Lagoon Street Garden beds and retaining wall - maintenance of garden beds (including weeding, mowing, herbicide spraying, plant pruning & removal of rubbish).
- Rockleigh - North Mackay Road – Kenzey Street to Malcomson Street - maintenance of garden beds (including weeding, mowing, herbicide spraying, plant pruning & removal of rubbish).
- Mackay - Slade Point Road – Forgan Street to Palmer Street - maintenance of garden beds (including weeding, mowing, herbicide spraying, plant pruning & removal of rubbish).
- Bruce Highway (South) - Isaac Boundary to Showgrounds - spraying and survey of Parthenium & Giant Rats Tail (weeds).
- Bruce Highway (North) - Isaac Boundary to Showgrounds - spraying and survey of Parthenium & Giant Rats Tail.
- Marlborough - Sarina Road Isaac Boundary to Sarina - spraying and survey of Parthenium & Giant Rats Tail.
- Koumala – Bolingbroke Road - intersection Bruce Highway to intersection Marlborough-Sarina Road - spraying and survey of Parthenium.
- Gargett – Mia - Mia Road - 60km/h RHS to intersection Mia - Mia Connection Road - spraying of Giant Rats Tail.
- Gargett – Mia - Mia Road - 60km/h LHS to intersection Septimus-Cattle Creek Road - spraying of Giant Rats Tail.
- Mirani Mt Ossa - intersection Mackay-Eungella Road to intersection Bruce Highway - spraying of Giant Rats Tail.
- Sarina Coast - intersection Bruce Highway to Owen Jenkins Drive - spraying and survey of Parthenium & Giant Rats Tail.
- Hay Point - intersection Bruce Highway to Owen Jenkins Drive - spraying and survey of Parthenium & Giant Rats Tail.
- Mt Ossa – intersection Bruce Highway to intersection Yakapari-Seaforth Road Seaforth - spraying of Giant Rats Tail.
- Yakapari - Intersection Kuttabul - Mt Jukes Road to Seaforth - spraying of Giant Rats Tail.

### Quarry Operations

Materials were extracted from the following quarry sites:

- Cameron’s Pit = 81 cubic metres
- Eton = 10,872 cubic metres
- Larsen’s = 3,798 cubic metres
- Johnson’s Pit = 16,272 cubic metres
- Howell’s Pit = 2,238 cubic metres

### Stockpile Site

Tree planting at Shakespeare Street Levy to improve aesthetics and reduce dust and noise pollution.



**Levee Bank Tree Planting and recent work to tidy up spoil area at Shakespeare Street Levee Bank**



## NDRRA Restoration Works

### Overview

Over the past two months the primary focus has been directed to the execution of the 2012 emergent works program to ensure the transport network returned to a safe and trafficable condition within the shortest possible timeframe.

This involved continuous liaison with the Queensland Reconstruction Authority on eligibility of restoration techniques and auditable and reportable processes. During the emergent works period the NDRRA Team worked closely with Finance and Procurement teams to ensure legal procurement processes were adhered to especially under difficult conditions and extremely tight timeframes.

The NDRRA Team provided resource support to operational staff and played a major role in the coordination of contract resources, allocation and scheduling of works and data capture for the submission to be delivered under the 2012 emergent works activation.

During this period the NDRRA Team was also subject to an audit from the Queensland Audit Office (QAO).

### 2012 Emergent Works

<p>Emergent Repairs (Job no. 1721)</p> <p>Heavy Rainfall &amp; Flooding, Northern &amp; Far Northern Queensland 15 March 2012</p>	<p>Bedford Road, Oak Street, Tramontana Street, Willow Court, Cooks Lane, Ivers Street, Lembergs Road, Main Street, Pratt's Road, Buoro Street, Sturgeon Street, Jarrah Street, Mansfield Drive Pittman Street, Bald Hill Road , Balnagown Mandurana Road, Barclays Road, Beaconsfield Road, Camelzulis Road, Doyle's Road, Edmonds Road, Glenella – Richmond Road, Hicks Road, Holts Road, Kemp's Road, Knobels Road, Koch's Road, Lanes Road Larsen's Road, Mapalo Road, McKinley's Road, Moohins Road, Mt. Basset Cemetery, Neill's Road, Nebia – Conningsby, Olletts Road, Schapers Road, Trevaskis Road, Wainai Road, Wallin's Road, Barries Lane, Bergman's Road, boundary Road, Boyd's Road, Burgess Lane Campbell's Road, Quattromanis Road, Cowley's Road, Gibson's Road, Grants Road, Griffith Road Hannan's Road, Hansen's Road, Hills Road, Holmes Road, Ivan Johnsons Road, Kelly's Road, Lansdowne Road, Lorne Road, Masottis Road, McEwen's Beach Road, McNichols Road, Meadowlands Road, Mezzens Road, Mt. Vince Road, Munburra Road, Newbury Mt. Vince Road, Nilsson's Road, O'Sheas Road Oakenden Road, Oakenden School Road, Oakenden – Sarina Road, Palm Tree Road, Peri Road, Petersen's Road, Pleystowe School Road, Sievers Road, Sandford's Road, Stockroute Road, Stoney Creek Road, Stott's Road, Te Kowai Foulden Road, Tedfords Road, Thomas Toad, Victoria Plains Road, Palms Road, Walz Road, Ball Bay Road, Bloomsbury Road, Bollon Road, Bugeja Road, Cape Hillsborough Road, Caping Road, Chidgey's Road, Clanside Road, Clews Road, Clews Road, Coalmine Road, Cowans Road, Dougherty's Road, Exmoor Road, Finlayson Point, Geeberga Buthurra Road, Gormleys Road, Howells Road, Johansens Road, McGill's Road, Mentmore Road, Mt. Martin Road, Neilsen Creek Road, Old Bowen Road, Old Hillsborough Road, One Mile Creek Road, Peters Road, Porters Road Proves Road, Rise &amp; Shine Road, Rostirollas Road, Russells Crossing, Rutland's Road, Smalleys Beach, Sorensen's Road, St. Helens Beach Road, Stafford Road, Tolchers Road, Toons Toad, Wagoora Yalboroo, Wales Road, Watsons and Boyd's Road, Wyses Road, Ball Street, Barrier Street, Boundary Street, Kemis Street, Baxter Drive, Pioneer Street, Sweeney Court, Wrights Road, Kippen Drive, Horse and Jockey Road, Burgess</p>
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Street, Canberra Street, Charles Hodge Avenue, Green Street, High Street, Malcomson Street, McCulloch Street, Palm Street, The Goose Walk, Ungerer Street, Valley Street, Keim Street, Florence Street, George Fordyce Drive, Westlake Drive, Schofield Street, David Muir Street, High Street, Bold Street, Cameron's Road, Ford Street, Mary Street, Pugsley Street, Saunders Street, Stewart Street, Lynette Drive, Sugarshed Road, Old Rocky Water Holes Road, Greenmount Road, Tooma's Road, Lindeman Drive Powell's Road, Burtons Access, Eton Dump Road, Halliday Bay Road, Bezzina Court, Grahams Road, Beallah Road, Adair Court, Scott's Road, Cathu-O'Connel Road, Farleigh – Habana Road, Kuttabul Mt. Juke Road, Marian – Hampden Road, Marwood Sunnyside Road, Rocky Waterholes Road, Seaforth Port Newry Road, Walkerston Homebush Road, Yakapari – Seaforth Road, Connors Road, turners Road, Penrith Island Road, Macs Truckstop, Norris Road, Miles Road, Id McEwen's Beach Road, Absolon's Road, Stacey's Road, McLaughlin Drive, Old Bowen Coach Drive, Glenella Road, James Muscat Drive, Highway Plaza, Sextons Road, Archibald Street, Bannister Street, Bernborough Street, Binnington Esplanade, Boundary Road, Bridge Road, Brisbane Street, Cemetery Road, Commercial Avenue, Elvin Street, Endeavour Street, Evan Street, Farrellys Road, Forth Street, Goldsmith Street, Gordon Street, Graffunder Street, Grosvenor Place, Hastings Street, Hoey Street, Holand Street, Hume Street, Juliet Street, Kilgour Street, Mangrove Road, Marlborough Street, Marryat Street, Mary Street, McLean Street, Milton Street, Napier Street, Paradise Street, Porter Street, Shakespeare Street, Sydney Street, Thorning Street, Tudor Court, Ulanda Drive, Victoria Street Mirani, Warland Street, William Street, Thirteenth Lane, Churchill Street, River Street, Matheison Road, Leap Access Road, Austin Road, Zamia Road, Farleigh Habana Road, East Funnel Creek Road, Station Creek Road, Pinnacle Septimus, Walker – Finn Road, Brickworks Court, Bangalow Court, Whitehaven Drive, Gladys Road, Alfred Lane, Anzac Street, Armstrong Beach Road, Beagrie Street, Bella Road Sarina Borgs Road, Brandon Street, Brewers Road, Brooks Road, Campbell Street, Campbell road, Campwin Beach Road, Ching Creek Road, Clintonville Road, Cone Creek Road, Courtney's Gap Road, Crescent Street, Dawlish Road, Deguara Avenue, East Street, East Funnel Court, Eversleigh Road, Ferries Terrace Finato Road, Garrett Road, Grasstree Road, Grasstree Beach Road, Gronnow Road, Grovely Road, Gurnett Road, Hatfield Road, Herta Lane, Johnson Road, Kirkwood Groove, Lally Road, Landing Road, Lee Street, Leslie Street, Urannah Road, McCarthy Street, McCowns Street, McMahon Road, McNeil Road, Mick Ready Road, Middle Creek Road, Miran Khan Drive, Mohr road, Morrison Road, Mountney Road, Mt. Christian Road, Muggleton Street, Nicholson Street, Ocean View Crescent, Owen Jenkins Drive, Pacific Drive, Patch Street, Payne Road, Petersen Road, Phillip Street Place Avenue, Plath Road, Pop Petersen Lane, R Williams Road, Rainbow Street, Rand Road, Rasmussen Avenue, Ricotta Road, Rifle Range Road, Riley's Road, Rocky Dam Road, Sands Road, Sarina Beach Road, Schmidtkes Road, Shinfield Road, Sichter Street, Sleeman Road, Smart Road, Starr Road, Station Lane, Sunset Drive, Tara Creek Road, Tedlands Road, Tennis Court Road, Thompson Road, Turners' Paddock Road, Upper Alligator Creek Road, Venton Street, Ventons road, Von Fahland Road, West Street, West Plane Creek Road, Westcott Avenue, Whittaker Road, Williams Road, Wilson Road, Wood Road, Alexandra Street, Anzac Avenue Mirani, Bager Wales Road, Barclay Street, Bee Creek Road, Borgs Road, Bourke's Road, Bradford Road, Brand Road, Camilleris Road, Cathay Creek Road, Child Street, Coynes Road, Crebers Road, Dalrymple Road, Devereux Creek, Dunwold Cattle Road,

Dunwold – Lumburra Road, Eungella Dam Road, Forest Road, Gakowski’s Road, Granham – Morrow Road, Gorge Road, Greentree Road, Group Road, Harris Road, Hendy's Road, Jenner’s Road, John Temple Road, Kinchant Dam Road, Kowari Road, Kowari – Gorge Road, Langdon Lumburra Road, Leichhardt Road, Lizzie Creek Road, Marks Road, McGregor Creek, Mirani – Boldon – Mt. Toby Road, Mt. Barker Road, Mt. Marin Loop Road, Mt. Pollux Road, Newman’s Road, Nicholson’s Road, Old Hampden road, Olletts Road, O’Sullivan’s Road, Owens Creek Loop Road, peoples Street, Peoples Road, Pinevale Road, Pinnacle Septimus Road, Pittionis Road, Pup Creek Road, School Road, Schumman’s Road, Scott’s Road, Senini's Road, Smith Cross Road, Sonny Boy Creek, School Road, Schumman’s Road, Scott’s Road, Senini’s Road, Smith Cross Road, Sonny Boy Creek, Sorbello's Road, Stroppiana's Road, Sugar Loaf Road, Tannalo Galea Road, Thomas Road, Thornes Road, Tirendi's Road, Van Houweninges Road, Venton Road, Vickers Road, Woods Road, Zahmel Street, Archer Court.

Submission Two (2) 2011:

A number of responses to requests for information (RFI) from the Authority have been provided.

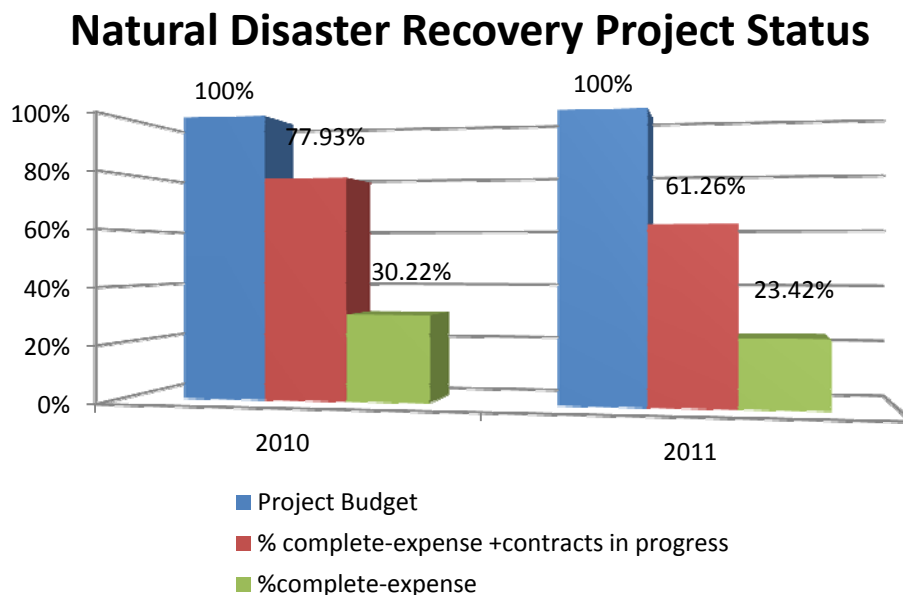
The primary issues were relatively minor in nature including provision of subsoil drains, calculation errors in the estimates on some items, replacement of shade sails with solid structures, complementary works and eligibility of day labour.

Federal Task Force Review MacRC.4.11 (Design Projects Submission 2011 event):

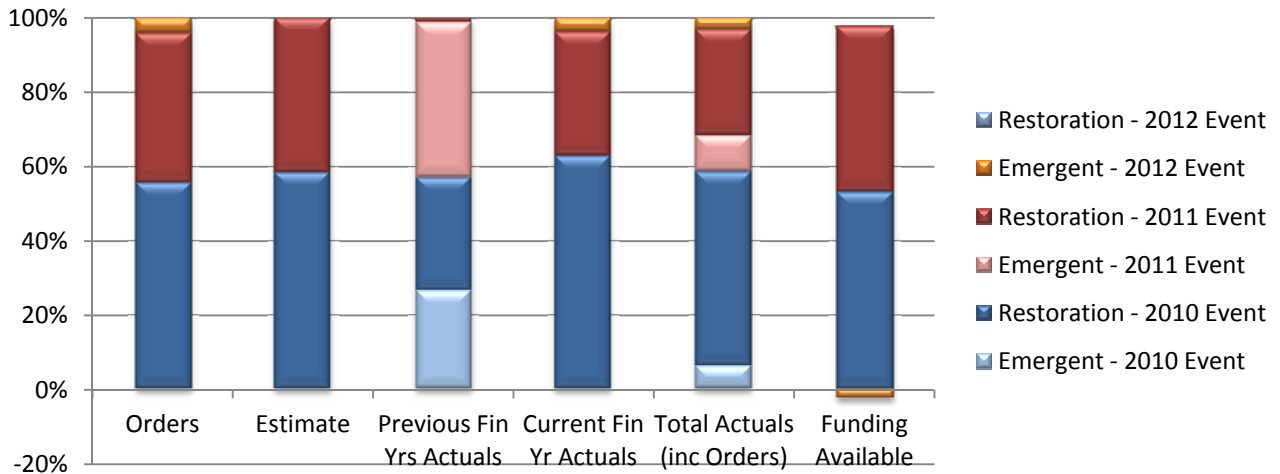
The federal taskforce has selected submission MacRC.4.11 for review. The Authority is directly responsible to respond to the questions raised by the taskforce during their review of NDRRA submissions.

The Authority has requested clarification from Council on photo dates with some of the design projects being before the declaration of the 2011 event. This was easily justified on the basis that these were 2010 projects resubmitted in 2011.

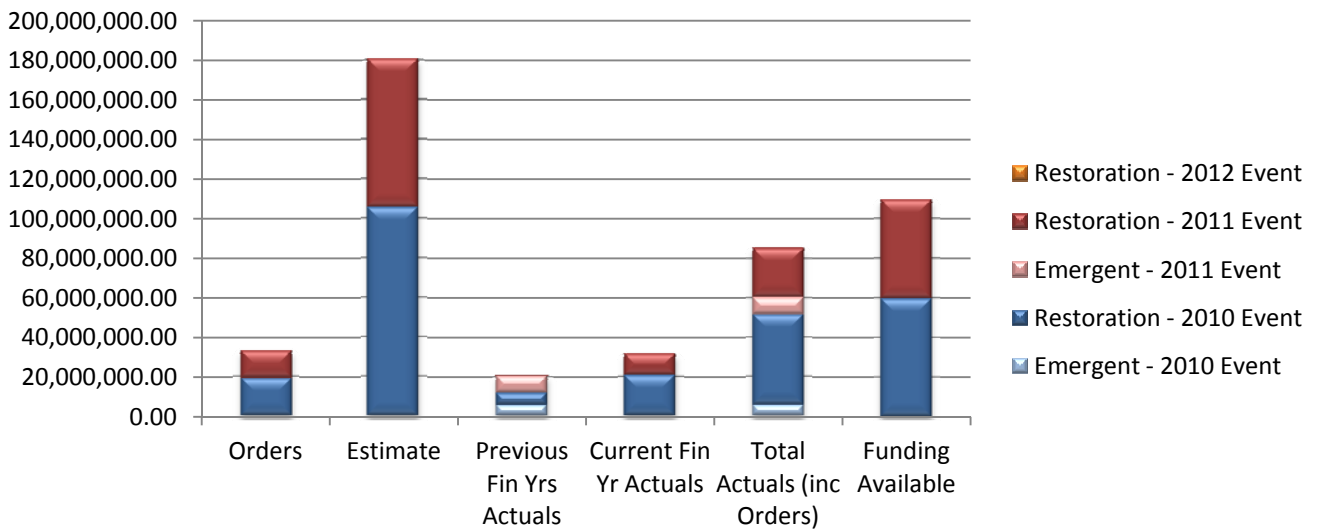
Project Status:



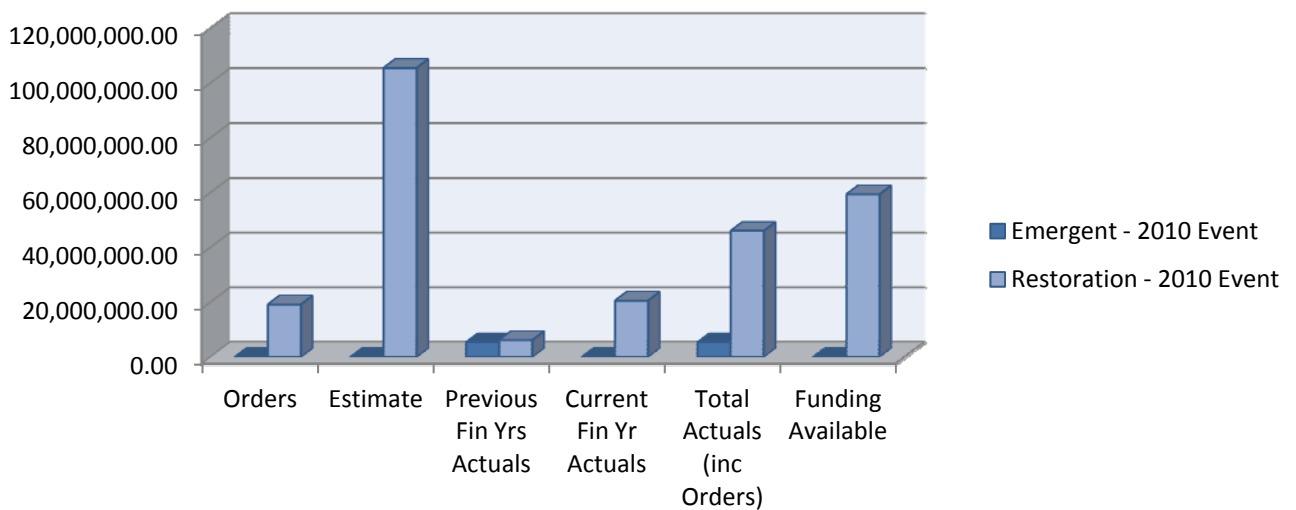
## Total NDRRA Costs for 2010 & 2011 events



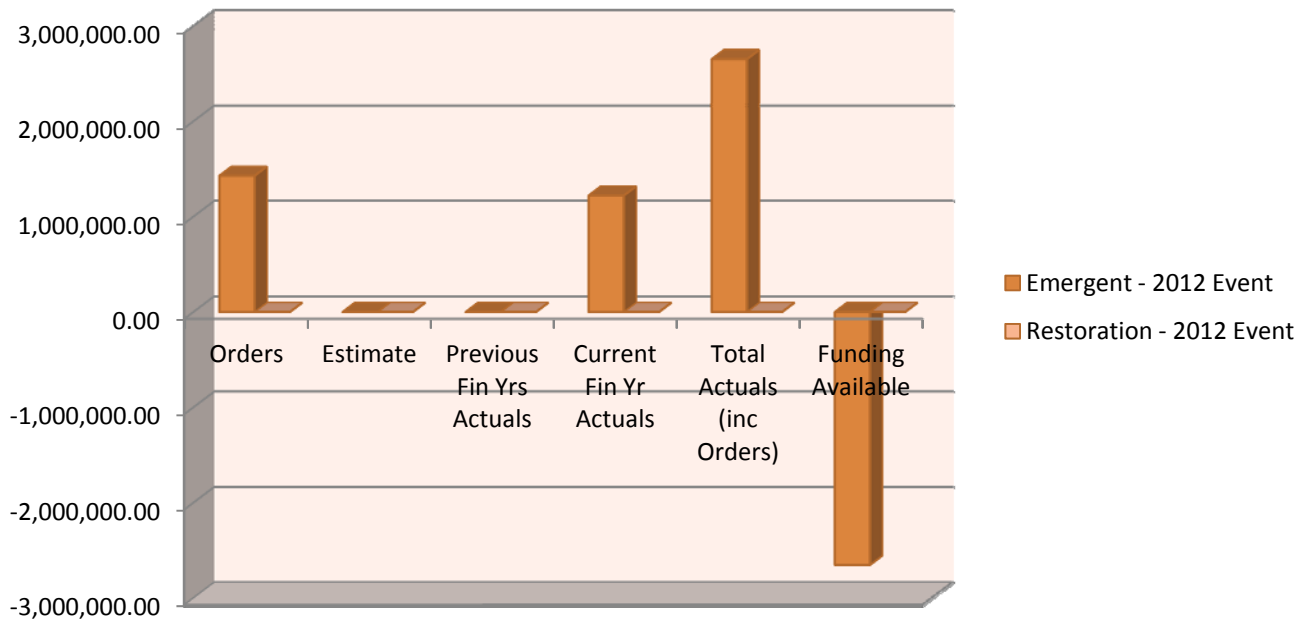
## Total 2010 & 2011 by costs



## 2010 Event Costs



## 2012 Event Costs



### NDRRA General:

- Shepherd Services have been engaged to coordinate the data collection and prepare the emergent and restoration submissions for the 2012 event 'Heavy Rainfall Flooding Northern and Far Northern Queensland 16 March 2012' for lodgement to the Authority.
- RPO and Civil Operations Staff are currently scoping restoration works on sealed and unsealed network.

### Issues and Actions:

- Declaration of natural disaster event 'Heavy Rainfall Event, Northern and Far Northern Queensland 16 March 2012' has caused significant delays with respect to delivery of 2010 and 2011 restoration works.
- Eligibility of proposed 2012 emergent works repair techniques – Council has proposed insitu stabilisation, dig out techniques and epoxy resin injection techniques to the Authority as an appropriate temporary repair technique which has been met with some contention. After considerable deliberations on this matter the Authority has advised Council that the proposed techniques will likely be suitable however Council should have records available to the Authority, justifying the use of the proposed techniques.
- Seven (7) contract construction crews were mobilised during the emergent works period delivering stabilisation, dig out, pothole patching, de-silting, drainage reinstatement, reinstatement of floodways and embankment slip emergent/restoration type activities.
- Extension of time (EoT) for 2010 and 2011 NDRRA events is with the Authority and should be processed prior to 1 June 2012.
- The Authority has appointed Mathew Elphick as the Regional Liaison Officer (RLO) for North Queensland with his visit first scheduled for 29 May 2012. During this visit Mathew's intention is to meet with the Director of Engineering Services, Manager Civil Operations and the NDRRA Team and to perform some isolated site inspections selected from the form 9 reporting system utilised by the Authority.
- Projectis Engineering Consultants have been requested to perform the second site audit validating the approved scope on completed works. This audit will be conducted on the 12-13 June 2012.

- The NDRRA Team has over the last two weeks been responding to requests for information from the recent Queensland Audit Office (QAO) audit of the MRC NDRRA works. This should draw to a close by the 21 May 2012.
- Need to identify flood sensitive zones in the urban areas that require modified process for restoration works to ensure road reserve capacity is not reduced and crown levels are not increased causing flooding of residences in these identified zones.

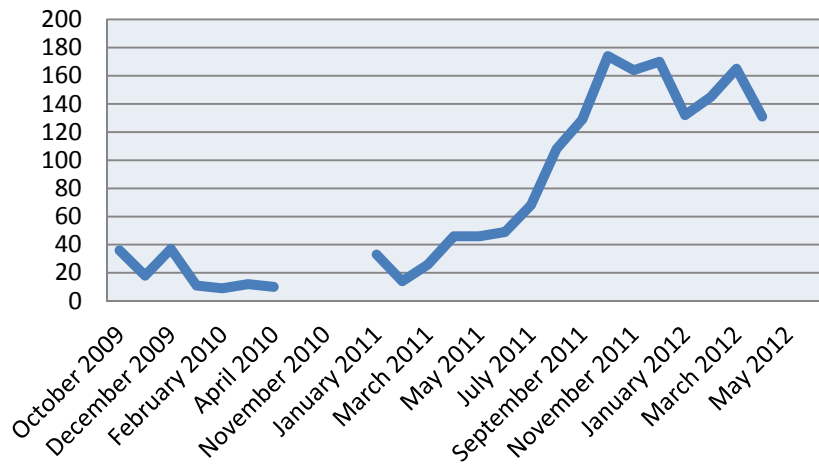
## TECHNICAL SERVICES

- Development and design of projects for saturation damage projects throughout the Council area for 2010 and 2011 events.
- Development and design of projects within Capital Works Programme.
- Development of draft 20 yr Capital Works Programme making provision for all current projects and proposed development projects and its revision to match LTFP and PIP requirements. Indicative 2012/13 & 2013/14 CWP presented to Council for adoption to allow advance planning.
- Consultation and detail design regarding Archibald Street (Connors to Milton) upgrading.
- Consultation and detail design of the HAFF Grant project including Rosewood Drive from Mackay Bucasia Road to Chenoweth Drive including design development for works associated with Northern Beaches Central and the Northern Beaches High School.
- Discussions with service providers to streamline design and construction processes.
- Detail design associated with CBD footpath upgrades via Bluewater Trial extension from Bluewater Quay to River Street Boat Ramp and from the boat ramp to Iluka Park via East Gordon Street.
- Design and quotations associated with Bluewater Quay shade structures and balustrades. Shelter installation complete. Balustrade to be installed and complete mid April 2012.
- Consultant commissioned for CBD Access Audits for Sarina, Walkerston, Marian and Mirani. Eric Martin and Associates undertook audits 9-13 December 2011. Final report due mid April 2012 with final report to Council to follow.
- Attendance at Program Managers meeting, Technical Services Supervisor's meetings, Malcomson Street Demaining with DTMR, WRRG Technical Committee, street meetings at Sophia, Capellos Road and Poinciana Avenue, Strategic Planning internal stakeholders meeting, Eimeo State School meeting with Education Qld, DTMR Road Infrastructure Group.
- Various drainage investigations for assessment of maintenance and capital upgrading requirements to address system performance issues.
- GPS Base Station Network installed at Civic Centre, Koumala and Midge Point SES buildings, Mirani Council Chambers & Eungella Maintenance Depot. All bases have now achieved Reg 13 certification.
- MRC Surveyor programmed to joint test network coverage by the end of May 2012 for mobile phone reception and accuracy relationship to DERM permanent mark Mackay area Control
- Bakers Creek to Alligator Creek DCDB rectification by Terex Spatial complete and forwarded to DERM for inclusion into DCDB. Still waiting for DERM approval.
- Bloomsbury Township area DCDB upgrade commenced using in house resources
- Lead role in the development of the "Active Towns" strategy.
- Development of standard utility alignments and corridors for various authorities within road reserve matching road hierarchy categories
- Investigation into the effects of Coastal Plan and the coastal erosion zone on infrastructure planning criteria including road crown levels and stormwater tailwater levels.
- Liaison with DTMR over demaining of Malcomson Street, compilation of plans and estimates and undertaking public consultation.

# PARKS AND ENVIRONMENT

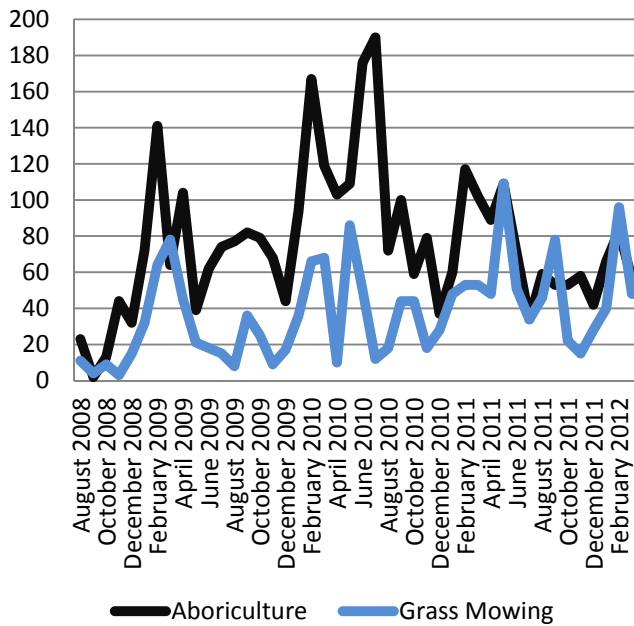
- Administration**

## Park Bookings

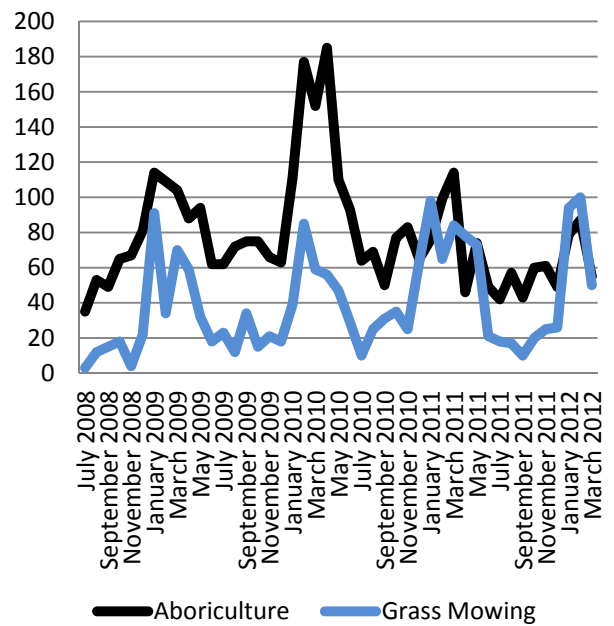


- Parks Customer Requests**

### Actioned Requests



### Recieved Requests



- Tree-Crew –**

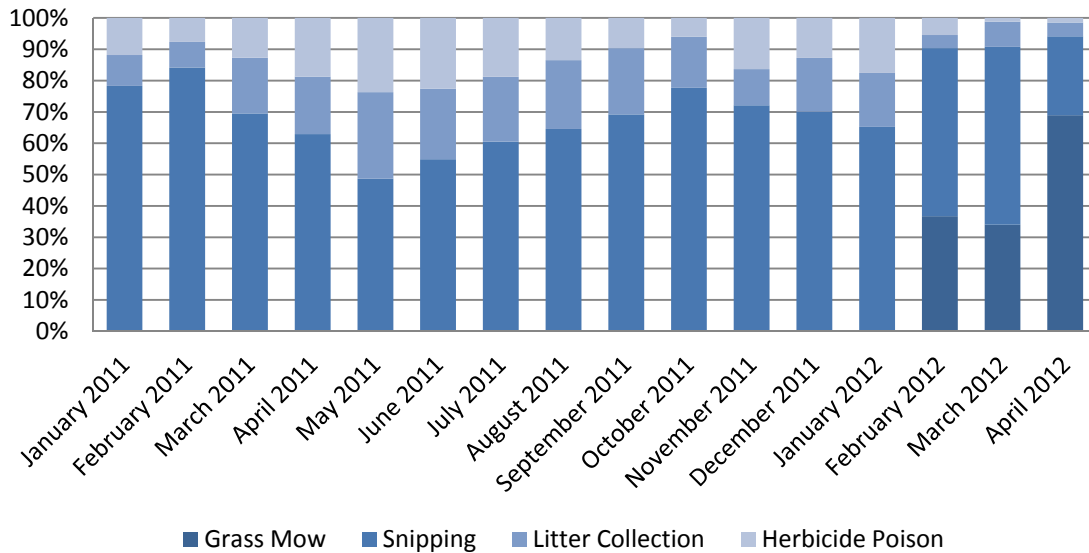
	Total Trees Pruned	Council Trees Removed	Coconut Trees Denuttled	Trees Planted in Streetscapes
<b>April 2012</b>	323	35	0	0

- Grass Maintenance Activities**

(Mackay/Western/Southern) – 1080 mowing hours recorded, 394 hours whipper-snipping edges and difficult to mow areas, 69 hours litter collecting and 23 hours poisoning.

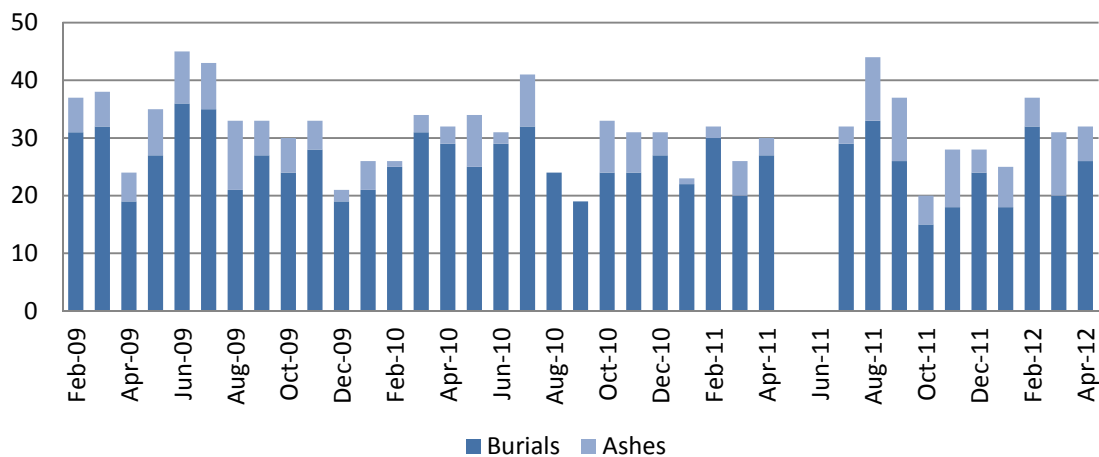


## Parks Maintenance Activities



- **Cemeteries**

## Burials/ Ashes in Mackay Region



- **Natural Environment and Marine Beach Activities**

### Volunteer activities:

#### *Conservation Volunteers Australia*

- Worked in Sandfly Creek Environmental Reserve for four days undertaking weed control activities in line with the site management plan.
- Worked at Grasstree Beach undertaking weed control and tree planting

#### *Community activities*

- Wave goodbye to the waders and dog walker's morning tea was held on Saturday 28<sup>th</sup> April at Iluka Park. Dog walkers received a free lead and dog treats as well as information on how to minimise disturbance to waders (shorebirds) and how to comment on council's dog off leash trial. Waders feed on mud and sandflats at low tide and gather to roost during high tides where they are vulnerable to disturbance by dogs and other recreational activities. This event was part of the Coasts and Communities project, developed and implemented in partnership with Reef Catchments. Conservation Volunteers Australia conducted tours through Sandfly Creek Environmental Reserve to showcase the work they have been involved in as part of the Coasts and Communities Project to implement the management plan for the Reserve.

- A working bee was held at Blacks Beach (south of Anglers Parade). Residents undertook weed control and planted 150 beach scrub seedlings. An enjoyable afternoon was had by all and volunteers learnt about ongoing efforts to manage the Reserve by removing weeds and replacing them with local native species to improve the condition of the coastal dunes.



**Volunteers at the Blacks Beach working bee**

- Morag McNichol Reserve – a Walk and Talk activity was run by Pioneer Catchment and Landcare Group on 17<sup>th</sup> April
- Regular weekly community activities were held at the Mackay Natural Environment Centre Nursery. The group propagates local native plants and maintains the centre.
- Pioneer Catchment and Landcare group commenced their weekly propagation sessions at the MNEC site.
- Sarina Catchment and Landcare group continued their regular weekly community nursery and volunteer program.

#### Natural Environment Plan implementation:

##### *Coastal priority projects*

- Weed control is currently being undertaken at Keeleys Rd Wetlands, Slade Point Reserve, Ball Bay and Blacks Beach.

#### Committee meetings:

##### *Natural Environment Advisory Committee*

- The committee meeting was held in April - presentation from the Sustainability Officer on sustainability issues and the Sustainable Futures Committee and subcommittees, and funding allocated to Sarina Landcare Catchment Management Association for watertanks for their native plant nursery and for tools and equipment as part of the community grants program .

#### Habitat restoration team activities:

- Weed control activities were undertaken at Blacks Beach and Slade Point Reserve
- Watering of revegetation at Blacks Beach and Slade Point Reserve
- Set up and painted new benches for the Mackay Natural Environment Centre nursery at Swayne St. Undertook fencing work on site, installed gates and installed irrigation system for new benches.

#### Marine Beach teams (Sarina and Mackay) activities:

- Weed control was undertaken at Sarina Beach, Grasstree Beach, Half Tide, Campwin Beach, Salonika, Louisa Creek
- Planting activities were undertaken at Sarina Beach, Grasstree Beach
- Revegetation was watered at various sites including Shoal Point and Bucasia
- Fencing was erected at Bucasia Beach and Shoal Point and was repaired at Finlaysons Point and Ball Bay.
- Gates and bollards were erected at Ball Bay
- Harbour Beach was cleared of debris (e.g. logs etc).

### Environmental Ranger activities

- Liaising with residents regarding various issues including illegal vegetation removal, mowing and clearing of council land in particular at Bucasia, Blacks Beach and Campwin Beach.
- Investigation of vehicle related activities including illegal car and motorbike access in northern Beaches, Slade Point, Town Beach, Far Beach, Holiday Bay, Seaforth and Finlayson's point. Currently working with trail bike clubs and retailers and MRC sport and recreation staff on the possibly provision of trail bike facilities in Mackay.
- Investigation of green waste/ general waste dumping at various sites including Andergrove, Grasstree Beach, Eungella, Blacks Beach and Freshwater Point.
- Regular patrols (including over the Easter period) at Holiday Bay, Finlayson's Point, Ball Bay, Blacks Beach, Far Beach and Town Beach.

### Other projects

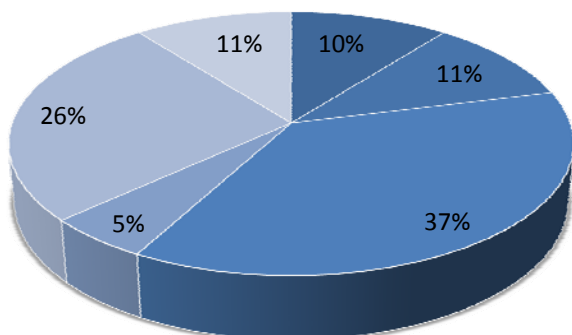
- A contract was awarded to a consultant to prepare a significant tree register for the region.
- Department of Environment and Resource Management confirmed approval to replace the Holiday Bay Swimming enclosure and quotations were sought for the pile driving works.
- Beach signage capital project advanced with signage requirements determined and quotations received.
- Ongoing property assessments undertaken by Pioneer Catchment and Landcare Group and Sarina Landcare Catchment Management Association as part of the Land for Wildlife Program.

## • Parks Building Services Activities

### Parks Electrical Work:

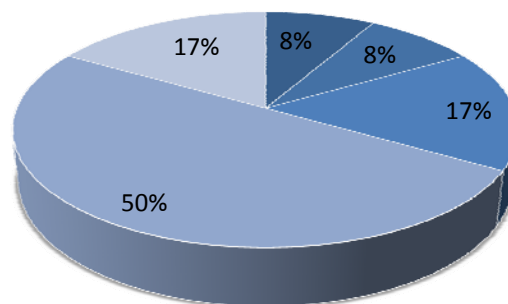
#### Electrical Work - Traffic Signals

- April 2012 Electrical Traffic Signal Monthly Report
- Traffic Signal Push Button Maintenance
- Traffic Signal Re-alignment
- Traffic Signal Lamp Replacement
- Traffic Signal LED unit resets
- Traffic Signal Emergency attendances
- Traffic Signal wide load pole lowering



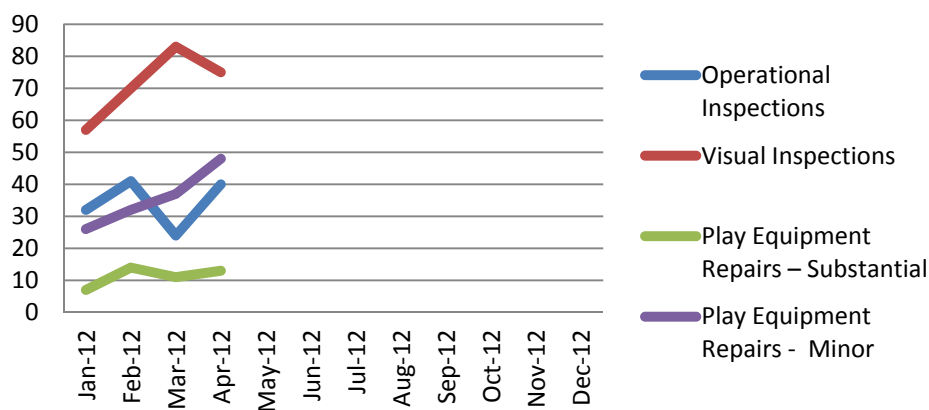
#### Electrical Work - Other

- Site Hut / container Connection
- Site Hut / container Disconnection
- Test and Tag Inspections
- Park Light Repairs
- Amenities Light Repair



## Playgrounds:

### Playground Maintenance and Inspection



## Built Asset Maintenance:

### Public Amenities:

- Walls were repainted in six amenities to repair graffiti at Annie Wood Park, John Breen Park, Muller Park, Norris Road, Blacks Beach and Illuka Park.
- Toilet roll holders and sharps containers were replaced in Queens Park Amenities following vandalism.
- The St Helens Campground amenities were fully repainted inside and out.
- A water level indicator was replaced on the water tanks at the St Helens Campground.
- Sheeting replaced to vandalised internal wall at Grendan Park amenities.
- Damaged hinges on security gates at Lamberts Beach amenities were replaced following vandalism.

### Park Furniture:

- Four Seats were repaired and repainted at Eimeo Esplanade.
- Damaged picnic setting was repaired at Quota Park.
- Damaged seating repaired at Queens Park.
- Shade structure repaired at Lamberts Beach.
- Picnic Shelter at Robb Park had minor repairs and then fully repainted.
- Metal gate repaired at Monash Way.
- Twenty eight information bollards were installed along the Environmental Park section of the Bluewater trail.
- Locking bin pole and concrete slab replaced at McEwans Beach.
- Steel gates at Lamberts Beach replaced due to age and corrosion.
- Minor fence repairs at eight locations.
- Two hundred and forty six RCD's were tested in the City Centre



**Information Bollards - Environment Park**

Other work completed:

- 18,000 m2 of concrete path in the City Centre cleaned with blowers.
- 6,000 m2 of concrete path cleaned with water blaster.
- 305 bins emptied.
- 70 bins cleaned.
- 28 umbrellas in City Centre cleaned.
- 9 furniture repairs on street furniture in the City Centre completed.

**Capital Projects** – The following projects were completed in April



**Replacement Shade Structure - Wheeler Drive Park**



**Replacement Shade Structure - Campwin Beach**



**River Street Boat Ramp Amenities.**



**Milton Street / Boundary Road Intersection Street Lighting**

## Mackay Regional Botanic Gardens

### Meadowlands:

Good progress with the construction and concrete pouring of the stage and formation of the formal seating terraces at the Meadowlands Amphitheatre. The vertical columns for the roof were commenced as were key connections to water.



The Meadowlands Amphitheatre takes shape.

### Herbarium:

The Herbarium session was held on April 30 and attended by three Society for Growing Australian Plant – Mackay Branch members, together with Council’s Nursery Hand from Queens Park. All sterile reference specimens collected last month were tagged and mounted to await production of specimen labels. Also, a number of horticultural reference specimens were labelled, photocopied and filed in their family folders. A system was devised for dealing with reference specimens that have not been sent to the state Herbarium in Brisbane.

### Other infrastructural works:

Drainage works occurred in the Heritage and Coal Garden to fix eroded areas. An historic water wheel donated to the MRBG was installed by staff into the Heritage Gardens and irrigation works in the Australian Regional Flora Terraces was also completed.

### Visitor Services Program:

#### **Exhibitions at the Gardens**

Information Overload: Digital Art Exhibition was on display in the Lagoons Gallery and Cafe from 4<sup>th</sup> April – 29<sup>th</sup> April. It was a graphic exploration into the visual information exchange of everyday life by Jodie Connolly.

Jodie’s digital designs are based on the information exchange she experienced and collated during the course of the Masters project and were assembled using digital software such as Photoshop and Illustrator. The exhibition displayed a number of artworks produced during Jodie’s study of the UTAS Master of Contemporary Arts 2011 (Digital Design Specialisation).



‘Information Overload’ by Jodie Connolly

## School Holiday Activities March 30 – April 16

Seeds were the focus for the Children's school holiday activities over the Easter period.

“Seeds ...How to get away from the parents in a time capsule?” saw children introduced to the many different ways that seeds travel the planet. After a walk through the MRBG viewing seeds growing, the children created seed time capsules of their own.



April School Holiday Activities

**Walkerston Rotary received a presentation** on **April 17** from Visitor Services Officer Maya Harrison about the MRBG, including some of the threatened plants and associated creatures, ways members could be involved and use the MRBG and sharing some informative brochures.

## C.Q. University students Under 8's Week activities Monday April 30

The Under 8's week theme for 2012 was “*Language - actively connecting children through their world through their senses*” The children who attended on April 30 not only enjoyed the range of activities using sight, hearing, taste, touch and smell presented for them on the Tropical Sun Lawn, but also eagerly participated in the Hide and Seek Small Explorers Guided Walk. The children also spotted the Noisy Pitta bird that has taken up residence in the Tropical Shade Garden. The children and adults were also intrigued with the creatures in the observation tanks that could be viewed with large magnifying glasses.

## Free Friday guided walks April 13 - 27

On April 13 the first of the Free Friday Guided walks 2012 season began. Visitors are taken on informative strolls through the MRBG finding out about the history, building design, botanic specimens and creatures from 9.30am each Friday (April to October excluding public holidays). Once a month, a Special Themed Free Guided walk is also available. April 20 saw 9 participants enjoy in particular the Tropical Shade Garden and its mysteries.

## Community involvement:

**Mackay Host Lions Club** participated in a Planting Bee in the new Meadowland's sector on **Sunday April 25**.

Fifty trees were planted to celebrate the club's fifty years of service to the community, by club members and MRBG staff. The trees were then mulched and watered and featured iconic Mackay riverine tree species included Blue Quandong *Elaeocarpus grandis*, Weeping Paperbark *Melaleuca leucadendra* and Leichhardt Tree *Nauclea orientalis*. A further link to the club's and MRBG history with Mackay was celebrated as the seed for the Leichhardt Tree was collected from the historic tree at the Bluewater Quay.



Audrey and Gary Kenny from Mackay Host Lions



## Garden Friends activities:

### **Carmila Beach guided walk Saturday April 21**

15 Garden Friends ventured away from the Botanic Gardens to visit a coastal location and see the remnant vegetation of Carmila Beach on a Guided Walk with Curator Dale Arvidsson and Horticultural Reference Group member Meryl Ritchie. The Friends were introduced to a wide variety of trees, scrubs and vines special to this area and also discussed weeds and how to easily identify the different wattles found at Carmila Beach. The walk was followed by a social barbeque.

### **Garden Friends Planting Bee – Australian Regional Flora Terraces Saturday April 28**

11 Garden Friends planted over 150 plants in the Australian Regional Flora Terraces and Torres Strait Island Precinct. Species native to the Torres Strait Islands, Monsoon Forests of northern Australia and high altitude mountains of South East Queensland as well as those found here in Mackay were added to the living collection. The Australian Regional Flora Terraces are designed to display and research plants from a wide variety of places along Australia's east coast that may thrive here in Mackay – and what flora native to our bioregion is also found elsewhere.



Mackay residents Art Rhyne and Christine Haggard were two new Garden Friends who participated in the planting bee on April 28

## Other Events and Functions:

**Weddings:** There were 7 weddings in the gardens and 2 receptions at the Cafe & Gallery at the Lagoons.

**The Meeting Room** was booked out for two weeks with school holidays. There were 8 bookings by community groups and 1 Mackay Regional Council meeting.

Local Tai Chi Groups came together to demonstrate Tai Chi and to celebrate **World Tai Chi and Qigong Day** on Saturday April 28 despite the rainy conditions. Mackay Road Runners and St Francis Cross Country events also took place in April.

**Fitness:** 2 personal training companies each use the grounds, 2 days per week.

**Restaurant & Cafe at the Lagoons:** 3798 Customers visited the Cafe and Gallery in April.

## Website:

**Website stats for February:** [www.mackayregionalbotanicgardens.com.au](http://www.mackayregionalbotanicgardens.com.au)

**920 people visited the website:**

**Visits: 1,165, Unique Visitors: 923, Pageviews: 3,814, Pages/Visit: 3.27. Avg.**

### **Top 10 pages viewed:**

/lagoons\_cafe/menu  
/lagoons\_cafe  
/functionsbookings/weddings  
/photo\_gallery  
/lagoons\_cafe/opening\_hours  
/events/regular\_events  
/events/school\_holidays\_activities  
/events/events  
/what\_can\_i\_see/visitors\_information  
/functionsbookings/meetings\_and\_conferences

## **EMERGENCY MANAGEMENT**

### **Community Education**

The Emergency Management Section continues to support and promote community disaster awareness education, community preparedness and resilience for disaster events.

### **BOM Weather Warnings Received**

The following warnings were received during the month:-

Ninety four (94) Weather Warning Advices were received from BOM in the two months ending 30/4/2012.

- Twenty two (22) Severe Weather Alerts,
- Twelve (12) Severe Thunderstorm Advices,
- Forty four (44) Coastal/ Pioneer River Flood Advices
- Sixteen (16) No Threat Tsunami Advices

In excess of one hundred and eighty three (183) Riveralerts (SMS river height and rainfall alerts) were received and monitored by the Emergency Management Section, as a part of the March Rainfall Event (17.3.12 to 21.3.12).

### **Disaster Coordination Centre**

Significant works have been completed with the Guardian system over the past months and the system is now situated on the corporate network rather than a stand-alone sever.

One of the significant advantages of moving the Guardian server onto the main server is that Council staff will now be able to access everyday files, emails and procedures under their personal login rather than issuing separate generic logins and this will allow staff to visit the Guardian Training site at anytime.

### **Review of Queensland Flood Commission Inquiry Recommendations**

The Final Report for the Queensland Flood Commission of Inquiry (QFCI) was released on the 16th March 2012.

A review of the findings will be undertaken prior to the next Mackay Local Disaster Management Group meeting on the 16th July 2012.

### **Emergency Management Website**

The Emergency Management website is currently undergoing a major facelift to allow content to be more accessible and user friendly. It is envisaged to have the new web pages completed by the end of July 2012.

### **Mackay Local Disaster Management Group**

The Mackay Local Disaster Management Group last met on the 5<sup>th</sup> March 2012.

The next scheduled meeting is now the 16<sup>th</sup> July 2012, after the meeting scheduled for 14<sup>th</sup> May 2012 was postponed, due to the delaying of the Local Government Elections.

### **Meetings and Conferences**

- Attendance at the Emergency Management Website Review Meeting.
- Attendance at the Mackay Local Disaster Management Group Meeting held on 5<sup>th</sup> March 2012.

- Attendance at the Guardian Project Meetings held on 6<sup>th</sup> March 2012 and 1<sup>st</sup> May 2012.
- Attendance at the Mackay District Disaster Management Group Meeting on 15<sup>th</sup> March 2012.
- Attendance at meetings for Safe Plan, 5.1 Budget, Workplace Health and Safety Committee and review of Grants during the month.

### **Operations:**

A watching brief was conducted by Council's Emergency Management Section after heavy rainfall over the period 17.3.12 to 21.3.12. Thirteen (13) Situation Reports were provided to the DDC and XO of the DDMG.

Over 800mm of rainfall was received over six days and a number of river gauges were at major flood levels.

As a result of rainfall and river flooding:-

- Significant road damage received and an emergent works declaration under NDRRA was sought and was received.
- No evacuations or special advice was required for the Cremorne residents as the significant water flows were received in the Pioneer River at Mackay during the low tide cycle.
- Ten (10) houses were doorknocked in Fadden Street, Walkerston by Mackay Regional Council staff in partnership with Department of Communities on 26 March 2012. The inspections revealed that six (6) houses received water inundation up to 750mm high into dwellings (generally the lower levels of high set houses) and whilst there was furniture and water damage, all residents seemed resilient or had insurance coverage and no further assistance was required.
- Further reports of flood inundation were received at Seaforth (one house approximately 100-200mm inundation confirmed by MRC staff – local drainage issue), Koumala (1 house inspected by QPS and found to be existing defects), Bloomsbury (1 house near O'Connell River being checked by Dept of Communities) and existing and reoccurring private access issues at Finch Hatton Gorge.
- Queensland Police Service (QPS) evacuated several campers from the Finch Hatton Showgrounds after floodwater levels were very close to overtopping the earth levee. A subsequent visit by MRC Emergency Management staff together with Finch Hatton QPS has seen some short term measures implemented with further longer term measures proposed to assist with future events.
- A concern has been raised with Mackay Water over Middle Creek Dam after access issues.

### **Planning**

#### **Mackay Local Disaster Management Plan and Operational Plans**

In accordance with the QFCI recommendations a copy of the Mackay Local Disaster Management Plan has been placed on Council's website.

Work and revision of a number of Operational Plans continues. Some Operational Plans will require major changes due to new guidelines being released.

Following the confirmation of the new Councillors to the LDMG membership, a revised LDMG Contacts List will be circulated to LDMG members, the District Disaster Coordinator (DDC) and the Executive Officer (XO) of the Mackay District Disaster Management Group (MDDMG).

## **Projects / Mitigation Strategies**

A number of Projects and Mitigation Strategies are currently being either assessed or undertaken.

### **Storm Surge Study**

Tropical Cyclone Storm Surge and Wave Impact Project, funded under the Natural Disaster Resilience Program is being undertaken by the Planning and Development Program to meet the requirements of the Coastal Planning Guidelines.

The project is on track for completion by May/June 2012.

### **Rainfall/ River Height Stations**

Funding approval has been received for an additional four (4) River and Rainfall Alert Stations within the various catchment areas.

Preliminary investigations into possible stations sites at Marian (Pioneer River), Sarina (Plane Creek), Rural View (McCready Creek) and Walkerston (Bakers Creek) have been undertaken.

### **Pioneer River and Gooseponds Flood Studies**

The flood studies are being undertaken by Planning and Development Program.

The Preliminary Draft Pioneer River Flood Study was received by Council in June 2011, with further changes occurring in October 2011. A Final Draft has now been received. A review is being undertaken at present in areas that have had changes since the 2004 Flood Study. The Report is expected to be presented to Council in May/June 2012 before public release for community feedback.

The Draft Gooseponds Flood Study has been received in February 2012 and is under review. The Report is expected to be presented to Council in May/June 2012 before public release for community feedback.

### **Community Emergency Wardens Project**

Community meetings have been held in the three trial areas (Midge Pt / Seaforth / Eungella) and expressions of interest from community members for these Volunteer Community Emergency (Wardens) Liaison Officers roles have been sought.

Expressions of interest are still open in Seaforth and close on the 15<sup>th</sup> May 2012.

To date, a total of six (6) expressions of interest have been received being three (3) in Eungella, two (2) in Midge Point and one (1) in Seaforth.

It is expected that a meeting of all the interested community members will be undertaken towards the end of June 2012, with training scheduled for the end of July 2012.

It is expected that the three areas will be operational with additional communication equipment and backup generators available before the 2012/13 storm season.

### **Backup Generators for Sir Albert Abbott Admin Building**

The project is complete.

## Resilience Project

Emergency Management Queensland has now terminated the funding for this project which was scheduled to run until June 2013. Community Resilience Officer Amanda Lavarack continues to be employed by Mackay Regional Council under alternate funding arrangements.

As a part of the Resilience Project several Disaster Awareness Banners have been purchased to promote resilience. It is intended that the banners be used in the Council Libraries and Customer Service Centres and other State Government Buildings.

A Project regarding the distribution of Reusable Shopping Bags promoting Emergency Kits and in similar colours to the Emergency Action Guide is currently being investigated.

## **Training**

Guardian revision training for 40 internal staff including 6 new loggers and 6 new water representatives has been undertaken in March 2012 and further training is scheduled for the coming months. Discussions have been held with EMQ Mackay to look at Introduction to Queensland Disaster Management Arrangements and other training for newly elected Mayor/Councillors.

## SES Update

### Local Controller

In the absence of the Local Controller, the volunteer executive completed an interim budget, however it was not submitted in time due to an apparent confusion of dates required for completion. This is now in hand.

### **Debrief for rain events March 2012**

Prior to the forecast events the Mackay Regional Unit (MRU) executive ordered from Emergency Management Queensland (EMQ) an additional 2000 sandbags, Tarping Rope and plastic sheeting. Over this period around 1000 sandbags were placed at residents from several suburbs including, West and East Mackay, Andergrove, Seaforth, Bloomsbury (200 alone at Peters Road, Bloomsbury)

### **Review into MRU Capacity and Compliance**

The MRU executive has conceded that it cannot fully support the current recruiting levels and Registered Training Organisation (RTO) compliance with the existing administrative and training staff. The review committee will look at the MRU's future capacity. The review will coincide with a Safety and Fire Audit of the SES working environment.

### Training

#### Nationally Recognised Training:

Land Search: 15 Volunteers trained from Mackay

CPR: 18 Volunteers trained from Armstrong Beach, Koumala and Mackay

First Aid: 20 volunteers trained, 3 instructors qualified by a direct supervisor

#### Courses Cancelled:

Navigation: Assessors not available

Safe Working at Heights: Direct Supervisor not available

### NEW EQUIPMENT

#### SESMRU supplied

A total of 16 apple iPads (3G Pre Paid) have now been purchased using volunteer raised funds.

A partnership with Next Byte in Canelands has resulted in a subsidised purchase price and free business support in the set up and running of these devices. This now provides a 24/7 email and messaging communication capability with all of its executives and duty officers.

The total investment by the MRU volunteers to implement this system was **\$12,980** with an ongoing running cost of **\$2,400** per annum (pre paid data).

The MRU has assigned a high priority to securing additional computers and internet connections for each SES group to meet the demands of local administration, training and compliance. Currently only two Groups, Mackay and Mirani, within the MRU have both a computer and internet connection.

#### State Government supplied

Received:

2x STIHL 261 Chainsaws for Mirani Group

#### On order

3x STIHL 261 Chainsaws

2x Vehicle GPS units

Other general purpose tools

#### Local Government supplied

Received:

The Sarina Groups five year old Toyota Hilux has been replaced with a new Ford Ranger.

## **Donations**

### **Porters**

\$13,000 in building materials to put towards the completion of the volunteer built Emergency Operations Centre (EOC) at Mackay Group, has been received.



## **Group Specific Status**

**Midge Point:** Security upgrade to demountable building. Steel security screens have been installed on all windows by SES volunteers.

**Koumala:** Complaints were received from the local Group Leader that visiting caravans were using water and power from their facility. The MRU has provided an Ergon approved lock for their switchboard and mechanically isolated water taps for all outside areas.

**Sarina/Campwin Beach:** Ground works for new shed are now complete.

**Mackay:** Handover of the old welder's bay at Ness Street was finalised. This has allowed all SES Flood boats to be stored and maintained in the same place in a safer and more compliant environment. All SES vehicles now have an inside storage space as a result of the flood boats vacating other areas of the Ness St facility. This facility also provides an ideal training environment for the Vertical Rescue Team.



### **Community Events**

6<sup>th</sup> – 9<sup>th</sup> April: Opposite Lock Weekend. Community Education, Public safety and 4X4 Training.

7<sup>th</sup> April: PARASOL (Safety Equipment) Promotion. Community Education and SES display.

25<sup>th</sup> April: ANZAC Day. Marshalling, Public Safety and Marching.

## **QUALITY ASSURANCE**

### **Number of Completed Customer Maintenance Requests Surveyed for Customer Satisfaction**

Civil Operations - 182

Parks and Environment - 196

Water Services - 353

**Number of Construction Projects Surveyed for Customer Satisfaction: 0**

**Number of Customer Satisfaction Survey Results Finalised: 3**



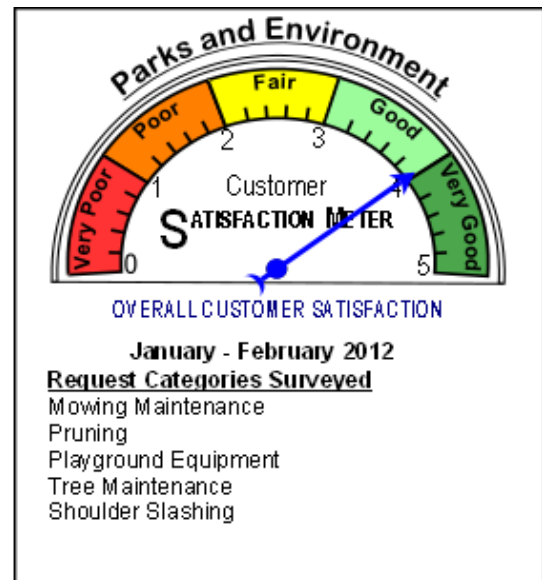
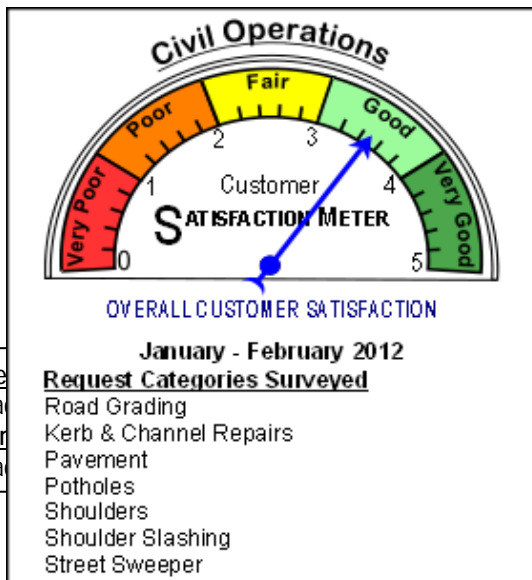
**Number of IMS Documents Reviewed and Updated: 24**

**Number of New IMS Documents Commenced: 3**

**Number of Work Sites Visited: 6**

**Number of Internal Audits Conducted: 1**

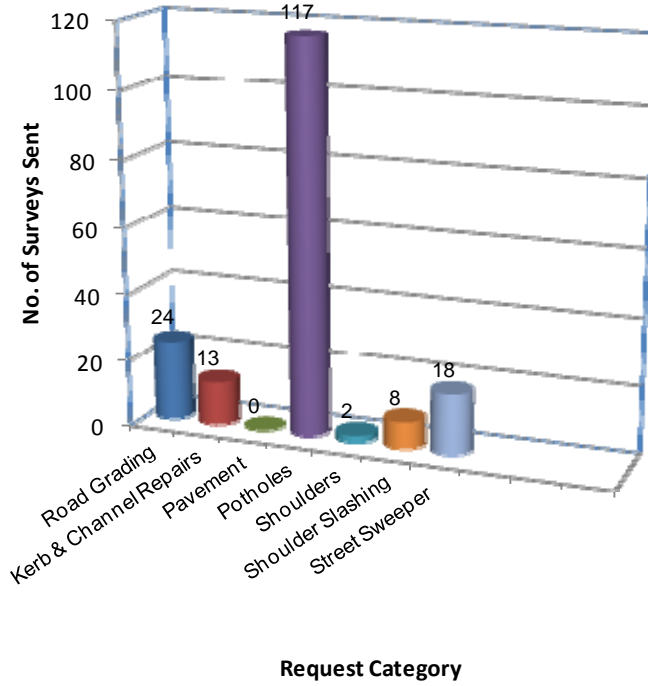
### Finalised Customer Survey Results



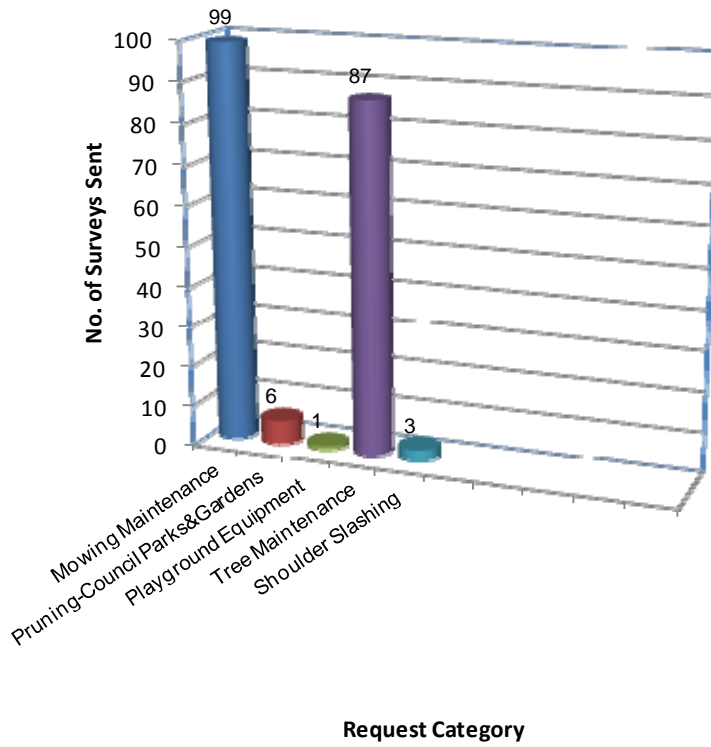
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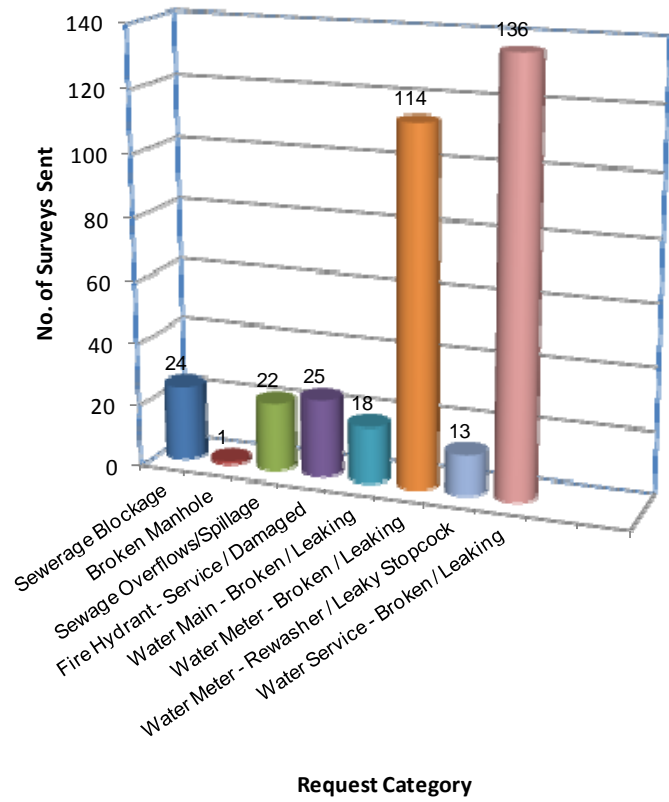
**NO. OF CUSTOMER REQUEST SURVEY FORMS BY REQUEST TYPE  
MARCH / APRIL 2012  
Engineering Services - Civil Operations**



**NO. OF CUSTOMER REQUEST SURVEY FORMS BY REQUEST TYPE  
MARCH / APRIL 2012  
Engineering Services - Parks and Environment**



**NO. OF CUSTOMER REQUEST SURVEY FORMS BY REQUEST TYPE  
MARCH / APRIL 2012  
Conducted for Water and Waste Services**



## **Consultation**

There has been consultation with Engineering Services Program Managers.

## **Resource Implications**

Nil

## **Conclusion**

There has been significant progress with the overall capital works and operational works activities across all Programs. In particular, a large amount of emergent repairs associated with the 2012 declared event, have been undertaken.

The cooler drier weather conditions have allowed maintenance crews to catch up on the backlog of vegetation maintenance and control across our parks, roads and drainage infrastructure.

## **Officer's Recommendation**

THAT this report be received.