

A decorative graphic at the top of the page features stylized green grass on the left, a green leaf in the center, and a blue and yellow abstract design on the right.

Engineering and Commercial Infrastructure - Engineering

Monthly Review > 16 August to 12
September 2014

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OVERVIEW

Overview

This report is for Engineering Services activities for August/September 2014. Please note that references to the August/September reporting period covers the period 16 August to 22 September 2014. Significant items in this period include:

- The continuing dry weather has resulted in good progress and outcomes with the unsealed road maintenance formation grading, sealed road shoulder grading and open drains maintenance programmes. The pre-wet season open drains de-silting program is well advanced.
- The NDRRA team has been focused on the acquittal process and support for Queensland Reconstruction Authority (QRA) inspections, audits and reporting. The team is continuing to work closely with QRA to finalise acquittals within the agreed timeframes.
- A total of 60,000 copies of the Emergency Action Guide (EAG) have been printed and are due to commence distribution to the community in early October.



Director Engineering and Commercial Infrastructure

CIVIL PROJECTS

Program

Comments

Works commencing during the period include:

- Kerb and channel and drainage works along Arana Drive.
- Designated crossing point across Glenella Connection Road to improve the safety for pedestrians using the paths along Janes Creek near Magpies Sporting Complex.
- End of journey bike pod in Brisbane Street for use of city cyclists.
- Kerb and channel works in Louise Street Mirani and shoulder sealing works in Alice Street.
- Piling works for a new bridge across Murray Creek on Rostiollas Road.
- Reconstruction works along Stockbridge Street in West Mackay including pavement works and new kerb and channel.



New Bike Pod in Brisbane Street

The period saw the completion of:

- Rising of the levee surrounding North Mackay
- Jackson Street drainage improvements

The program is currently on track to achieve the target of 90% or better of delivery of the Capital program.



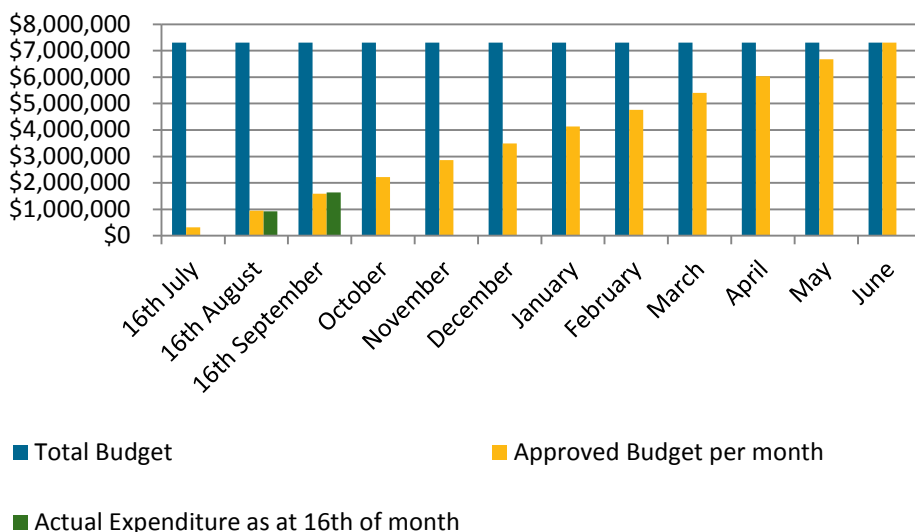
Stockbridge reconstruction works



Commencement of Piling works at Murray Creek

CIVIL OPERATIONS

Sealed Council Road Maintenance



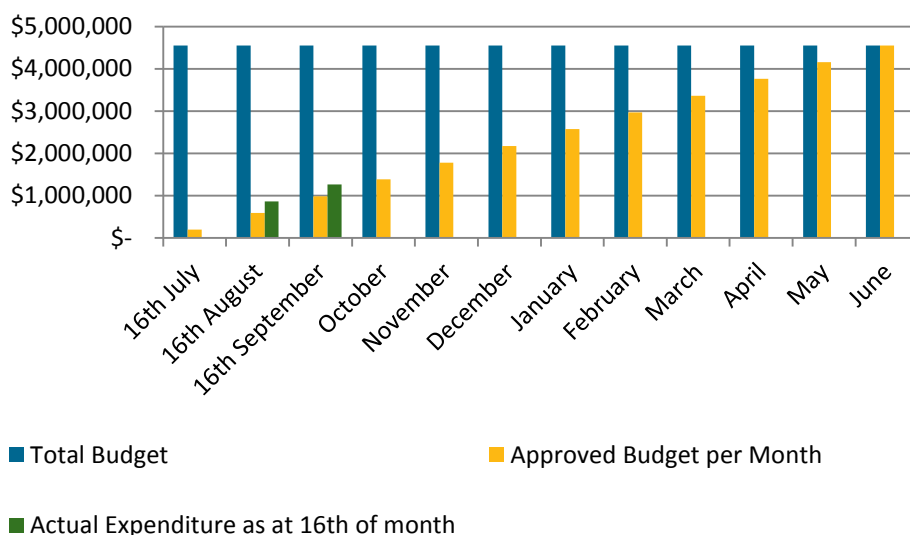
Comments

Road patching has been undertaken where identified on inspection or by client request.

Line marking has been completed in the northern area including Calen, St Helens, Bloomsbury and Midge Point and 90% of the West Mackay area has been re-marked including intersection works, on-street carparks. Re-marking works has commenced in the Ooralea area.

Other significant maintenance activities have included shoulder grading, longitudinal drainage clearing and drainage culvert repairs.

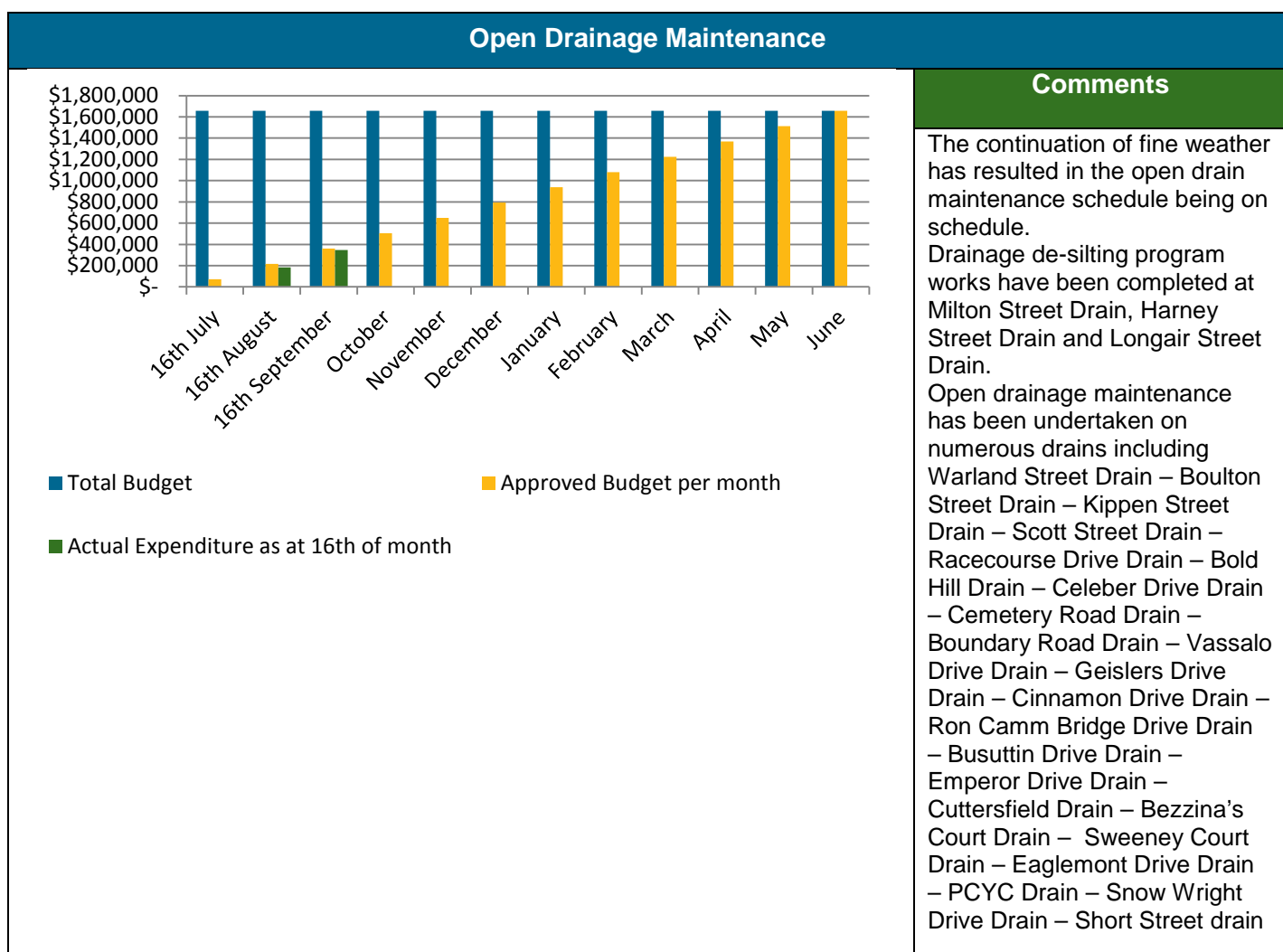
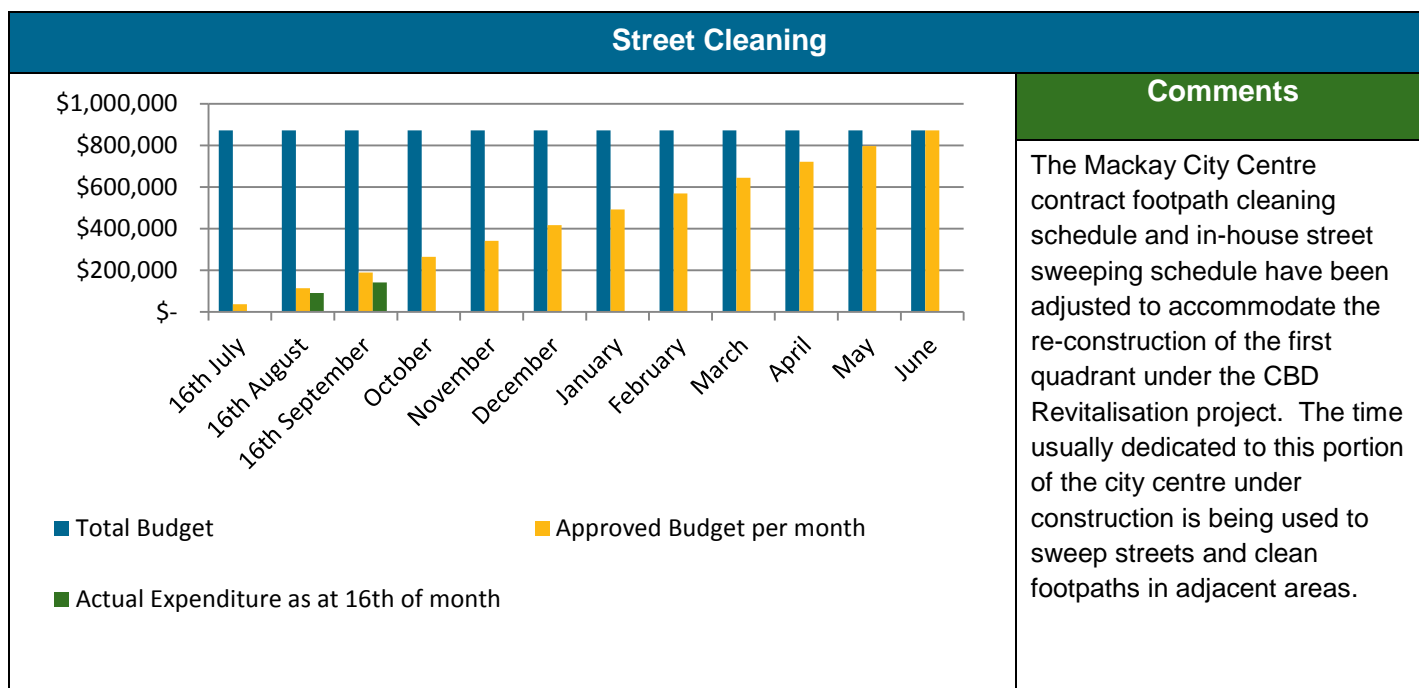
Unsealed Council Road Maintenance

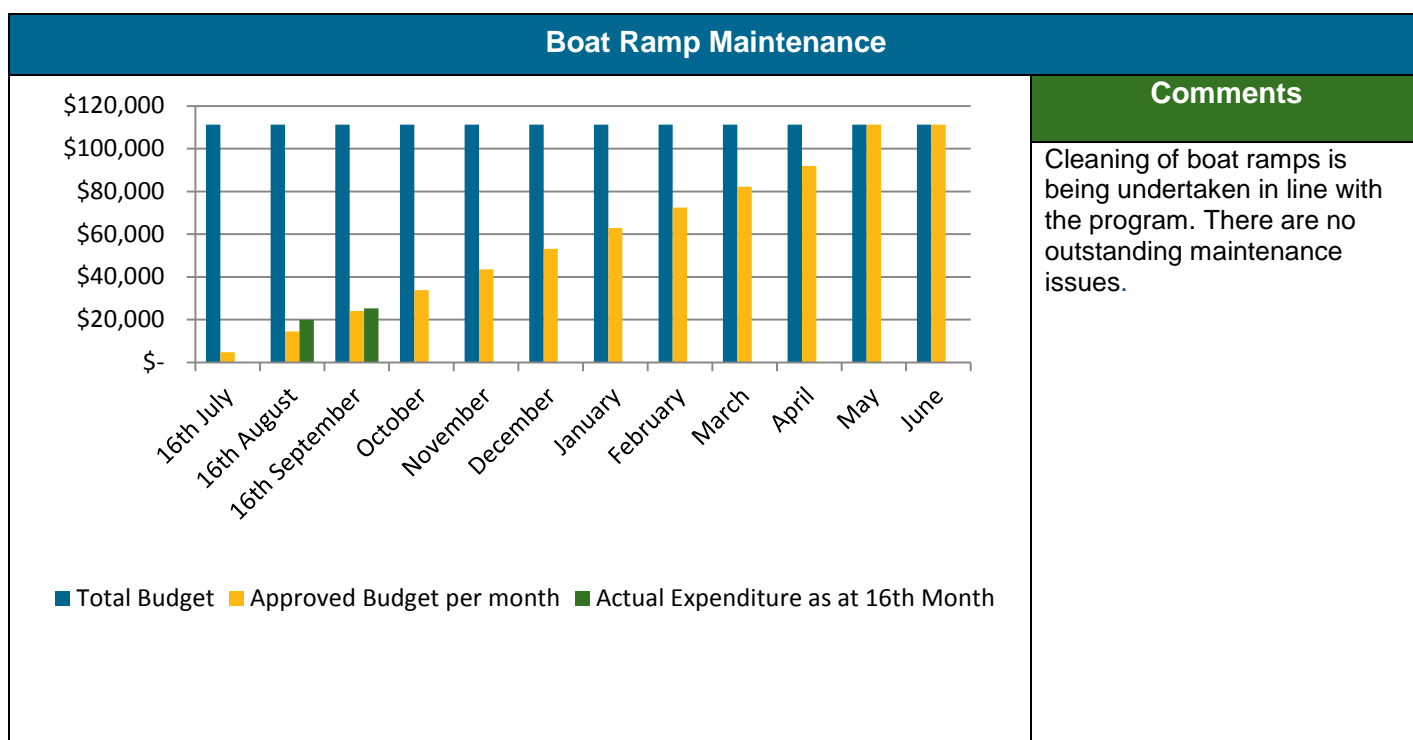
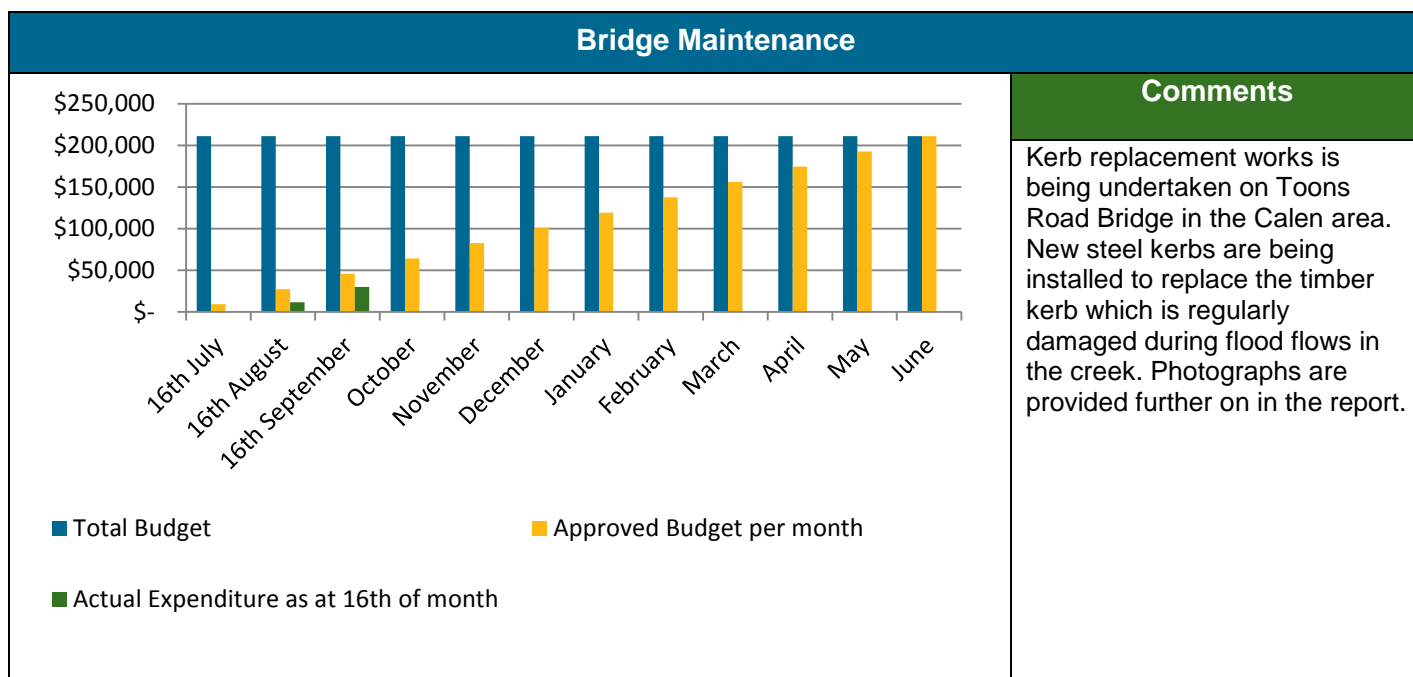


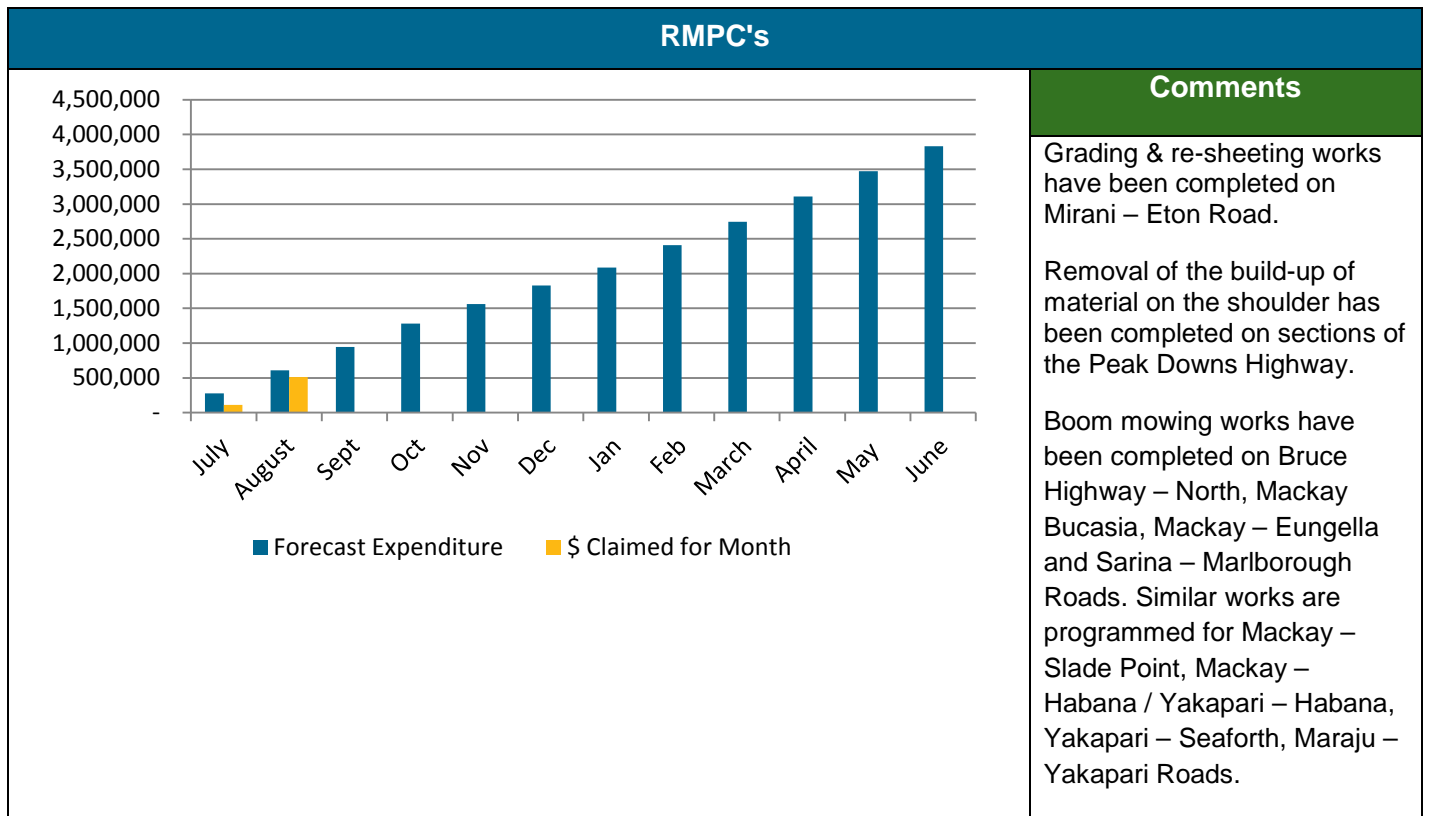
Comments

Unsealed road maintenance activities have focused on formation grading in line with the Unsealed Road Maintenance Management System and the de-silting and clearing of open and longitudinal drains.

Roads that have been graded include Jones Road – Nicholson Crossing – McFaul's Road – Mt. Martin Road – Camilleri Road – Dalrymple Road – Frederickson's Road – Chelman's Road - Howell's Road – Connors Road and Riverside Drive.







Toon's Bridge Kerb Replacement - BEFORE



Toon's Bridge Kerb Replacement - AFTER

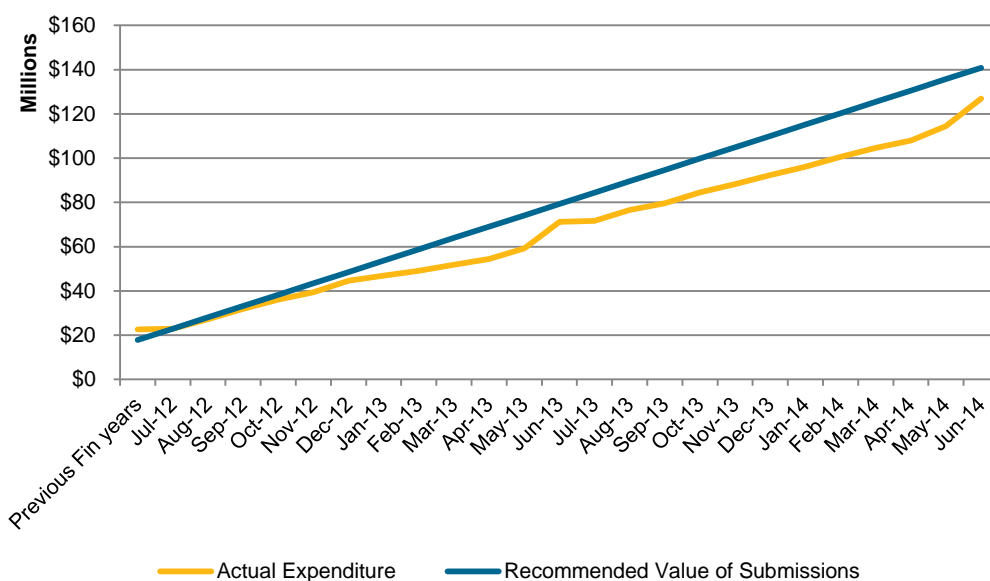
NDRRA Restoration Works

Overview

The NDRRA team has been focused on the acquittal process and support for Queensland Reconstruction Authority (QRA) inspections, audits and reporting. The team is continuing to work closely with QRA to finalise acquittals within the agreed timeframes. All acquittal documentation and the final Form 9's are scheduled to be submitted by the 30th September deadline. A QRA inspector was on site for 2 weeks during August to inspect completed works on 85 roads.

Total Natural Disaster Recovery Project Overview

2011 & 2012 Natural Disaster Relief & Recovery Overview as at 18th September 2014



Comments

All 2011 and 2012 acquittal submissions are on schedule to be submitted to QRA by 30th September 2014 deadline.

Twelve submissions were submitted to QRA in July and August.

QRA are in the process of assessing the submitted acquittal submissions.

TECHNICAL SERVICES

- Development and design of projects within Capital Works Program (CWP) for 2013/14, 2014/15 and 2015/16.
- Specific detail design associated with Grant funded Round 5 – CBD Revitalisation - detailed design complete but significant involvement in construction support commenced.
- Discussions with service providers to streamline design and construction processes. Following implementation of Department of Transport and Main Roads (TMR) specifications and estimates extend assessment to track actual unit rates to build history for future estimates.
- Attendance at meetings in relation to: CBD Revitalisation Project design and construction issues, Technical Services Co-ordinators Meeting, RSS Project Team Meeting, LGIP Cost estimating, Asset Management Leadership Forum, Project Management Framework PLT and Functional Team meetings, Walking & Cycling Advisory Committee, E&CI Program Managers Meeting, Footpath Trading Policy, E&CI Roads Review report discussions, Focus on Development Workshop, Voluntary Mechanisms for Stormwater Quality Management Implementation Workshop, Reveur Cultural Workshop, Shared Service Meeting, CIFHAS Working Group meeting, C-CAT Adaption Survey meeting and Whitsunday Regional Roads Technical Group (WRRTG) meeting.
- Reports provided to Council on Irving & Scott Street drainage issues and Traffic Advisory and Walking and Cycling Advisory Committee minutes.
- Lead role in the development of the “Active Towns” strategy:
 - Annual Plan for Year 3 projects submitted for Department Transport and Main Roads (DTMR) approval
 - Additional funding sourced for Blue Water Trail (BWT) Section (Irving to Binnington) under competitive funding component of Active Towns program

Survey Services

Overview

- 98% of 2014/2015 CWP surveys completed.
- Started collecting survey data for the CBD Stormwater Study.
- Completed survey of Sarina Active Towns pathway.
- Trained construction crew in use of new robotic survey instrument.
- Cadastral survey completed for Paul Street Easement.

Digital Cadastral Data Base (DCDB)

- Coordination of cadastral reference marks and office plotting continued for upgrade of DCDB in Habana / Balnagowan area.

Australian Height Datum (AHD)

- High order levelling of survey marks from Sarina Township to Freshwater Point commenced.

Design Services

Capital Works Program (CWP)

- Two of 214 2008/9 and 2009/10 projects are to be completed:
 - Malcomson / Greenfields Intersection, Connors (Crichtons Road to Cook Lane) and Connors Road to Stockroute Road connection design underway
- 108 of the 110 design projects in the 2010/11 CWP completed (96%). Those remaining, are:
 - Archibald reconstruction and upgrade, and Malcomson / Greenfields Intersection upgrade
- 113 of 114 design projects in the 2011/12 CWP completed to date (99). Project remaining is Milton Street Construction (Farrellys to East Boundary)

- 94 of 98 design projects in the 2012/13 CWP completed to date (96%)
- 82 of 88 design projects in the 2013/14 CWP complete to date (93%)
- 47 of 65 design projects in the 2014/15 CWP completed to date (72%)
- 22 of 74 design projects in the 2015/16 CWP completed to date (30%)
Those outstanding require land acquisitions, valuations, input from service authorities, which is delaying completion of the design.
- Commencement of CBD drainage study – data collection of underground asset data and survey commencing and Design brief development.
- Detailed design of Glenpark Overpass duplication proceeding including detailed geotechnical investigations.

Major Projects for delivery next month

- Shakespeare Street Culvert replacement.
- Dalrymple Road Bridge Replacement (Bee Creek).

Landscape Issues

- Detail design for BWT sections – BWQ to River Street Boat Ramp – Stages 2 & 3 – due to funding availability these will have to be delivered via CWP at a later stage.
- City Centre Revitalisation Project (CCRP) – Liaising with Exeloo for delivery of toilet block artwork; photographic film overlay option selected by PCG.
- DDA Access Audit priority listing for 2014/15 rectification projects (Mackay-wide) underway.
- DDA Access Audit 2014/2015 Township Cemeteries and Amenity Facilities - Audit commenced September 2014. Final Report deliverables 19th December 2014.
- Updates to 8300 Supplementary Specification ongoing. Liaising with Parks to review and revise irrigation master specification.
- Updates to Style Manual and Engineering Design Guidelines D8 Landscaping ongoing – draft revisions anticipated mid-October delivery.
- Finalisation of Standard Drawings via Parks change request; standard tree details complete; bollards & vehicle barriers ongoing.
- Detail design completed for Capital Works landscaping for projects including:
 - Peel / Victoria Roundabout
 - Wood / Gordon Street Car park
 - Casey / Bridge Roundabout
- Detail design ongoing for Capital Works landscaping for projects including:
 - Revegetation Treatment Bee Creek Bridge Replacement
 - BWT trail (Bridge Street East, Stadium to Quota Park)
 - Jubilee Park Upgrade:
 - Stage 1 design complete
 - Ultimate design, staging proposal and estimates complete.
 - Stage 2 design progressing
 - ANZAC artwork concept approved – individual artwork plaque design to be finalised and quotes sourced
- Liaising with TMR on:
 - Median & landscape design for Nebo/Shakespeare Street intersection
 - Roundabout designs Mackay-Bucasia Road (Eimeo & Holts Road)

Traffic and Investigation Issues

Active Towns Program:

- August School Holiday Bicycle Education took place at a number of venues around the region, classes had moderate attendance.
- Successful in gaining competitive funding for an extra segment of the Bluewater Trail (Irving Street – Binnington Esplanade).
- Active Towns television commercial aired throughout the Commonwealth Games coverage.
- Active Towns funded bicycles for the Queensland Police were delivered and media launch took place 1 August.
- Presented at the 2014 Australian Institute of Traffic Planning and Management Conference in Adelaide about the current progress on the Active Towns Program.
- Construction commenced on the secure bicycle parking facility at the Bluewater Quay, completion due by early October.
- Promotion for the Love to Ride Mackay Cycle Challenge commenced, the three week challenge will take place in October 2014.

Traffic Counts:

- Rotation of 50 traffic counters. Traffic Counts are being performed for Capital and Maintenance Programs.

Works On Roads – Ongoing projects:

- Ergon Energy - Milton Street – request for amended cable route for 33kV power supply. Ongoing.
- Ergon Energy - Corner Alfred and Peel Street Mackay - Light poles and outreaches erected and commissioned
- Ergon Energy – 426 Mackay-Eungella Road Marian - Work progressing & will be complete mid September 2014.
- ISGM – 19 Campbells Ridge Road Balberra – No works progress
- Ergon Energy – 33kV High Voltage Transmission Towers – Hay Point – Completion expected September 2014
- Ergon Energy – Wewak Road St. Helens Beach - Further site-inspections and consultation undertaken. Ergon has sought and obtained signed Wayleaves from the affected property owners and Mackay Sugar has given preliminary approval subject to final design being forwarded.
- Ergon Energy – North Eton Road – No works progress
- Ergon Energy, DTMR and Jai-Cor - Intersection of Gordon and Milton Streets – works commenced.
- Ergon Energy – Gravinis Road, Victoria Plains – alternative alignments required

Flooding and Drainage Issues

- Pathways Request 427680 - Primrose Road Finch Hatton
- Pathways Request 425690 - 6 Strang Street North Mackay

Customer Requests.

- 42 Works on Roads requests totalling 42 hour processing time.
- 29 Q100 requests totalling 28 hour processing time.
- 26 Plan Searches (GPLANS) totalling 12 hour processing time.
- 99 Excess Dimension and Excess Mass Approvals totalling 17 hour processing time.
- 23 Temporary Road Closure Approvals totalling 12 hour processing time.

EMERGENCY MANAGEMENT

Overview

Community Education

Emergency Action Guide

A total of 60,000 copies of the Emergency Action Guide (EAG) have been printed and are currently being stored at Council's Paget Depot. The new version of the EAG was promoted at the Mackay Local Disaster Management Group (LDMG) held on the 1 September 2014.

Distribution of the EAG will be undertaken by PMP Limited (31,176 copies) and Australia Post Unaddressed Mail (6,810 copies) and will be going out for distribution in early October 2014.

The Emergency Management Team will provide scheduled information sessions for Council's Client Service Team, Library and Communication and Marketing staff in early October 2014. This will assist the staff in answering questions they may receive from residents and assist them in the promotion of the new EAG.

Discussions have commenced with the Emergency Management Team and the Manager of Civil Operations, on another rollout of presentations, to civil operational staff on preparatory actions for the coming storm season. This will also include an information session on the new EAG to staff as well.

Work is continuing with the Corporate Communications and Marketing Team on a media campaign such as library displays, Facebook, Council website, media advertising and releases to print, radio and television.



Cyclone Saturday

Cyclone Saturday is being held on Saturday 18th October 2014 at Caneland Central from 8am to 3pm. The time and date of Cyclone Saturday ties in well with Get Ready Queensland week, 13th to 18th October and SES Week, 19th to 26th October.

The main focus of Cyclone Saturday will be the promotion of the new EAG to the community. Discussions are continuing in conducting another event in early 2015.

Get Ready Funding

This year there has been a significant decrease in Get Ready Funding. In 2013/2014 we received \$45,000 and in 2014/2015 we will only receive \$24,250. The reason in the decrease is due to the State Government doing a state wide advertising campaign.

Mackay Local Disaster Management Group

The Mackay Local Disaster Management Group last met on the 1st September 2014. The next scheduled meeting is 13th October 2014. The LDMG Exercise will be conducted in early December 2014.

Operations

No operations were conducted this month.

Planning - Mackay Local Disaster Management Plan and Operational Plans

A complete review of the LDMP by Emergency Management staff will be completed in November 2014.

The Emergency Management Team is working closely with Mackay Airport staff in the planning and development of the Mackay Airport field exercise to be conducted on the 22nd October 2014.

A draft Exercise Outline has been developed for the Mackay LDMG discussion exercise to be conducted on the 13th October 2014.

Continuing reviews on various Disaster Management Sub Plans i.e. Cyclone Shelter Operational Sub Plan.

Emergency Management staff are working closely with Sunwater over the issues with Kinchant Dam. The Kinchant Dam Emergency Action Plan (EAP) will be reviewed with an emphasis on a better communication strategy to inform residents of dam releases due to flooding, excessive or new seepage occurrences, movement of dam or earthquakes. This will also include road closures by Council staff as well. Staff will be meeting with the Dam Storage Supervisor to undertake an onsite visit of the area. Alternative options for a Medivac in the event of road closures will be looked into.

Projects / Mitigation Strategies

Emergency Backup Generators Project

The Midge Point Emergency Backup 20KVA Generator and the dual axle trailer have been delivered and minor works to permanently fix the generator into the trailer have been completed during the month.

Works to provide changeover switches for the Midge Point State Emergency Service Facility, Midge Point Rural Fire Facility and Midge Point Progress Association Community Hall will be undertaken by Property Services before the commencement of the storm season.

Eungella Emergency Backup 20KVA Generator and the dual axle trailer have been ordered at a cost of \$29,748. Expected delivery is late September 2014. The changeover switch for the Eungella Community Development Hall will be undertaken by Property Services before the commencement of the storm season. The trailer and generator will be picked up in the next reporting period. The trailer and generator will be housed in the Rural Fire shed in Eungella.

Eungella Community Development Hall

The Platypus Play Centre has received grant funding of \$21,772 to undertake the installation of cyclone rated window shutters to the facility. The installation of the roller shutters has been completed. The upgrade of the facility will give residents a facility that can be utilised both during disasters and post event activities.

North Mackay Levee Upgrade

The Civil Project Team is continuing to work on increasing the levee heights in North Mackay to Q100 flood levels to increase flood immunity.

Works from Glenpark Street to Evans Avenue (Gooseponds) is now completed. The laying of the concrete footpath on the raised levee took place during the month.

Works have now shifted back to the section crossing Harbour Road.

Works in the Harbour Road section adjacent Vines Creek Bridge have now received Department of Transport & Main Roads (TMR) approval to proceed. Works were delayed whilst TMR works were being undertaken on the bridge and due to associated traffic restrictions. This project is expected to be completed by mid-September 2014. A meeting

will occur in the next reporting period in organising an exercise in the deployment of the portable Tiger Dam on Harbour Road.

SES ICT Upgrade

The SES ICT Functional Requirements and Scope of Works document has been signed off and the document will be released for tender for implementation over the coming month.

SES Facility Upgrades

As part of the upgrading of the State Emergency Service Facilities throughout the region, regular meetings of Council and SES Officers are being undertaken.

Sarina State Emergency Service Facility

The Sarina SES Facility works have progressed during the month with internal works commencing on the 6th August 2014. Fergus Builders have been contracted to undertake the internal works with works on wall framing and installation of office ceilings being completed. Sheeting of the walls and ceilings are completed. Internal works are expected to take approximately ten weeks dependant on delays. Some delays in obtaining Ergon and Telstra application approvals have occurred and it is envisaged that this process will be finalised within the next reporting period.

Special fortnightly progress meetings are now being undertaken with the last meeting held on the 11th Sept 2014 on site.

Quotes for concrete works including the generator slab, invert crossing and front driveway, rear slab and pedestrian access to the front personal door have been received and the job awarded. The ex-Mirani Administration Office emergency 20KVA generator has been serviced and was transported to the SES site in late August for permanent connection to the new facility.

The new facility project completion is expected by the end of 2014. Completion of facility is running ahead of schedule.

In the next month, the relocation of SES equipment to the new shed and clean-up of existing Lee Street facility will be commenced. A storage container has been temporarily moved from the Ness Street Depot to the Lee Street site to transport SES equipment to the new SES site.

Once the Lee Street facility is vacated, works can commence on the removal of asbestos walls prior to the shed handover to the Sarina Men's Shed Group. The Men's Shed Group have started earthworks in preparation for the shed extension. A new roller was installed to the old shed on 11th September 2014.

Finch Hatton State Emergency Service Facility

The project is essentially complete with the exception of changing of the door locks to the SES Master Key System and the instruction signage for the generator changeover switch. The removal of the old roller door (5 metres) is in the process of being removed by Property Services.

Calen Joint Training Facility

Works on the electrical, stormwater, external plumbing works and the construction of the driveway have been completed. The construction of the footpath between the car park and training office is yet to be completed along with some minor works such as the laying of tactile markers etc.

It is expected that all works should be completed in the next reporting period.

A Calen Council Staff and SES MOU have been drafted so both parties are clear on the use of the Council Calen Depot. In the past there has been some conjecture in what the SES volunteers can and can't do within the Calen council facility. The MOU will clearly establish a collaborative working relationship with Council staff and SES

volunteers and the use of the joint Training Facility.

General

Emergency Management staff continuing work with Department of Communities, Child Safety & Disability Services, Isaac and Whitsunday Regional Councils on Special Need requirements during emergency events.

Meeting of the four (4) recovery sub groups (Human/Social, Infrastructure, Economic and Environment) will be conducted in the next reporting period.

Meeting with all Emergency Liaison Officers will be programed for late October, early November 2014. They will all be issued hand held radios and the three (3) areas will also receive a satellite phone.

State Emergency Services

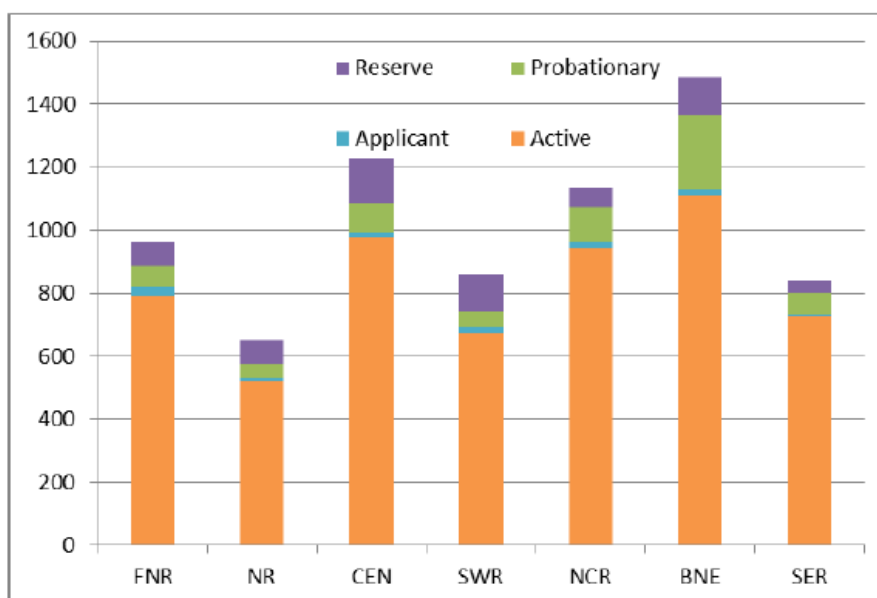
Overview

Local Controller

Statistics provided by Queensland Fire and Emergency Services show SES volunteer numbers per region for the last financial year.

The Central Region (CEN) covers approximately 419,510 square kilometres and includes the Local Government areas of Gladstone and Banana, Barcaldine, Barcoo, Longreach and Winton, Isaac, Mackay and Whitsunday, Central Highlands, Woorabinda and Rockhampton. The population is mostly concentrated around the coastal centres of Rockhampton, Mackay and Gladstone.

SES MEMBERSHIP as at 31/7/14



The above graph demonstrates the central regions significant contribution to the states level of volunteers. The Mackay Regional Unit contributes over 20% of the central regions volunteers and hopes to grow the unit to a point where it can contribute greater than 30%.

The drop in volunteers within the Mackay Regional Unit over the period to 2014 is consistent with the rest of the state. While it is accepted that part of the reduction in volunteering is constant with state wide circumstances it is the position of the MRU executives that the local drop in volunteers is due also to a separate set of circumstances that can be managed over the next two years. It remains the position of the MRU that 300 volunteers are required to

support the Mackay Region in the lead up to the next cycle of weather events.

Council attendance at MRU executive meeting

The Director Engineering and Commercial Infrastructure and Emergency Management Coordinator attended the Mackay Regional SES Units Executive meeting on the 19th of August. The Director and Coordinator took the opportunity to meet nine of the unit's thirteen senior executives and three coordinators to hear them give a brief talk on their experience as a volunteer and a volunteer leader. They also gave a brief description of the group they are responsible for, some of the difficulties they have experienced in their role and their personal hopes for the future of the Mackay Regional Unit.

Activations for the month

17th August, missing person (175 hours)

Activated by the Queensland Police Service (QPS) 32 volunteers from Mackay, Mirani, Midge Point and Proserpine responded. It was quickly established that the MRU's Remote Area Tracking (RAT) Team could be utilised in the dense bushland. Two RAT teams were deployed to observe signs left by the missing person. SES contact search teams were deployed in the direction of travel indicated by the RAT teams and the missing person was located. The missing person was returned to a waiting ambulance after being extricated by Vertical Rescue volunteers.

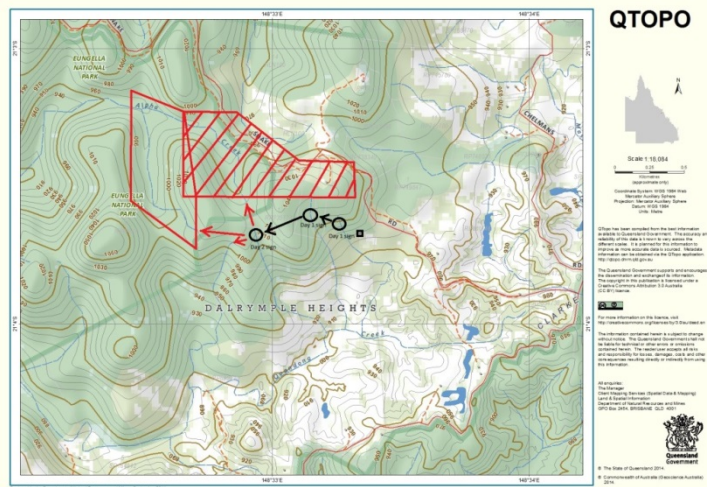
4th September, missing elderly person (15 hours)

Activated by QPS 13 volunteers responded by conducting vehicle search patterns in built up areas close to the missing person's last known position. The missing person was located and returned to Police.

11th-13th September, Missing Person (355 hours)

Activated by QPS 42 volunteers searched over three days. The Remote Area Tracking (RAT) team was deployed as the primary search team and located a footprint of the missing person on the first morning. Other SES teams conducted contact searches from the main house on the 150 acre property to the North and South. These teams used up to 30 civilian volunteers at a time which greatly assisted in processing large areas of the property.

It was the intention of the RAT team to use the third day tracking the footprints further North West before the missing person found his way back to a road close to the property.



Public Safety/Community Education

23rd August, Variety Club Fun Run

Five volunteers assisted this community event with Traffic management and public safety.

23rd August, Mad Mountain Rush

Six volunteers assisted with First Aid and public safety.

MRU Training and Community Hours				
	Maintenance	Administration	Training	Community Ed
Unit			328	
Midge Point	19	0	48	0
Calen	2	0	54	0
Mackay	29	48	452	65
Mackay Training Group	29	48	452	65
Mirani	4	10	94	58
Sarina	65	39	223	71
Campwin	2	0	18	0
Armstrong	Crush			
Koumala	Crush			
Other				
Total	121	97	1217	194

Major Training Events

6th September Storm Damage (102 hrs.)

16 volunteers completed storm damage training which makes the eligible to now move on to Safe Working at Heights training.

16/17th August, 6/7th September - Vertical Rescue

Eight volunteers completed training as Vertical Rescue operators.

QUALITY ASSURANCE

2013/2014	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	April 2014	May 2014	June 2014	July 2014	Aug 2014
No. of Completed Client Requests Surveyed for Satisfaction Levels*	310	226	356	291	342	327	463	293	556	331	321	363
No. of Completed Construction Projects Surveyed for Satisfaction Levels	6	0	0	0	0	0	0	1	0	2	1	0
No. of Client Satisfaction Survey Results Finalised	3	6	0	0	0	2	0	3	0	3	1	3
No. of IMS Documents Reviewed and Updated	10	5	8	4	0	4	6	4	3	4	4	0
No. of New IMS Documents Commenced	1	0	1	3	2	3	1	1	0	2	1	3
No. of Work Site Visits	20	10	10	8	8	20	18	15	16	5	7	3
No. of Internal Quality Audits Conducted	2	2	4	1	0	1	1	2	2	2	2	1
No. of Staff Training Sessions Conducted	3	Nil	Nil	Nil	Nil	1	1	2	Nil	Nil	Nil	Nil

*Includes surveys undertaken for Water and Waste Services.

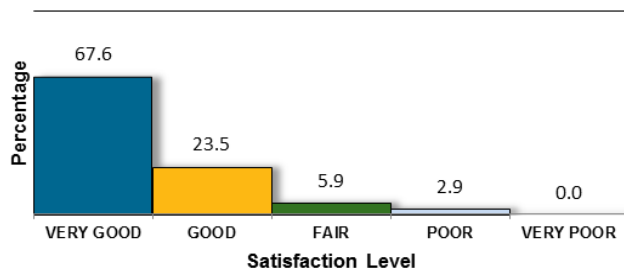
**September figures not included as surveys are not sent out until the first of September.

REQUESTS FOR MAINTENANCE WORK

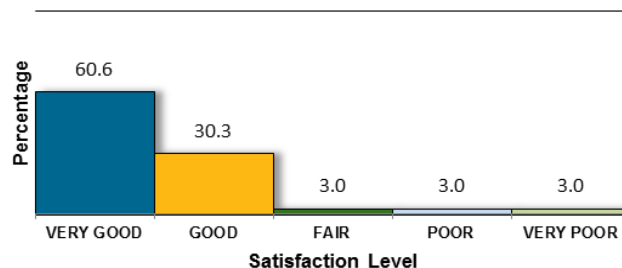
Results of Survey (May '14 - June'14)

Civil Operations

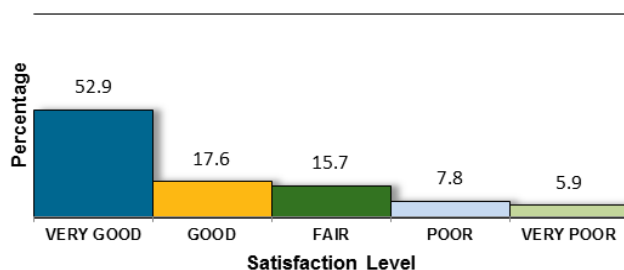
Attitude of staff receiving request



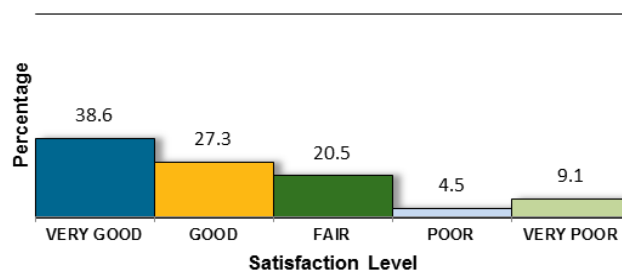
Attitude of staff attending request



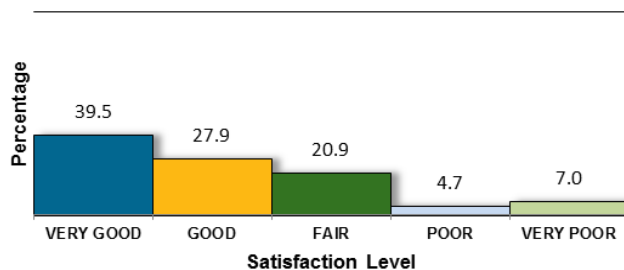
Time taken to address request



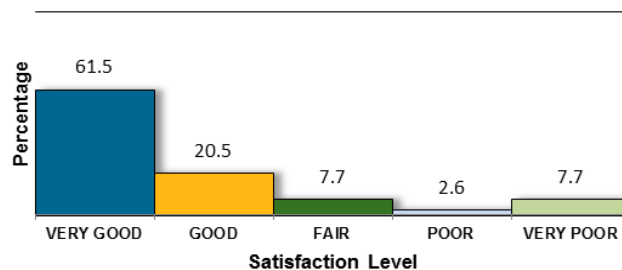
Appearance of completed work



Degree work addresses request



Overall satisfaction with response

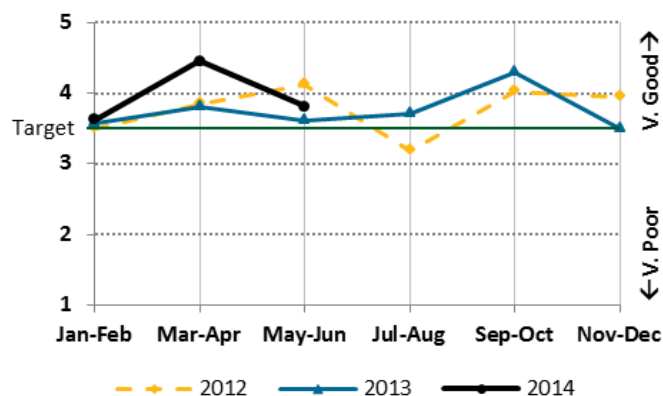


Representative Comments

- I have found the staff at Mackay Regional Council helpful and pleasant.
- Very good communication from Council.
- I went away ten days after the event and the cleaning had not been commenced at that stage. I was told it was a very low priority
- Great improvement.
- Completed approximately one week following my request.
- The material was of a poor choice. The first vehicle that drove on it left ruts in it.
- Very much appreciated, thanks.
- Seems to be no clear communication from reporting to actioning.
- Problem solved.

Trends

Overall rating trends

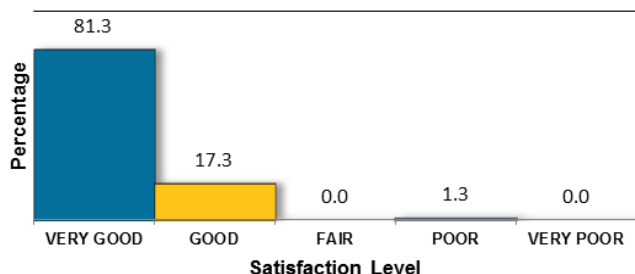


REQUESTS FOR MAINTENANCE WORK

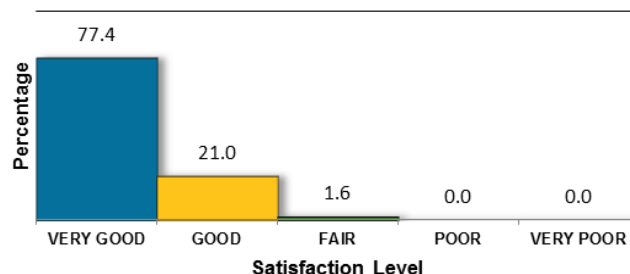
Results of Survey (May'14 - June'14)

Water Network

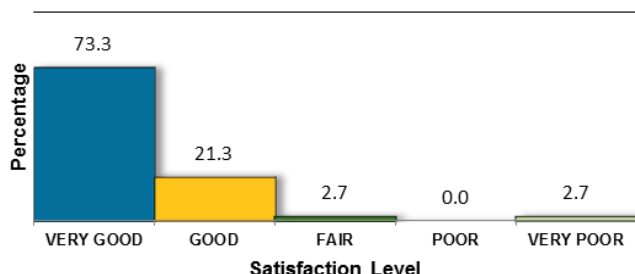
Attitude of staff receiving request



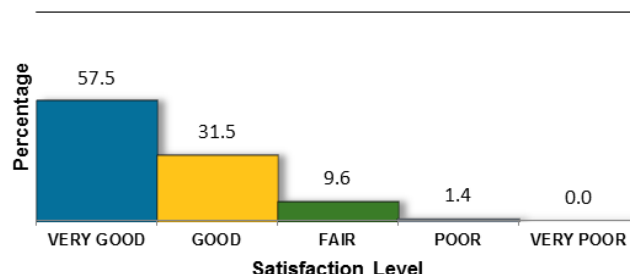
Attitude of staff attending request



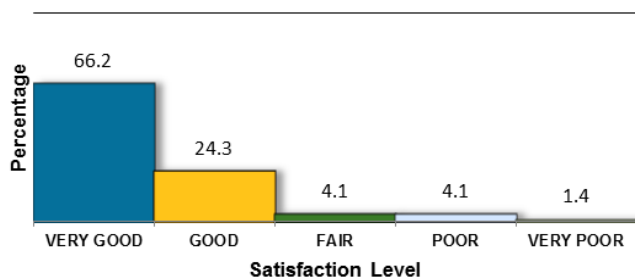
Time taken to address request



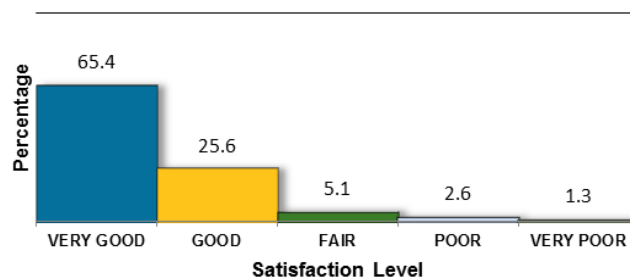
Appearance of completed work



Degree work addresses request



Overall satisfaction with response



Representative Comments

- Excellent services.
- The on call Supervisor and plumber who attended were very friendly. It was a pleasure dealing with your staff.
- They were in the area within an hour of the request coming in.
- Happy with the work, cleaned up after themselves and left jobsite clean.
- Said they would come back and fill the hole they left. Still waiting.
- Very Good.
- After many months it was finally fixed.
- Very satisfied.
- Quite satisfactory.
- Very pleased with the outcome of the job.

Trends

Overall rating trends

