Engineering and Commercial Infrastructure - Waste Services

Monthly Review -
19 March 2016 to 15 April 2016
OVERVIEW............................................................................................................................. 3

SAFETY........................................................................................................................................ 4
  1.1. Safety Incidents and Lost Time Injuries ................................................................. 4
  1.2. Hazard Inspections and MAP Results ................................................................. 4

FINANCE..................................................................................................................................... 5
  2.1. Community Service Obligations – Fee Waivers .................................................. 5
  2.2. Waste Operating Revenue Less Expenditure ....................................................... 5
  2.3. Accrued Waste Operating Revenue Less Expenditure ......................................... 6
  2.4. Capital Expenditure .............................................................................................. 6

CLIENT SERVICE.................................................................................................................. 7
  3.1. Client Requests ....................................................................................................... 7
  3.2. Number of Bin Requests Actioned by Bin Contractors ....................................... 7
  3.3. Contractor Service Delivery Performance ......................................................... 8
  3.4. Education ............................................................................................................. 9
  3.5. Dump Vouchers .................................................................................................. 9
  3.6. Community Engagement ................................................................................... 10

ASSET MANAGEMENT........................................................................................................ 11
  4.1. Hogan’s Pocket Landfill Waste Disposal Tonnages ........................................... 11
  4.2. Landfill Gas ......................................................................................................... 12
  4.3. Greenwaste Management .................................................................................. 12
  4.4. Projects ............................................................................................................. 13
  4.5. Material Recovery Facility Operations .................................................................. 14

REGULATORY COMPLIANCE................................................................................................. 15
  5.1. Surface Water Discharge Management .............................................................. 15
  5.2. Waste Facility Audits ....................................................................................... 15
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
SAFETY

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 Materials Slide) and 1 Public Incident (Vehicle Incident).

Data is 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 15 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.

YTD Accrued Actuals exceed YTD budget by $111K, however a deficit of $203K has been projected for end of year. Accrued revenue is under budget by $1.17M - mainly as a result of gate fees being $1.6M less than budget due to a drop in tonnage of waste. Expenditure is under budget by $1.3M mainly due to savings in Goods & Services. (Contract drop in tonnage of waste processed.)

Finance data is for March 2016

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

Forecast exceeds amended budget by $123K. Overspend of $465K in the Hogans Pocket landfill cell construction and $750k grant funding that will not be received in 15/16. Saving of $921K in the MRF upgrade and $176K saving in Hogans Pocket Landfill Gas delay.

Financial data is up to 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.

- 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.

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

This exceedance of Service Level Agreements is being pressed with the contractor.

Data is from commencement of contract and is for the period 19 March 2016 to 15 April 2016

Data is for the period 19 March 2016 to 15 April 2015

21 services deliveries exceeded SLA in week 2 of the reporting period. This is being investigated as to the cause.
The following chart illustrates service reliability through missed general waste and recycle waste services.

![Chart showing missed general waste and recycle waste services from 19 March 2016 to 15 April 2016. 21 service deliveries exceeded SLA in week 2 of the reporting period. The issue is being investigated to ascertain the cause.]

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 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%</td>
</tr>
<tr>
<td>'16A' (valid to 30 Sept 2016)</td>
<td>144,174</td>
<td>9828 (to 15 Apr 2016)</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

Total $ value of vouchers presented to date:
- 2014/2015 Financial Year: $419,227
- 2015/2016 Financial Year (to 15.4.2016): $454,333
There has been a higher redemption rate compared to the same time the previous year. Redemption of the voucher season 15B reached 26%. The YTD actuals is over 2015/2016 budget by $208,634 and is being offset by other budgeted expenditure reductions.

### 3.6. 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.
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-e destroyed.

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.

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 rear 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</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.</td>
</tr>
<tr>
<td>Development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>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.

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

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.

Data is for March 2016
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.

During March 2016, 43.24 tonnes of crushed glass was used in commercial purposes.

Data is to end March 2016