Engineering and Commercial Infrastructure - Waste Services

Monthly Review -
1 December 2016 – 30 January 2017
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OVERVIEW

This report is for Waste Services activities this reporting period of 1 December 2016 to 31 January 2017. Significant items in this period include:

- There were no LTIs recorded in December 2016 and January 2017. There has also been an increase in Non-Staff Member (Contractors') incidents recorded.

- During the reporting period, the Waste and Recycling Collection Contractor exhausted their bin stock before resupply. This impacted the supply of bins for New and Replacement Bin Requests for approximately a week. Mitigation was undertaken and the contractor is implementing amendments to their Bin Stock Control System to prevent a recurrence. The contractor apologises to residents and Council for this matter.

- On Friday, 27 January 2017 Council’s Waste and Recycling Collection Contractor, J. J. Richards and Sons Pty Ltd, missed the collection of bins in eight streets in the Rural View area. This was rectified on Monday and the contractor is currently reviewing its processes to improve the reporting and reduce the risk of this reoccurring.

- The tonnage of waste received at Hogan’s Pocket Landfill for the reporting period has stopped trending downwards.

- The Landfill Gas Capture at Hogan’s Pocket is back to the levels expected.

- The media campaigns for “don’t dump on Charities” and “Use dump vouchers for cyclone preparation” obtain a very high reach on Facebook.

Director Engineering & Commercial Infrastructure
1.1 Safety Incidents and Lost Time Injuries

The incident statistic details a summary of the Waste Services safety incident performance. Waste Services aspires to achieve zero harm with a stretch target of zero injuries.

The following incidents were recorded in December 2016:
- 2 x Near Miss being single exposure to chemical
- 2 x Near Miss being vehicle incidents
- 1 x Medically Treated Injury being hit by falling object

The following incident was recorded in January 2017:
- 1 x Medically Treated Injury being Bite/Sting

Data is at 31 January 2017

1.2 Lost Time Injuries

Waste Services aspires to achieve zero Lost Time Injuries by improving safety performance and developing a proactive safety culture while implementing the best practice of safety management across the whole of Waste Services.
The table below shows the Lost Time Injuries over previous years:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LTIs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The table below shows the Lost Time Injuries over previous years:

FINANCE

2.1 Community Service Obligations – Fee Waivers

Not for Profit Organisations – Total Waste Disposals

Year to date expenditure for not for profit organisations is reported on a calendar month.
### 2.2 Waste Financial Report

<table>
<thead>
<tr>
<th>Operating Result</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>Variance</th>
<th>%</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>65,600</td>
<td>36,066</td>
<td>(29,534)</td>
<td>55%</td>
<td>Mainly against Payroll $26K</td>
</tr>
<tr>
<td>6.05 - Waste Services</td>
<td>(13,354,420)</td>
<td>(15,259,776)</td>
<td>(1,905,356)</td>
<td>114%</td>
<td>Gatefees down by $551K, Rates down by $64K, Payroll saving $37K, Savings against contract payments due to lower tonnage $538, saving against waste collection $235K, $30K Waste management strategy consultancy fee deferred, $35K mass mailout not going ahead, $30K bin inspection program on hold, $995K invoices not received - timing, $676 transfer to reserve not done.</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>737,158</td>
<td>695,542</td>
<td>(41,616)</td>
<td>94%</td>
<td>Mainly savings against Promotional materials $10K, Advertising $9K, Consultants fees $15K, loan interest $5K</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>55,916</td>
<td>37,969</td>
<td>(17,947)</td>
<td>68%</td>
<td>External lab testing fees up $10K, Repairs &amp; maintenance saving $8K</td>
</tr>
<tr>
<td>TOTAL OPERATIONAL</td>
<td>(12,495,746)</td>
<td>(14,490,200)</td>
<td>(1,994,453)</td>
<td>116%</td>
<td></td>
</tr>
<tr>
<td>Capital Expenditure</td>
<td>1,017,456</td>
<td>926,290</td>
<td>(91,166)</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
</table>

**Operating Results**

- YTD Budget
- YTD Actual

**Capital Expenditure**

- YTD Budget
- YTD Actual
2.3 Accrued Waste Operating Revenue less Expenditure

The following chart shows the estimation of the accrued revenue less expenditure. The capital revenue has been excluded.

Despite forecast revenue for the year being below budget by around $1M due to lower gate fees, a resulting reduction in variable contract fees of around $773K combined with other savings will enable the business to beat the budgeted operating surplus by $13K.

Finance data is to January 2017.

2.4 Capital Expenditure

The following graph provides an overview of the capital expenditure and monitors forecast expenditure against actual expenditure.

YTD 60% of the annual capital budget has been spent: with committals included the spend increases to 91%.

The forecast spend for the year is more or less in line with budget.
3.1 Number of Bin Requests Actioned by Bin Contractors

The following graph shows the number of bin requests actioned by Bin Contractors for December 2016.

![Graph showing number of bin requests actioned by Bin Contractors for December 2016]

The following graph shows the number of bin requests actioned by Bin Contractors for January 2017.

![Graph showing number of bin requests actioned by Bin Contractors for January 2017]

The following new graph illustrates the key customer service requests for bin collection services as a time series, to provide better context for analysis. The Christmas / New Year break influenced the reported numbers with a decrease in the number of requests in December and an increase in January, reflective of the Christmas / New Year break.
3.2 Dump Vouchers

Dump vouchers continue to be redeemed consistently during the reporting period.

<table>
<thead>
<tr>
<th>Voucher Season</th>
<th>No Vouchers issued</th>
<th>No Vouchers used</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>15' (valid to 31 March 2015)</td>
<td>145,344</td>
<td>34,747</td>
<td>23.9%</td>
</tr>
<tr>
<td>15A (valid to 30 Sept 2015)</td>
<td>146,313</td>
<td>32,733</td>
<td>22.4%</td>
</tr>
<tr>
<td>15B (valid to 31 March 2016)</td>
<td>146,790</td>
<td>38,256</td>
<td>26.1%</td>
</tr>
<tr>
<td>16A (valid to 30 Sept 2016)</td>
<td>144,174</td>
<td>36,798</td>
<td>25.5%</td>
</tr>
<tr>
<td>16B (valid to 31 March 2017)</td>
<td>144,000</td>
<td>31,472</td>
<td>21.9%</td>
</tr>
</tbody>
</table>

Total number and $ value of vouchers presented to date:

- 2014/2015 Financial Year (to 30.06.2015) 58,276 $419,227
- 2015/2016 Financial Year (to 30.06.2016) 75,459 $553,204
- 2016/2017 Financial Year (to 31.01.2017) 34,549 $319,228

Voucher presented showing green and general waste

The redemption rates for the previous four months have been relatively stable.
3.3 Community Engagement

This section monitors Waste Services engagement on the service provided. The following chart shows the number of media releases, media updates and the number of people reached by media releases on Facebook. Over 60,000 people reached during December and January period regarding releases for charity organisation bins and a reminder to use dump vouchers.

4.1 Hogan’s Pocket Landfill Waste Disposal Tonnages SHANNON

The following chart represents the monthly tonnes disposed of at Hogan’s Pocket Landfill. This chart shows that tonnes this financial year have been down when compared with previous financial years.
4.2 Landfill Gas

The following chart depicts the monthly tonnes of CO₂-e destroyed.

[Chart showing gas recovery for different years]

Gas recovery has increased due to improved flare reliability.

Data is for period 1 July 2015 to 31 January 2017

4.3 Greenwaste Management

The following graph illustrates the tonnage rates for green waste processed for the period, the cumulative tonnes of green waste processed for the year to date and the tonnes of green waste projected to be processed early. The production of processed green waste remains highly variable and the projected totals are a guide only.

[Graph showing green waste processed over time]

The production of greenwaste remains well below projections.

Data as for period 1 July 2016 to 31 January 2017
4.4 Projects

4.4.1 Significant Projects

Waste Services undertakes a range of projects across the business. Projects take the form of capital projects, planning, research and investigations.

<table>
<thead>
<tr>
<th>Project</th>
<th>Phase</th>
<th>Phase % Complete</th>
<th>Budget</th>
<th>Time</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRF Fire System Upgrade</td>
<td>In-Progress</td>
<td>15%</td>
<td></td>
<td></td>
<td>This project covers the installation of an updated fire warning system. This provides reduced risk protection of staff and the asset. The project is being conducted under variation through the operating contractor. Installation has commenced and anticipated completion will be in February 2017.</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>Planning</td>
<td>5%</td>
<td></td>
<td></td>
<td>This project sees replacement of the rented site office at Kuttabul transfer station and a replacement generator at that site too. This project is in the procurement stage.</td>
</tr>
<tr>
<td>Hogan’s Pocket Communication tower</td>
<td>Land negotiation</td>
<td>10%</td>
<td></td>
<td></td>
<td>Lease arrangements were ratified at Council’s Ordinary Meeting 14/12/16. Request for quote documents are being drafted for release in February 2017. The project remains on track for completion this financial year.</td>
</tr>
<tr>
<td>Hogan’s Pocket weeds wash bay</td>
<td>Procurement</td>
<td>10%</td>
<td></td>
<td></td>
<td>Pursuant to the recently developed site pest management plan and weeds washdown bay is required for the site. Waste Services currently undertaking detailed design with view to advertising minor works package in February.</td>
</tr>
<tr>
<td>Paget Transfer station dust suppression system</td>
<td>Procurement</td>
<td>0%</td>
<td></td>
<td></td>
<td>Replacement of dust suppression system required to meet environmental and workplace health and safety obligations. Waste Services currently developing a performance specification for the work.</td>
</tr>
</tbody>
</table>
### Project Phase and Progress

<table>
<thead>
<tr>
<th>Project</th>
<th>Phase</th>
<th>Phase % Complete</th>
<th>Budget</th>
<th>Time</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bucasia gatehouse realignment</td>
<td>Concept design</td>
<td>10%</td>
<td></td>
<td></td>
<td>This project is on track for completion before the July 2017. Work for this reporting period was on procurement and meeting regulatory requirements.</td>
</tr>
<tr>
<td>Closed landfill risk review</td>
<td>Strategy</td>
<td>15%</td>
<td></td>
<td></td>
<td>Waste Services is undertaking a review of the Closed Site Remediation Program. The former landfill site remediation obligations currently represent one third of the Waste Services' twenty year capital forecast budget. The review will undertake a triple bottom line risk assessment priority ranking based on relative risks as well as a revised budget framework. Golder Associates has delivered the draft first stage report with project completion expected early 2017.</td>
</tr>
</tbody>
</table>

### 4.4.2 Significant Non-Capital Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Phase</th>
<th>Phase % Complete</th>
<th>Budget</th>
<th>Time</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Services Contracts Development</td>
<td>In-Progress</td>
<td>85%</td>
<td></td>
<td></td>
<td>The Waste Haulage and Landfill Operation Services Contract was awarded to Suez Recycling and Recovery Pty. Ltd by Council in December</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Paget Transfer Station Services tender continues to be evaluated, with additional TIRs issued to the respondents for additional information. Evaluation is planned to be finalised in February for a report to Council in March 2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The evaluation for the Green Waste processing services tender is continuing.</td>
</tr>
</tbody>
</table>
4.5 Material Recovery Facility Operations

The following graph identifies tonnages inbound and product to market for the Material Recovery Facility. Types of product output will vary each reporting period.

![Graph showing tonnages for inbound product received from domestic collections within the Mackay Region, Commercial collections and Isaac Regional Council.]

MRF operations continued to achieve zero glass fines to landfill.

The following graph shows tonnages for inbound product received from domestic collections within the Mackay Region, Commercial collections and Isaac Regional Council.

![Graph showing inbound data has increased steadily.]

Data is from 1 February 2016 to 31 January 2017.
5.1 Surface Water Discharge Management

No matters to report.

5.2 Waste Facility Audits

Internal audits of MRC Waste Facilities continue to be conducted. During September 88% of sites were inspected.

As recording of this new performance metric has commenced it will assist Waste Services to focus on the delivery of this key service. Planned audits that were not achieved are to be conducted within 7 days of the end of the scheduled month. Issues that prevented Waste Services achieving this target were related to key staff being on leave. Waste Services will review this for future periods. Pleasingly there were no significant issues to report for this period.

This section of the report will evolve to include the rate of compliance and non-compliance.

<table>
<thead>
<tr>
<th>Inspection Frequency</th>
<th>Number required</th>
<th>% Complete</th>
<th>Completed/Carryover</th>
<th>Risk</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-monthly</td>
<td>16 + 14 sites</td>
<td>100%</td>
<td>16 + 14 completed</td>
<td>☢️</td>
<td>No significant safety, environmental or asset issues identified in audits.</td>
</tr>
<tr>
<td>Six-monthly</td>
<td>0</td>
<td>100%</td>
<td>Nil required</td>
<td>☢️</td>
<td>Nil safety, environmental or asset issues reported. Sites low risk.</td>
</tr>
</tbody>
</table>