INFRASTRUCTURE AND SERVICES
STANDING COMMITTEE MEETING

FINAL MINUTES

11 May 2016
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### Declaration of Potential Conflict of Interest

Nil.
INFRASTRUCTURE AND SERVICES STANDING COMMITTEE MEETING

MINUTES

1. COMMITTEE ATTENDANCE:

Crs K L May (Chairperson), K J Casey, M J Bella, A R Paton, R D Walker and Mayor G R Williamson were in attendance at the commencement of the meeting.

2. NON-COMMITTEE ATTENDANCE:

Also present were Crs J Englert, F Fordham, R Gee, Mr C Doyle (Chief Executive Officer) and Mrs M Iliffe (Minute Secretary).

The meeting commenced at 9.00 am.

The Chair welcomed everyone to the inaugural Infrastructure and Services Standing Committee Meeting and advised it was an honour to Chair this committee. She is looking forward to working with the committee members to provide the best outcome for the region and welcomes public and staff participation throughout the meeting and during the standing agenda item - Public Participation. The Chair acknowledged Council staff for the delivery of services as they are paramount to the success of Council.

3. ABSENT ON COUNCIL BUSINESS:

Nil

4. APOLOGIES:

Cr L G Bonaventura

5. CONFLICT OF INTEREST:

Nil
6. CONFIRMATION OF MINUTES:
   Nil

7. BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETING:
   Nil

8. CORRESPONDENCE AND OFFICERS’ REPORTS:
   The Chair advised the Director of Engineering and Commercial Infrastructure and the Chief Operation Officer Water and Waste Services (COOWWS) were an apology for today's Committee Meeting as they were attending the OzWater Conference in Melbourne. The COOWWS won the Queensland Water Manager of the Year award in 2015 and is nominated for the National Water Manager of the Year at OzWater Conference Gala Dinner Awards night.

   The Chief Executive Officer would be providing an update to the Committee on the reports for the meeting.

8.1 ADOPTION OF INFRASTRUCTURE AND SERVICES COMMITTEE TERMS OF REFERENCE

Author    Director Engineering and Commercial Infrastructure

Purpose
   To adopt the Infrastructure and Services Committee Term of Reference, to ensure the proper process and procedures are followed during official Standing Committee Meetings.

Background/Discussion
   The Local Government Act 2009 and the Local Government Regulation 2012, via The Standing Orders provide the core requirements to regulate the conduct of meetings of the Local Government. The Terms of Reference will supplement these statutory requirements by providing detailed procedures for the conduct of the Standing Committee meetings.

   Adoption of Terms of Reference is considered good governance practice providing open and transparent decision-making.
Consultation and Communication

The Terms of Reference were created as a result of consultation with Mayor, Chairperson and Chief Executive Officer, and Council's Governance and Safety program.

Resource Implications

Nil

Risk Management Implications

The Terms of Reference set the operational aspects of the Standing Committee meeting practices, and are based where needed on the associated legislation. Risk associated with this matter is considered a low risk to Council.

Conclusion

It is appropriate that the Committee adopt the Terms of Reference in keeping with the method of operation of meetings proposed for the coming term.

It is recommended that Committee adopt the Infrastructure and Services Committee Terms of Reference.

Officer's Recommendation

THAT the Infrastructure and Services Committee Terms of Reference be adopted.

Committee Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Paton
Seconded Cr Walker

CARRIED

8.2 NORTHERN BEACHES ENTRANCE SIGNAGE PROJECT

Author Director Engineering & Commercial Infrastructure

Purpose

To present to the Infrastructure & Services Committee alternative staging options for finalising the Northern Beaches Entrance Signage works.
Background/Discussion

As part of its 2015/2016 adopted capital budget a $300,000 allocation was provided to create a Northern Entry Statement when entering the urban area of Mackay. Consequently, discussions with the Department of Transport and Main Roads (DTMR) identified that the appropriate location for the Northern Entry Statement would be at the future roundabout intersection of the Ring Road and the Bruce Highway which is estimated for completion in 2018/2019.

As a result of this advice, the decision at the time identified the opportunity to use these funds to provide an entrance sign into the Northern Beaches precinct as it serves as the main access corridor into suburbs of Blacks Beach, Eimeo, Bucasia, Shoal Point, Dolphin Heads and Rural View.

The initial location identified for the signage was the roundabout on Mackay Bucasia Road and Mackay Habana Road, however, this location was not supported by DTMR. The alternative option, which DTMR approved, was to install the entrance signage on the roundabout at Mackay Bucasia Road and Eimeo Road.

The objectives of the Northern Beaches entry signage are:

- To enhance the identity or ‘community of place’ of the Northern beaches community, stakeholders and interest groups. The proposed entry signage would define the geographical location and aid in supporting the merging ‘character’ of the area.

- Mackay Regional Council encourages the use of public art and local themes as part of the design development and is committed to utilise materials (soft and hardscapes) that reflect the unique character of its community.

- Mackay Regional Council strives to create a long-lasting relationship with the Mackay community and encourages community participation to ensure the quality of project delivered.

The project concept consisted of the following works:

- Monument Sign – Consists of a 5000mm long by 1800mm high structure made out of aluminium and high density urethane. The sign is designed by Danthonia Designs in line with previous installed entrance signage. The sign says “Welcome to the Northern Beaches”.

- Vegetation and Planting – Based on a coastal planting theme that would comprise 13 native trees and mass planting of shrubs and groundcover species with a river rock edge treatment. An irrigation system would also be installed to maintain the vegetation installed.

Based on this concept an estimated of cost for the works amounting to $227,000 was established which included a contingency amount of $21,000.
Once the concept and budget estimate had been established, the next phase was to consult with the community to gain support for the project. This was mainly undertaken through engagement with the Northern Beaches Community Network via their Committee meeting and also through a further meeting with tourism operators from within the area as well.

Following this feedback, the decision at the time was for the project to progress based on the concept estimate of $227,000. An anticipated completion date of 30 June 2016 was advised and the orders were placed for the sign which had the longest lead time for the project.

The Northern Beaches signage project was raised in an information briefing session on 26 April 2016 for the newly elected Council. Consequently, to understand the scope and associated costs of the project, some further background information was requested around options to stage the works and to understand the level of engagement with the community. This information was presented back on 4 May 2016 where it was agreed for a Committee Agenda Report to be prepared for consideration.

**Project Staging Options Considered**

1. Proceed with full scope of works as planned - $227,000 ($21,000 contingency allocation)
   - Incorporates planting of 13 new trees, repair damaged grass, install irrigation, install signage, river rock edge treatments and install garden beds and associated mass plantings

2. Staged Approach - $160,000 ($18,000 contingency allocation) for Stage 1
   - Stage 1 to plant 13 new trees, repair damaged grass, install irrigation, and install signage and river rock edge treatments
   - Stage 2 would be remaining work – Installation of garden beds and mass planting – and can be done when the budget is available or not at all

3. Least Cost Option - $114,000 ($10,000 contingency allocation) for Stage 1
   - Stage 1 to plant 13 new trees, repair damaged grass, and install signage
   - Stage 2 would be remaining work – Install irrigation, river rock edge treatments, installation of garden beds and mass planting – and can be done when the budget is available or not at all

In regard to the options presented, the following matters should be noted for consideration:

- Current tree plantings in the roundabout consist of native trees (Moreton Bay Ash, Blue Gum and Weeping Cabbage Palms) and have been installed without irrigation

- Inspections by arborists prior to the design commencement for the upgrade indicated they are in very poor health from lack of water, are weak structurally and were recommended for removal
Options presented above, with delayed irrigation installation, risk similar scenarios occurring in relation to tree health for the thirteen (13) trees proposed for installation.

For Option 3, where the irrigation system has been excluded, allowances for ongoing operational costs for watering of the trees during the establishment period of approximately 12 weeks has been accommodated within the estimate.

Consultation and Communication

The development of the project concepts and planting arrangements were undertaken by Council's Landscape Architect in conjunction with key Parks and Environment staff who are the resulting asset owner.

The project concepts were referred to the then Council for review through the Portfolio Councillor system where endorsement to proceed was received to engage with key community members on the full scope of works concept.

Portfolio Councillors led the discussion with community members, with Council staff in support, on the concept proposed. The main engagement held was through the Northern Beaches Community Network Meeting held on 3 February 2016. The recorded outcome from the meeting was as follows:

“All members in attendance agreed with the design presented to them for the upgrades and expressed immense gratification to Council for these planned works”

There was also a meeting held with key tourism operators in the area on the proposed signage on 3 February 2016. No minutes were recorded; however, verbal feedback received was that the signage project was supported.

Two short information briefings were held with the new Council in relation to the project scope and options to stage the works on 26 April and 3 May 2016 respectively.

Resource Implications

A budget allocation has been identified from within the 2015/2016 capital budget of $247,000 that covers all the project options being considered. At present, actual and committed expenditure for the project is approximately $55,000.

If the full budget is not utilised then any resulting savings could be returned to reserves or used for other priority projects such as tourism signage.

Risk Management Implications

The project as planned has minimal risk in relation to its delivery and a contingency allowances exists to cover unforeseen matters that may arise during the construction phase.
The new Council has expressed its intent to review major expenditure matters more closely and there is an opportunity within this project to stage some of the works including the garden bed planting and irrigation scheme which as a result does not detract from the major objective of the entrance signage to the Northern Beaches area being installed.

The matter to consider is the previous engagement that has occurred and the expectations created from this engagement should a staged option be considered as the most appropriate way to proceed.

**Conclusion**

The current economic position of our region and the perceived value of the rates the ratepayer pays continue to be an ongoing point of discussion for the community and Mackay Regional Council. The Northern Beaches area is a precinct that lacks the same level of community facilities as the rest of the region based on its population base. The entrance signage as proposed enhances the identity of the Northern Beaches community.

The opportunity to stage the works and remove some of the higher cost items does not detract from the original intent of the entrance signage into the Northern Beaches precinct. On this basis, it is recommended that the scope be adjusted to Option 3 as per below:

**Least Cost Option** - $114,000 ($10,000 contingency allocation) for Stage 1 only

- Stage 1 to plant 13 new trees, repair damaged grass and install signage
- Stage 2 would be remaining work - Install irrigation, river rock edge treatments, installation of garden beds and mass planting – and can be done when the budget is available or not at all

**Officer's Recommendation**

THAT Council revise the scope of the Northern Beaches Signage project to Stage 1 to include delivery of the following items at a revised estimate of $114,000:

- Install a 5000mm long by 1800mm high Monument Sign that says “Welcome to the Northern Beaches”
- Install 13 new trees
- Undertake repairs to existing grassed area

FURTHER THAT the Stage 2 works be deferred and considered as part of the future capital works program.
Committee Resolution

THAT the Report be deferred until the Infrastructure and Service Standing Committee Meeting on 8 June 2016.

Moved Cr Casey  Seconded Cr Paton  CARRIED

8.3  ECI - WATER SERVICES MONTHLY REVIEW - 19 MARCH 2016 TO 18 APRIL 2016

Author  Director Engineering & Commercial Infrastructure

Purpose

To provide the Committee with Engineering and Commercial Infrastructure - Water Services Monthly Review for the period 19 March 2016 to 15 April 2016.

Officer's Recommendation

THAT the Engineering and Commercial Infrastructure - Water Services Monthly Review for the period 19 March 2016 to 15 April 2016 be received.

The Mayor queried what results were achieved from the letters forwarded to residents advising them of a water leak and what percentage of the water leaks are repaired.

The Business Services Manager, present in the Gallery, advised he would investigate this request and provide the results to the committee members.

Committee Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Walker  Seconded Cr Bella  CARRIED
8.4 ECI - WASTE SERVICES MONTHLY REVIEW - 19 MARCH 2016 TO 18 APRIL 2016

Author  Director Engineering & Commercial Infrastructure

Purpose

To provide the Committee with Engineering and Commercial Infrastructure Waste Services Monthly Reviews for the period 19 March 2016 to 15 April 2016.

Officer's Recommendation

THAT the Engineering and Commercial Infrastructure Waste Services Monthly Review for the period 19 March 2016 to 15 April 2016 be received.

Committee Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Casey  Seconded Cr Paton

CARRIED

8.5 ECI - TRANSPORT AND DRAINAGE MONTHLY REVIEW - 19 MARCH 2016 TO 18 APRIL 2016

Author  Director Engineering & Commercial Infrastructure

Purpose

To provide the Committee with Engineering and Commercial Infrastructure - Transport and Drainage Monthly Review for the period 19 March 2016 to 18 April 2016.

Officer's Recommendation

THAT the Engineering and Commercial Infrastructure - Transport and Drainage Monthly Review for the period 19 March 2016 to 18 April 2016 be received.

The Mayor queried if the street cleaning budget allocated by Council was sufficient to meet the service level expectations of the ratepayers of the region.

The Civil Operations Manager, present in the Gallery, advised that Council has three (3) street sweepers and they are on a works schedule to ensure all the streets in the
region are swept on average three (3) times per year and feels this service level is meeting the expectations of the ratepayers.

The Chief Executive Officer advised that a summary of all Customer Requests lodged with Council in relation to street sweeping would be provided to the Committee.

Cr Bella congratulated the staff on their recent maintenance work on the Koumala Bolingbroke Road.

The Manager of Business Services, present in the Gallery, advised Koumala Bolingbroke Road was a Transport and Main Roads owned road with Council contracted to undertake the maintenance schedule works on behalf of Transport and Main Road.

The Chair asked that the staff responsible for this schedule of works be congratulated on their quality of work on behalf of the Committee.

Committee Resolution

THAT the Officer's Recommendation be adopted.

Moved Cr Casey
Seconded Cr Walker

CARRIED

9. TENDERS:

Nil

10. CONSIDERATION OF NOTIFIED MOTIONS:

Nil

11. PUBLIC PARTICIPATION:

The Chair welcomed the public to the Committee meeting and thanked them for their interest and time.

There was no requested public participation.
12. **LATE BUSINESS:**

   Nil

13. **ADJOURNMENT**

   THAT as a procedural motion under Council's Standing Orders the meeting stands adjourned until 9.45 am to enable media responsibilities be undertaken.

   Moved Cr Casey  
   **CARRIED**

   9.30 am - Meeting adjourned.

   9.45 am - Meeting resumed.

14. **CONFIDENTIAL REPORTS:**

   THAT the meeting be closed to the public in accordance with the Local Government Act 2009 (Section 275 (1) of the Local Government Regulation 2012) to discuss matters relating to:-

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<th>Reason for Meeting Closure</th>
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</thead>
<tbody>
<tr>
<td>2016/2017 Budget Review</td>
<td>(c) the Council's budget</td>
</tr>
</tbody>
</table>

   Moved Cr Casey  
   Seconded Cr Walker  
   **CARRIED**

   9.46 am - The meeting was closed to the public.

   THAT the meeting be reopened to the public.

   Moved Cr Casey  
   Seconded Cr Walker  
   **CARRIED**

   10.41 am - The meeting was reopened to the public.
14.1 2016/2017 BUDGET REVIEW

Confidential

Committee Recommendation

THAT the 2016/2017 Budget Review be noted.

Moved Cr Casey Seconded Cr Bella

CARRIED

15. MEETING CLOSURE:

The meeting closed at 10.42 am.

16. FOR INFORMATION ONLY:

Nil

Confirmed on Wednesday 8 June 2016

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Chairperson
TERMS OF REFERENCE

INFRASTRUCTURE AND SERVICES COMMITTEE

PURPOSE

The Infrastructure and Services Committee provides direction and leadership on the areas of interest listed below.

SCOPE AND LIMITATIONS

The main functions of the Committee are to:

1. Receive reports from the Chief Executive Officer, Director and/or appropriately delegated officers related to the areas of interest;
2. Adoption of the reports from the Chief Executive Officer, Director and/or appropriately delegated officers related to the areas of interest;
3. Make decisions in line with the delegated authority; and
4. Where necessary formulate recommendations to the Ordinary Council Meeting.

DELEGATED AUTHORITY

In accordance with s257(1)(c) of the Local Government Act 2009 Council delegated at its Statutory Post Election Meeting of 6 April 2016 to the Infrastructure and Services Committee the full authority of Council to approve all items associated with the applicable Council Department and identified areas of interest, with the exception of:

- Awarding of contracts over the value of $2M;
- Adoption of Council Policies;
- Local Law and Subordinate Local Law making process;
- Adoption of the budget and amendments to the Budget;
- Adoption of the Operational Plan and receipt of Quarterly Reports on the Operational Plan;
- Adoption of and amendments to the Corporate Plan;
- Adoption of and amendments to Council’s Strategic Documents and Plans
- Adoption of and amendments to Council’s Planning Scheme;
Terms of Reference - Infrastructure and Services Committee

- Other matters which under legislation require specific resolution of Council.

AREAS OF INTEREST

The following is a list of functions assigned to the Infrastructure and Services Committee:

- Council's Department of Engineering and Commercial infrastructure
- Roads
- Water
- Waste
- Drainage
- Sewerage
- Applicable Advisory Committees

Monthly reports will be presented to each Committee by Management on key activities and performance.

MEMBERSHIP

Council at its Statutory Post Election Meeting of 6 April 2016 resolved that the membership of the Infrastructure and Services Committee be appointed as follows:

Chairperson: Cr Karen May
Deputy Chair: Cr Kevin Casey
Committee Members: Mayor Cr Greg Williamson
Cr Laurence Bonaventura
Cr Ayil Paton
Cr Martin Bella
Cr Ross Walker
QUORUM

The quorum for the Infrastructure and Services Committee will be four (4), as per section 269 of the Local Government Regulation 2012 –

269 Quorum

(1) A quorum of a committee is a majority of its members.

(2) However, if the number of members is an even number, one-half of the number is a quorum.

FREQUENCY

The Infrastructure and Services Committee shall meet monthly on the second (2nd) Wednesday of the month commencing at 9.00am.

LOCATION

The Infrastructure and Services Committee shall meet in the Council Chambers located on the First Floor, Council’s Administration Building, 73 Gordon Street, Mackay, unless resolved and advertised otherwise.

AGENDA DISTRIBUTION TIME

The agenda for this Committee (pre-approved by the Committee Chair) will be distributed two (2) clear days prior to the meeting (in accordance with s258 (Notice of Meetings) of the Local Government Regulation 2012). For a Wednesday meeting this will see the agenda distributed on the preceding Friday.

The agenda will be distributed to all Councillors, including non-committee member Councillors.

A list of items for this Committee will be available for viewing on Council’s website at the same time agendas are delivered to Councillors.

CONDUCT OF MEETINGS

The Infrastructure and Services Committee operates in accordance with s270 (Procedure at Meetings) of the Local Government Regulation 2012 and Division 3: Conduct of Meetings of Mackay Regional Council’s Standing Orders (Meetings) 2016.
Terms of Reference - Infrastructure and Services Committee

RECORDING OF MINUTES

Minutes of the Infrastructure and Services Committee will be recorded and published on Council’s web-site. They will also be tabed at the next available Ordinary Council Meeting.

CONFLICT OF INTEREST

Committee Members must declare their interest, whether they be material, real or perceived in accordance with s12 (Responsibilities of Councillors), s172 (Councillor’s Material personal Interest at Meeting) and s173 (Councillor’s Conflict of Interest at a Meeting) of the Local Government Act 2009.

PUBLIC PARTICIPATION

Participation of the public is encouraged at the Committee meeting at the appropriate time and in the appropriate manner.

As per Council’s adopted Standing Orders, public participation is possible under a variety of different ways –

1. Deputation – Subject to receipt of written notice two(2) days prior to distribution of the agenda, and at the discretion of the Chairperson, a deputation is possible at the Committee meeting on any relevant matter. The number of persons able to speak, and the allocated timeframe, will be in keeping with the Standing Orders and the direction of the Chairperson

2. Agenda item submission or comment - Prior to the commencement of any meeting, any member of the public wishing to make a submission or comment about an agenda item for the meeting must provide advice to the Chairperson of their desire to address the meeting. The Chairperson may invite that person to take part in the meeting at the appropriate agenda item, prior to commencement of debate and consideration on the item by Council. Timeframe will be set by the Chairperson, but ordinarily limited to three (3) minutes.

3. General participation - The Chairperson may also invite a member of the public to take part in the proceedings of a meeting on general matters under Public Participation in accordance with the order of business of the agenda. Timeframe will be set by the Chairperson, but ordinarily limited to five (5) minutes.
Terms of Reference - Infrastructure and Services Committee

NON-MEMBER COUNCILLORS

Councillors who are not appointed members of the committee may still attend meetings as observers. Attendance does not include formal participation in meetings for such items as moving of motion, voting etc. Any participation by way of comment or similar is at the discretion of the Chairperson and at the appropriate time.

Non-member Councillors will receive the agenda and finalised minutes for all committees, and if attending will be noted in the minutes as being present for the meeting.

PETITIONS

Petitions may be referred to the Committee from the Ordinary meeting of Council for investigation or action, with the Ordinary meeting rather than individual Committee meetings being the appropriate forum for initial tabling of any petition.

SUPPORTING LEGISLATION

This document should be read in conjunction with the following:

- Local Government Act 2009;
- Local Government Regulation 2012; and
- Standing Orders (Meetings) 2016
Engineering and Commercial Infrastructure - Water Services
19 March 2016 to 15 April 2016
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OVERVIEW

This report is for Water Services activities for March and April 2016. Please note that references to the March/April reporting period covers the period 19 March 2016 to 15 April 2016. Significant items in this period include:

- Works to install sub meters at Lagura Quays has commenced. This will allow Council to bill the individual property assessments in the resort.
- Works to replace over 900 metres of water main along Smaleys Beach Road commenced week commencing 4 April 2016.
- A presentation on “innovations in data management to realise value in water businesses” was presented by Ian Mcardle at the Water Connections 2016, SEQ Regional Conference in Hervey Bay on 12 April 2016.
- An audit of the Mirani Sewerage Treatment Plant was undertaken by Department of Environment and Heritage Protection: positive feedback was received
- myh2o registrations have been on the increase with 7,224 residents registered. The goal is 10,000 registrations by 30 June 2016.

Director Engineering and Commercial Infrastructure
1.1. Incident Statistics
The incident statistic details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.

![Incident Statistics Graph]

Data at 31 March 2016

1.2. Preventative Actions
To achieve improved safety performance a range of improvement initiatives are undertaken on a monthly basis. The following figure tracks the improvement process through implementation of the SafePlan Monthly Action Plans (MAPs) and the hazard inspectors.

![Preventative Actions Graph]

For the month of March, 7 Hazard Inspections were scheduled and 5 completed. MAPs completed in March is at 99%.

Data as at 31 March 2016
2.1. Water Operating Revenue Less Expenditure

The following shows the actual, budget and forecast Earnings before Interest, Taxes and Amortization (EBITA) based on cash accounting for the 2015/2016 financial year. The saw tooth nature of the graph is reflective of the timing of water revenue received. The capital revenue has been excluded from this graph.

![Graph showing water operating revenue less expenditure with actuals, budget and projected actuals](image)

Water Fund is $3.2M surplus. Income is up by $1.33M with an underspend of $1.19M in Goods & Services and underspend of $792K in Employee Costs.

Financial data is up to March 2016.

2.2. Accrued Water Operating Revenue Less Expenditure

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

![Graph showing accrued water operating revenue less expenditure with actuals, budget and projected accruals](image)

On accrual basis, water actuals YTD are in surplus of budget by $930K. The annual surplus is projected to be $2.51M.

Financial data is from March 2016.
2.3. Wastewater Operating Revenue Less Expenditure
The following shows the actual, budget and forecast EBITA based on cash accounting for the 2015/2016 financial year. The saw tooth nature of the graph is reflective of the timing of water revenue received. The capital revenue has been excluded from this graph.

2.4. Accrued Wastewater Operating Revenue less Expenditure
The following shows the estimation of the accrued revenue less expenditure. The capital revenue has been excluded.
2.5. Capital Expenditure Performance
The following trend provides a high level overview of the capital expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile is based on the project delivery schedule within Water Services.

3.1. Requests
This graph details the client requests received and recorded via pathways that relate to the Water Business. The target is to have 90% of all client requests closed at any one point in time.
3.2. Request Types
The following chart displays a summary of the client request types received for the month.

- **Increase in sewer overflow caused by wet weather**

3.3. Plumbing Applications
In accordance with the *Plumbing and Drainage Act* a plumbing application is required for all new plumbing installations or modifications to existing plumbing. A plumbing application must be lodged to Local Government. Water Services has a regulatory time frame of 20 business days to assess a plumbing application. An internal target of 5 business days has been set for all residential plumbing applications.
3.4. Trade Waste Approvals
The program for undertaking trade waste assessment and licensing of all applicable businesses that discharge trade waste is ongoing. As part of the Trade Waste Assessment process a temporary Trade Waste Approval is put in place while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals for the Mackay Region.

<table>
<thead>
<tr>
<th></th>
<th>Total Approved Businesses</th>
<th>Temporary Approvals in Place</th>
<th>New Approved Businesses for the Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mackay South</td>
<td>721</td>
<td>41</td>
<td>18</td>
</tr>
<tr>
<td>Mackay North</td>
<td>65</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Sarina</td>
<td>57</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mirani/Marian</td>
<td>20</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>972</strong></td>
<td><strong>45</strong></td>
<td><strong>21</strong></td>
</tr>
</tbody>
</table>

21 new businesses were identified for the month.

3.5. Annual Trade Waste Activity
Annual targets are set for the Trade Waste team with respect to licensing Trade Waste Businesses. The target has been set at 250 new licensed businesses and audits completed by June 2016. The following graph shows the Actual Approvals, Temporary Approvals and Audits achieved and the number of the target remaining.

Data for the period from 19 March 2016 to 15 April 2016.

250 combined Approvals and Audits is the target for FY 2015/2016.
3.6. Building Over Adjacent Sewers

Building over Adjacent Sewer applications are lodged where the construction of a structure is proposed within close proximity of a sewer main. The application is assessed in accordance with Councils building over and adjacent to sewer policy. In accordance with the policy, Building Over Sewer Applications are assessed within 20 business days. Future reporting will include performance against turnaround time targets.

3.7. Scientific and Analytical Services

Scientific and Analytical Services provides laboratory analysis in accordance with National Association of Testing Authorities (NATA) Standards to both Mackay Regional Council and external clients. A summary of the laboratory activities are detailed below.
3.8. Community Engagement

This section monitors Water Services engagement on the services provided. The following chart shows the number of media releases, media updates and the number of people that were reached by the Media Releases on Facebook.

![Chart showing media releases, media updates and Facebook reach.]

The following chart shows the number of likes and positive comments, the number of neutral comments and the number of negative comments received on Facebook from Media Releases and Media updates for Water Services.

![Chart showing Facebook feedback.]

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DATA IS FOR THE PERIOD FROM 19 MARCH 2016 TO 15 APRIL 2016

There were no media releases or updates in the March/April 2016 reporting period.

There were no updates on Facebook for the reporting period.
The following chart shows the cumulative number of myh2o registrations for the reporting period.

There were 112 myh2o registrations during the March-April reporting period.

### ASSET MANAGEMENT

#### 4.1. Surface Water Raw Water Storage Capacities

Water Services source water from a combination of surface water and groundwater sources. With the exception of Middle Creek Dam, the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council’s control. The water stored in each of the storages is detailed below.

- Marian and Dumbleton Weirs are full.
- Middle Creek Dam is at full capacity.
4.2. Annual Water Consumption vs Allocation by Source
Water Services has a water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water sources is detailed below:

<table>
<thead>
<tr>
<th>Water Source</th>
<th>Allocation</th>
<th>YTD Water Consumed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marian Weir</td>
<td>327</td>
<td>47</td>
</tr>
<tr>
<td>Garbutt Bore</td>
<td>25</td>
<td>6</td>
</tr>
<tr>
<td>Finch Hatton Bore</td>
<td>73</td>
<td>16</td>
</tr>
<tr>
<td>Armstrong Bore</td>
<td>59</td>
<td>270</td>
</tr>
<tr>
<td>Kurnulla Bore</td>
<td>8</td>
<td>35</td>
</tr>
<tr>
<td>Elle Keel Bore</td>
<td>18</td>
<td>152</td>
</tr>
<tr>
<td>Eton Bore</td>
<td>62</td>
<td>3</td>
</tr>
<tr>
<td>Prosperine River</td>
<td>181</td>
<td>2700</td>
</tr>
<tr>
<td>Bloomsbury Bore</td>
<td>1</td>
<td>22</td>
</tr>
<tr>
<td>Manwood Bore</td>
<td>12</td>
<td>565</td>
</tr>
<tr>
<td>Marian Bore</td>
<td>97</td>
<td>95</td>
</tr>
<tr>
<td>Mirani Bore</td>
<td>8</td>
<td>100</td>
</tr>
<tr>
<td>Sarina Bore</td>
<td>31</td>
<td>300</td>
</tr>
<tr>
<td>Plane Creek</td>
<td>97</td>
<td>236</td>
</tr>
<tr>
<td>Nebo Rd Bore</td>
<td>212</td>
<td>351</td>
</tr>
<tr>
<td>Dumbarton</td>
<td>8,348</td>
<td>16,000</td>
</tr>
</tbody>
</table>

Water consumption at Marian weir is at 65% of the annual allocation. Water consumption for Elona Bore is close to 60% of the annual allocation. Water consumption (YTD) for all other assets is at less than 52% the annual allocation.

4.3. Water Consumption by Locality
Water Services supplies water to both residential and commercial water clients throughout the Mackay Region. The average water consumption in each of the three major community centres is detailed below. The water consumption is presented as litres per equivalent population per day. This graph provides a summary of water consumption including commercial water use:

Water consumption for Mackay, Mirani and Sarina in March 2016 is reduced compared to the same time in 2015.

Data is as at end March 2016.
### 4.4. Significant Projects

Water Services undertakes a range of projects across the water business. Projects take the form of Capital Projects, Planning Studies and investigations. Information for the significant projects in Water Services is provided in the table below and was current as at 15 April 2016. Significant Projects are assessed on the following criteria: Dollar Amount, Risk and Community Interest.

<table>
<thead>
<tr>
<th>Council Project Management Phases</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Planning (Plan)</td>
<td></td>
</tr>
<tr>
<td>2. Design (Des)</td>
<td></td>
</tr>
<tr>
<td>3. Procurement (Proc)</td>
<td></td>
</tr>
<tr>
<td>4. Construction (Con)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project</th>
<th>Phase</th>
<th>Phase % Completion</th>
<th>Budget</th>
<th>Time</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mt Bassett Comenity Rd WIR</td>
<td>Con</td>
<td>85%</td>
<td></td>
<td></td>
<td>The bore under Harbour Rd has been completed. Pipe-laying has continued and is</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>all but laid up to the bore connection. Testing and disinfection of pipework</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>has been completed for the section laid. A number of services have been</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>swapped over to the new mains already. Final connections still to be</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>completed.</td>
</tr>
<tr>
<td>Mirani PTA</td>
<td>Con</td>
<td>80%</td>
<td></td>
<td></td>
<td>The four incoming rising mains have been completed and pressure tested up to</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>the point where they will be connected to the existing mains - the remaining</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>connections will be undertaken by MWS Maintenance crews once all pre-</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>commissioning testing has been completed. Works commence on the fire pump</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>installation. Service water pipework has been installed. Power has been</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>connected to the main switchboard. Electrical testing of PTA equipment and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>instruments has commenced. Lightning has been installed. Lightning</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>protection system has been installed. Odour extraction duct work has been</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>completed. Roadworks and fencing has commenced. Draft Operation and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Maintenance Documents have been received, reviewed and comments returned to</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Contractor.</td>
</tr>
<tr>
<td>Water and Sewerage Network Telemetry Upgrade</td>
<td>Con</td>
<td>70%</td>
<td></td>
<td></td>
<td>Clear SCADA programming is continuing, with installation and commissioning</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>programmed for late May. The Contractor upgrading the network telemetry has</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>completed 7 out of 13 packages, with the remaining 5 packages of work more</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>than 50% complete.</td>
</tr>
<tr>
<td>Sewerage Network Refurbishments (Relining and Manholes)</td>
<td>Con</td>
<td>80%</td>
<td></td>
<td></td>
<td>Manhole inspection works for access restricted properties and buried Manholes with CCTV in progress. Contract documentation for Manhole Relining completed and awaiting Contractors signature.</td>
</tr>
<tr>
<td>Water Meter Replacements, AMR retrofits &amp; Water Services Replacement</td>
<td>Con</td>
<td>95%</td>
<td></td>
<td></td>
<td>Domestic &amp; Commercial Water Meter Replacements &amp; AMR retrofitting completed. Water Services Replacements are in advanced stages of completion.</td>
</tr>
<tr>
<td>Project</td>
<td>Phase</td>
<td>Phase % Completion</td>
<td>Budget</td>
<td>Time</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------</td>
<td>--------------------</td>
<td>--------</td>
<td>------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Sewage Pump Station Resilience Upgrades</td>
<td>Des</td>
<td>95%</td>
<td></td>
<td></td>
<td>Design Plans and tender document review complete, amendments in progress. Tender to be issued 2nd week in May.</td>
</tr>
<tr>
<td>Sewer Gravity Main - McCready Creek SPS to Symons Farm SPS</td>
<td>Con</td>
<td>10%</td>
<td></td>
<td></td>
<td>Construction works in progress. Wet days have impacted progress, but still expected to complete in July 2016</td>
</tr>
<tr>
<td>Cape Hillsborough Water Main Replacement</td>
<td>Con</td>
<td>7%</td>
<td></td>
<td></td>
<td>Construction of Smalleys Beach section is in progress</td>
</tr>
<tr>
<td>Marian Sewerage Pump Station Upgrades</td>
<td>Con</td>
<td>100%</td>
<td></td>
<td></td>
<td>Contract Works Practical Completion was achieved on 8 December 2015. Contract is now in Defects Liability Stage until December 2016.</td>
</tr>
<tr>
<td>Middle Creek Dam Safety Upgrades</td>
<td>Con</td>
<td>100%</td>
<td></td>
<td></td>
<td>Contract Works Practical Completion was achieved on 9 February 2016. Contract is now under Defects Liability period ending February 2017.</td>
</tr>
</tbody>
</table>
5.1. Drinking Water Compliance

Safe Water supplies are provided in accordance with the requirements of the Water Supply Safety and Reliability Act and are measured against the Australian Drinking Water Quality Guidelines. Drinking Water samples are taken at the outlet of Water Treatment Plants and within the reticulation network. A summary of the performance is detailed below.

**Health Parameter Test Results**

- Non Compliant Health Parameter Tests
- Drinking Water Test Completed
- % Compliance
- Target

This data is reported 1 month in arrears and due to regulatory reporting requirements is reported by calendar month.

**Aesthetic Parameter Test Results**

- Drinking Water Test Completed
- Non-Compliant Aesthetic Parameter Tests

Eton and Kounala exceeded the recommended hardness of 200 mg/L CaCO3 and Sarina/Grasstree Beach had a pH above the recommended level of 8.5

This data is reported 1 month in arrears and due to regulatory reporting requirements is reported by calendar month.
5.2. Wastewater Compliance

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Resource Management. The licence requirements differ based on the time the Development Approval was issued and the receiving environment associated with any discharges.

![Wastewater Test Results](chart1)

All Wastewater tests over this period were compliant

![Number of Devices Registered/Cancelled](chart2)

No new devices were registered this month

Data is for 19 March 2016 to 15 April 2016

Results are to end of March 2016 due to statutory reporting requirements.
Engineering and Commercial Infrastructure - Waste Services
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  1.2. Hazard Inspections and MAP Results
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  2.4. Capital Expenditure
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  3.2. Number of Bin Requests Actioned by Bin Contractors
  3.3. Contractor Service Delivery Performance
  3.4. Education
  3.5. Dump Vouchers
  3.6. Community Engagement
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  4.2. Landfill Gas
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  4.4. Projects
  4.5. Material Recovery Facility Operations
REGULATORY COMPLIANCE
  5.1. Surface Water Discharge Management
  5.2. Waste Facility Audits
OVERVIEW

This report is for Waste Services activities for March/April 2016. Please note that references to the March to April reporting period covers the period 19 March 2016 to 15 April 2016. Significant items in this period include:

1. Hogan’s Pocket Cell 3 construction has been delayed for the past three months due to the weather. It is expected that the project will be completed in July 2016 and that there is sufficient landfill capacity to accommodate community needs until the new cell is commissioned.

2. Waste voucher redemption is higher than forecasted.

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.

No Lost Time Injuries were recorded in March 2016. 3 Incidents occurred during March which included 2 Near Misses (Bite/Sting and Material Slides) and 1 Public Incident (Vehicle Incident).

Data as at 31 March 2016

1.2. Hazard Inspections and MAP Results
To achieve improved safety performance a range of improvement initiatives are undertaken on a monthly basis. The following figure tracks the improvement process through implementation of the SafePlan Monthly Action Plans (MAPs) and the hazard inspections.

Data as at 31 March 2016
2.1. Community Service Obligations – Fee Waivers
Not for Profit Organisations – Total Waste Disposals 1 July 2015 to 16 April 2016

Year to date expenditure for not for profit organisations is below council year to date budget with 59% of the allocated funds expended as at 15 April, 2016.

2.2. Waste Operating Revenue Less Expenditure
The following chart shows the actual budget and forecast Earnings before Interest, Taxes and Amortization (EBITA) based on cash accounting for the 2015/2016 financial year. The saw tooth nature of the graph is reflective of the timing of waste revenue due.
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.

![Chart showing accrued waste operating revenue less expenditure]

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

![Graph showing capital expenditure]

*Financial data is for March 2016*
3.1. **Client Requests**

The following graph shows the number of Client Requests by Type for the period 19 March 2016 to 15 April 2016.

- **Total Client Requests**

![Graph showing total client requests by type from 19 March 2016 to 15 April 2016.]

- **The number of reports of contamination in recycle bins has risen with 45 received for the period. Waste Services will shortly commence recycle bin inspections.**

3.2. **Number of Bin Requests Actioned by Bin Contractors**

The following graph shows the number of bin requests actioned by Bin Contractors for the period 19 March 2016 to 15 April 2016.

- **Bin Requests Actioned**

![Graph showing bin requests actioned by bin contractors from 19 March 2016 to 15 April 2016.]

- **New service numbers remain low. Repairs and replacements have reduced from previous high levels.**

---

**Page 7**
3.3. Contractor Service Delivery Performance

The following graph identifies the total number of requests for the reporting period. The columns are illustrated to demonstrate the number of requests that were met by the contractor according to the Service Level Agreement (SLA) target of 3 days or as a breach of the SLA.

The following graph illustrates the completion time for the service delivery requests versus the target day of three days or less.

Data is from commencement of contract and is for the period 19 March 2016 to 15 April 2016.
The following chart illustrates service reliability through missed general waste and recycle waste services.

![Chart showing service reliability through missed general waste and recycle waste services.](chart.png)

3.4. Education

3.4.1 Education program delivered to the community -

- Recycling education at Mackay Carlisle Christian College Kindy
- Recycling education at Seniors Group West Mackay
- Recycling and worm farming education at Hoey Street Kindergarten Sarina to two groups
- Recycling education at Marian Kindergarten to two groups
- Recycling and worm farming education at the Positive Learning Centre to two groups
- Recycling education at Mackay Community Childcare
- Worm farming education given at Mackay Kindergarten

3.5. Dump Vouchers

<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 2016)</td>
<td>145,344</td>
<td>34,747</td>
<td>23.9%</td>
</tr>
<tr>
<td>15A (valid to 30 Sept 2015)</td>
<td>140,313</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%</td>
</tr>
<tr>
<td>15A (valid to 30 Sept 2015)</td>
<td>144,174</td>
<td>96,258 (to 15 Apr 2016)</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

Total $ value of vouchers presented to date:

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/2015 Financial Year</td>
<td>$419,227</td>
</tr>
<tr>
<td>2015/2016 Financial Year (to 15.4.2016)</td>
<td>$454,333</td>
</tr>
</tbody>
</table>
There has been a higher redemption rate compared to the same time the previous year. Redemption of the voucher season 159 reached 20%. The YTD actuals is over 2015/2016 budget by $290,034 and is being offset by other budgeted expenditure reductions.

3.5. 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.

* "Virtual shopping trolley available at the tip shop" - 998 people reached via Facebook.
The following chart shows the number of likes and positive comments, the number of neutral comments and the number of negative comments received on Facebook from media releases and media updates for Waste services.

There were no neutral or negative comments over this period. 12 "likes" were recorded on Facebook.

Data is for the period 19 March 2016 to 15 April 2016

ASSET MANAGEMENT

4.1. Hogan’s Pocket Landfill Waste Disposal Tonnages

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.

Waste tonnes to landfill appears to have stabilised with consistent increase in tonnes this calendar year. Waste Services will continue to monitor this situation closely.

Data is for period 01 July 2012 to 31 March 2016
4.2. Landfill Gas
The following chart depicts the monthly tonnes of CO₂ produced.

Gas production has continued to decline over the last two months. This is perhaps related to high rainfall saturating the waste mass. Due to power disruptions the pump was derated for a period reducing negative pressure on the system. Waste Services will continue to monitor this situation closely.

Data is for period 01 July 2014 to 31 March 2016.

4.3. Greenwaste Management
The following graph illustrates the tonnage rates for greenwaste processed for the period, the cumulative tonnes of greenwaste processed for the year to date and the tonnes of greenwaste projected to be processed linearly. The production of processed greenwaste remains highly variable and the projected totals are a guide only.

The production of greenwaste remains variable.

Data is to end March 2016.
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>Council Project Management Phases</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Planning (Plan)</td>
<td>On Track</td>
</tr>
<tr>
<td>2. Design (Des)</td>
<td>Potential Issue</td>
</tr>
<tr>
<td>3. Procurement (Proc)</td>
<td>Definite Issue</td>
</tr>
<tr>
<td>4. Construction (Con)</td>
<td></td>
</tr>
</tbody>
</table>

<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>Cell 3 Construction</td>
<td>Con</td>
<td>70%</td>
<td></td>
<td></td>
<td>Due to significant wet weather (January – March 2016) preparation of the clay lining and the subsequent installation of the geosynthetic lining system has delayed. It is now expected that the project will be completed in July 2016. Modelling currently shows that there is sufficient airspace in the existing facility to accommodate the region’s needs for landfilling until Cell 3 commences operations.</td>
</tr>
<tr>
<td>MRF Renewal - Hardstand</td>
<td>Proc</td>
<td>10%</td>
<td></td>
<td></td>
<td>This project sees phase two of the improvement with the sealing of the near area. This will improve safety and environment management. The design has been received and work will commence shortly.</td>
</tr>
<tr>
<td>MRF Variation - Hopper</td>
<td>Des</td>
<td>10%</td>
<td></td>
<td></td>
<td>This project sees the installation of the hopper system to receive alternative glass products and improve crushed glass processing. This is currently in design review phase with the contractor.</td>
</tr>
<tr>
<td>MRF Fire System Upgrade</td>
<td>Plan</td>
<td>10%</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 and is currently in initiation stage.</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></td>
<td>75%</td>
<td></td>
<td></td>
<td>The Construction and Demolition Waste Recycling Facilities tender is currently being evaluated with a report being provided to Council in June 2016. The Waste Haulage and Landfill Operation Services and the Paget Transfer Station Services tenders have been released and are due to close early May 2016. There has been considerable interest in both tenders. Work is now focussed on the Green Waste processing services tender with the aim of releasing this in May 2016.</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. No glass fines went to landfill during March 2016.

![Graph showing tonnages](image)

MRF operations continue to achieve zero glass fines to landfill. 256 tonnes of crushed glass were produced during the period. Just under 92% of inbound tonnage was recycled during March 2016.

The following graph shows tonnages for inbound product received from domestic collections within the Mackay Region, Commercial collections and Isaac Regional Council.
5.1. Surface Water Discharge Management
No matters to report.

5.2. Waste Facility Audits
Internal audits of MRC Waste Facilities have been ongoing. No significant issues to report for this reporting period.
Engineering and Commercial Infrastructure - Transport & Drainage

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This report is for Transport and Drainage activities March to April 2016. Please note that references to the March/April reporting period cover the period 19 March 2016 to 16 April 2016. Significant items in this period include:

- Detailed work has continued on the planning and preparation of the Transport & Drainage Business Plan
- Review of individual Program budgets continued during the month
- Work continued on the preparation of Business Cases to be presented to the next Transport & Drainage Advisory Board Meeting scheduled for 6 June 2016

Director Engineering and Commercial Infrastructure
SAFETY

1.1. Safety Incidents Reported
The incident statistic details a summary of the Transport and Drainage safety incident performance. Transport and Drainage aspire to achieve zero harm with a stretch target of zero injuries.

Incident Data Transport and Drainage

4 Injury Incidents including:
- Jarred neck
- Collapse of a box culvert resulting in minor injuries to 3 persons

2 Near Miss Incidents involving vehicles also occurred in March

Reporting is conducted at the end of each month.

1.2. Preventative Actions
To achieve improved safety performance a range of improvement initiatives are undertaken on a monthly basis. The following figure tracks the improvement process through implementation of the SafePlan Monthly Action Plans (MAPs) and the hazard inspections.

For the month of March:
13 Hazard inspections were scheduled with 10 being completed
FINANCE

2.1. Capital Expenditure

Current program expenditure is approximately 72% (including 10% commitments). Current forecasts show anticipated end of financial year expenditure less than budget. The major components of this shortfall are:
- Land acquisitions that may not eventuate: $3.4M
- Project savings – $1.2M (major saving only on Malcomson/Greenfield, Gaeberga Bathura and Mount Martin connection projects)
- Projects in design phase that have commitments that may not eventuate this financial year - $1.1M
- Projects not started or partially complete at the end of the financial year - $4.3M

2.2. Sealed Council Road Maintenance Expenditure
The following chart shows the Actual Cumulative Expenditure, Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.
2.3. Unssealed Council Road Maintenance Expenditure
The following chart shows the Actual Cumulative Expenditure, Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.

2.4. Street Cleaning Expenditure
The following chart shows the Actual Cumulative Expenditure, Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.
2.5. **Open Drainage Maintenance Expenditure**
The following chart shows the Actual Cumulative Expenditure, Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.

![Graph showing Open Drainage Maintenance Expenditure]

- 2015 - 2016 Approved Budget
- Cumulative Budget per month
- Allocated Monthly Budget
- Actual Cumulative Expenditure as at 16th month

2.5. **Bridge Maintenance Expenditure**
The following chart shows the Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.

![Graph showing Bridge Maintenance Expenditure]

- 2015 - 2016 Approved Budget
- Cumulative Budget per month
- Allocated Monthly Budget
- Actual Cumulative Expenditure as at 16th month
2.7. **Boat Ramp Maintenance Expenditure**

The following chart shows the Actual Cumulative Expenditure, Allocated Monthly Budget, Cumulative Budget per month and the Approved Budget for 2015/2016 financial year.

![Chart showing boat ramp maintenance expenditure]

- **2015 - 2016 Approved Budget**
- **Cumulative Budget per month**
- **Allocated Monthly Budget**
- **Actual Cumulative Expenditure as at 16th month**

2.8. **Road Maintenance Performance Contract**

The following chart shows the forecast income and Total Amount Claimed from Department of Transport and Main Roads for 2015/2016 financial year for maintenance to State Controlled network.

![Chart showing road maintenance performance contract]

At forecast income to be received prior to June – some residual works orders to be claimed.
3.1. Requests for Maintenance Work

**REQUESTS FOR MAINTENANCE WORK**
Results of Survey (January – February 2016)

**Civil Operations**

- **Attitude of staff receiving request**
  - Very Good: 74.2%
  - Good: 25.9%
  - Fair: 0.0%
  - Poor: 0.3%
  - Very Poor: 0.0%

- **Attitude of staff attending request**
  - Very Good: 56.4%
  - Good: 36.7%
  - Fair: 3.1%
  - Poor: 5.7%
  - Very Poor: 0.0%

- **Time taken to address request**
  - Very Good: 56.1%
  - Good: 31.4%
  - Fair: 7.0%
  - Poor: 1.9%
  - Very Poor: 0.0%

- **Appearance of completed work**
  - Very Good: 64.0%
  - Good: 26.0%
  - Fair: 14.0%
  - Poor: 1.0%
  - Very Poor: 0.0%

- **Degree work addresses request**
  - Very Good: 46.2%
  - Good: 25.4%
  - Fair: 10.6%
  - Poor: 8.3%
  - Very Poor: 10.6%

- **Overall satisfaction with response**
  - Very Good: 41.3%
  - Good: 24.5%
  - Fair: 14.5%
  - Poor: 9.4%
  - Very Poor: 5.7%

**Representative Comments**

- My concerns were listened to by the representative of council. He informed me there may be some delay as they had to finish another job first.
- Good
- Took time to mow. Men very good who mowed.
- The road wasn’t actually graded. The crew just put a load of gravel on the very worst of the road and back graded with a bobcat. I don’t know they did their best with what they had.
- They did their best with the machinery they had
- Well done
- Fully addressed my request
- Thanks very much for fixing the problem so promptly. Every time the street sweeper cleans out gutter blumen is torn out and has to be repaired – an unnecessary expense.
- Job well done. Thank you.
- Room for improvement
- Already potholes in same area.

**Trends**

**Overall rating trends**

*Graph showing trends from 2015 to 2016.*

*Legend: Green line for 2015, Orange line for 2016.*
## PROJECTS

### 4.1. Significant Projects

Significant Projects are assessed on the following criteria: Dollar Amount, Risk and/or Community Interest. The following information was current as at 18 March 2016.

<table>
<thead>
<tr>
<th>Council Project Management Phases</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Planning (Plan)</td>
<td>• On Track</td>
</tr>
<tr>
<td>2. Design (Des)</td>
<td>• Potential Issue</td>
</tr>
<tr>
<td>3. Procurement (Proc)</td>
<td>• Definite Issue</td>
</tr>
<tr>
<td>4. Construction (Con)</td>
<td></td>
</tr>
</tbody>
</table>

<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>Shakespeare Culvert replacement</td>
<td>Con</td>
<td>45%</td>
<td></td>
<td></td>
<td>The subsurface conditions are poor and progress has been disrupted several times by rain events (works are on a major drainage line). Works are taking longer than programmed and due to the conditions extra bank supports have been required (sheet piles) to allow works to progress safely. Project is expected to exceed budget.</td>
</tr>
<tr>
<td>Land Acquisition Ferris Gully</td>
<td>Proc</td>
<td>10%</td>
<td></td>
<td></td>
<td>Processes can be time consuming and may not be achieved within the financial year.</td>
</tr>
<tr>
<td>Dalrymple Road Bridge @ Sonny Bay Creek</td>
<td>Proc</td>
<td>10%</td>
<td></td>
<td></td>
<td>The project has strict timeframes tied to environmental concerns with platypus breeding and concern re constructing at Eungella approaching the wet season. We are currently behind schedule with issuing tenders but are still planning for construction to commence in July.</td>
</tr>
<tr>
<td>Walters Ave Reconstruction, Waverley St to Esplanade</td>
<td>Con</td>
<td>20%</td>
<td></td>
<td></td>
<td>These projects are all in the same area and are being run in conjunction, using sub-contractors for drainage and concrete works and councils’ crew for the road works.</td>
</tr>
<tr>
<td>Waverley St, Bucasia - northern end</td>
<td>Con</td>
<td>40%</td>
<td></td>
<td></td>
<td>Likely to be some local disruption to traffic to accommodate pavement upgrades. There has been some environmental concerns raised by some locals and concerns regarding removing trees at the southern end of Waverley Street.</td>
</tr>
</tbody>
</table>

Waverley St, Bucasia - Walters Ave to end | Con | 30% | | | |

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MIN/11.05.2016 FOLIO 37292
<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Salt Water Creek bridge - Nambura Road</td>
<td>Con</td>
<td>30%</td>
<td></td>
<td></td>
<td>The works are relatively straightforward however they are on a major drainage path and recent wet weather has hindered progress. A side track is in place however preference is to have the works complete prior to commencement of the crushing as significant cane haulage occurs across the structure. This is on target to be achieved.</td>
</tr>
<tr>
<td>Bedford Road / Oak Street roundabout upgrade and slip lane</td>
<td>Proc</td>
<td>10%</td>
<td></td>
<td></td>
<td>Plans for services have only recently been completed which has delayed commencement of works. The location has significant traffic and pedestrian movements including school children. The site is constrained and has significant services so works will be slow. Traffic and Pedestrian control will need to be managed well to limit public concerns. Engagement with the community and stakeholders will be ramped up prior to commencement of works to limit the impact.</td>
</tr>
<tr>
<td>Intersection - Malcomson St / Charles Hodge Ave</td>
<td>Design</td>
<td>85%</td>
<td></td>
<td></td>
<td>Design is still progressing. Works have a substantial R2R federal grant requiring works to be completed by a contractor or council who have Federal Safety Accreditation. MRC currently do not have this accreditation but have undergone the first audit and are progressing towards achieving accreditation. Without this accreditation council staff cannot undertake this project and this is turn will affect the quantum of work available for the council crews. Funds were allocated for part construction this FY however the original design required amendment after review by the Transport and Drainage Advisory board and the project will be delayed until next FY.</td>
</tr>
<tr>
<td>Malcomson Street Upgrade</td>
<td>Con</td>
<td>95%</td>
<td></td>
<td></td>
<td>Project is 95% complete. Awaiting installation of the electronic signage for the gantry and the construction of a minor fence along the batter. Some concerns have been raised about the use of the gantry and an advertising campaign is to be run by corporate communications when it</td>
</tr>
</tbody>
</table>
### Engineering & Commercial Infrastructure
Monthly Review > 19 March 2016 to 16 April 2016

<table>
<thead>
<tr>
<th>PROJECT</th>
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<td></td>
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</table>

Note that the works were constructed by Council's crew and competed under budget and ahead of time (EFC - $4.8M)