



Development Services

Monthly Review Report

December 2018 & January 2019

Executive Summary

DEVELOPMENT SERVICES

During December and January, a significant amount of work was undertaken to progress the Mackay Waterfront Priority Development Area (PDA) project. This project is tracking well and is an exciting and transformative project for Mackay. Public notification of the development scheme for the PDA finished in December and submissions are currently being reviewed. The PDA Advisory Committee held its first meeting in December and is already adding significant value to the PDA process. The Mackay Waterfront Masterplan, which will establish the vision for the public realm, is well progressed.

Development applications slowed over the Christmas period, but are expected to increase for the remainder of the financial year and remain on track to meet financial year forecasts. A large number of applications under the Facilitating Development in the Mackay Region Policy were received prior to Christmas to take advantage of the transition period following the adoption of version 5 of the Policy. This shows increased development activity, with the majority of these applications for residential development.

December and January were busy months for the economic development program, with marketing activity aimed at revitalising the City Centre focused on Christmas and New Year's Eve and work undertaken to finalise the draft Mountain Bike Strategy. Implementation of the Mackay Region Recreational Fishing Strategy continued, and the voluntary Code of Practice for the net-free zone launched on 30 January.

Rainfall received during December and January resulted in challenging conditions and an increased workload for Parks crews. Despite these challenging conditions, the staff have worked hard to maintain service levels in this area and will take advantage of finer conditions to bring the region's parks back up to standard.



Aletta Nugent
Director Development Services



Mountain Bike Community Session at Eungella Community Hub

Development News

12/2018 & 01/2019

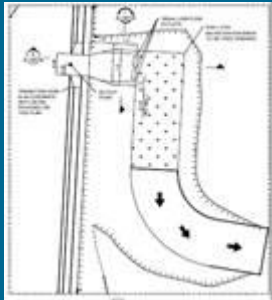
Updates on Significant Developments Currently Being Assessed by Council

APPLICATION LODGED

DA-2018-159

2 Andergrove Road, Andergrove

The application proposes the development of 18 multiple dwelling units over four existing lots. The properties are located at the corner of Bedford Road and Andergrove Road, with access to the units from Petrea Court.



APPLICATION LODGED

OW-2019-1

Victor Creek Reserve, 183 Seaforth-Port Newry Road, Seaforth

Carpark extensions with proposed works including roadworks, earthworks and clearing vegetation.

APPLICATION APPROVED

DA-2018-14

21 Milne Lane, West Mackay

The approved application proposes the construction of five multiple dwelling units.



APPLICATION APPROVED

OW-2018-35

2 Sugarfield Place, Ooralea

Sugarfields Estate, Stage 6 (1 lot into 15 lots) with approved works including roadworks, stormwater, water infrastructure, drainage work, earthworks, sewerage infrastructure, landscaping and signage.

**THINK SAFE, STAY SAFE.**

Monthly Safety Review

Summary

Six injuries to a MRC staff member were reported in December 2018 and January 2019:

- A worker hit and injured their elbow while entering a narrow concrete monument / grave.
- A worker was stung by wasps multiple times when whipper snipping.
- A worker injured their back when they slipped on wet ground while taking down a canopy.
- A worker hit their upper thigh with a hedger blade, resulting in a minor laceration.
- A worker who was brush cutting bruised their fingers when a stone flicked up and hit their hand.
- A worker felt some discomfort in their back after whipper snipping.

Fifteen incidents involving asset damage were reported in December 2018 and January 2019:

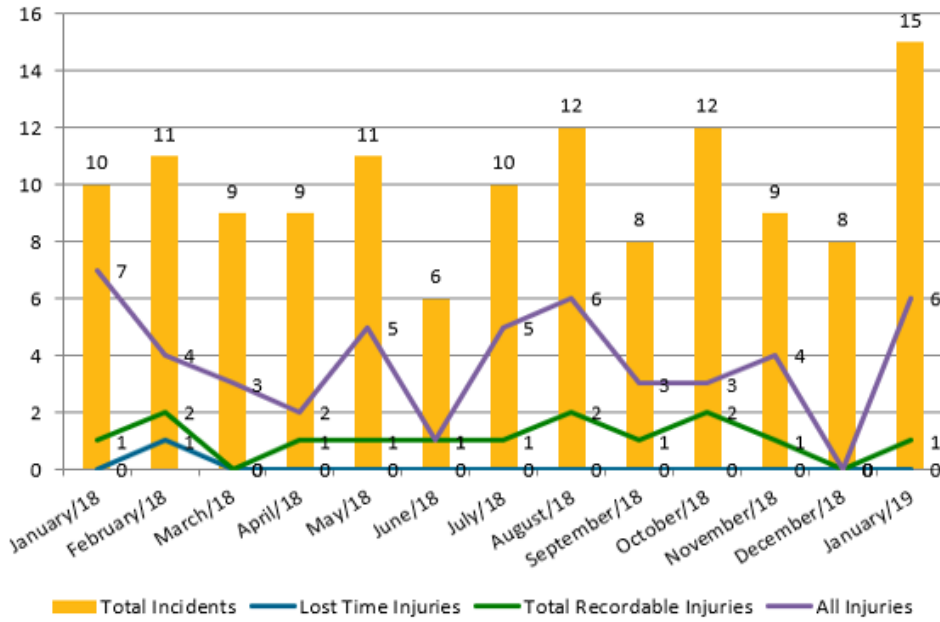
- While unloading a mower from a trailer, the trailer detached from the tow vehicle.
- A non-staff member's vehicle was damaged when a rock flicked up from a whipper snipper.
- A tractor was towing out bogged mower. The D-shackle on the mower moved and hit / damaged the mower windscreen.
- While mowing a road verge, the mower flicked up a stone, damaging the windscreen of a parked MRC vehicle.
- A metal fencing bracket in long grass was flicked up by a mower, hitting and breaking the depot office window.
- While mowing alongside a road, the windscreen shattered.
- While mowing alongside a road, the mower hit a pedestrian barrier, resulting in damage to a light fixture on the mower.
- While mowing the street verge, the mower threw a stone and damaged a non-staff member's vehicle.
- After whipper snipping and mowing, noticed damage to MRC vehicle's window.
- The electrical wire of the flashing light on top of a mower was damaged after the mower hit a tree branch.
- While raising the side deck of a mower, the deck struck and damaged the mower door.
- While slashing the road reserve, the slasher hit and damaged a small green electrical pillar that was in long grass.
- A mower struck and damaged a water meter that was in long grass.
- When exiting a depot compound, the tool box on the back of a truck struck a gate post.
- A non-staff member vehicle and a MRC trailer collided while travelling through a roundabout.

Two near miss incidents were reported in December 2018 and January 2019.

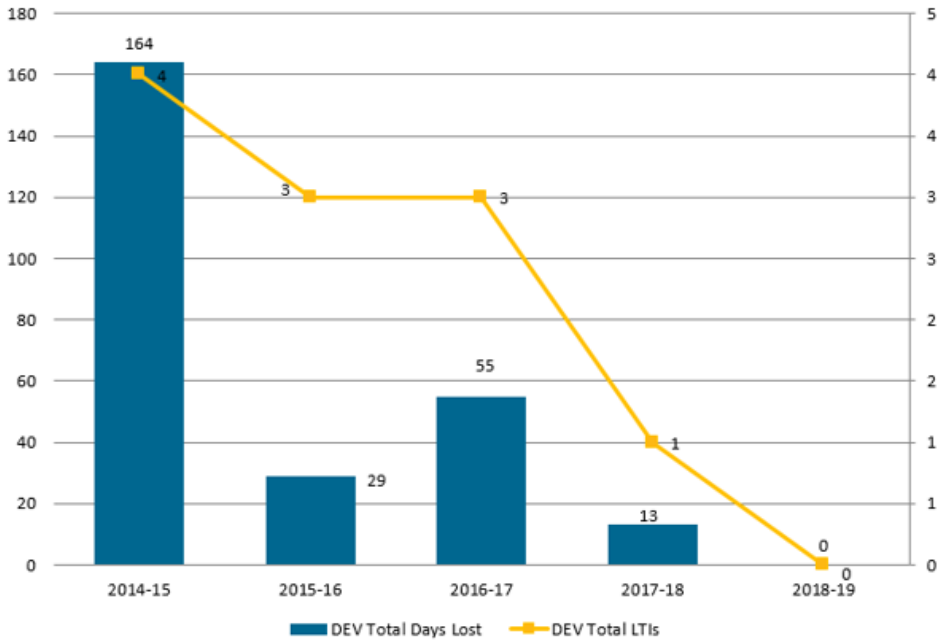
- A contractor jarred their shoulder when they stepped in a hole on uneven ground.
- While spraying using a handheld pack, chemical leaked from top of pack onto pant leg.

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.

Incidents and Injuries



Lost Time Injuries & Days Lost



Department	2014-15		2015-16		2016-17		2017-18		2018-19	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Development Engineering										
Development Assessment										
Parks, Environment & Sustainability	4	164	3	29	3	55	1	13		
Strategic Planning										
Economic Development & Tourism										
Development Services	4	164	3	29	3	55	1	13	0	0

Financial Report

The Development Services budget has been impacted in December and January by vacancies in key roles across a number of program areas. New strategic planning projects are being commenced in the first quarter of 2019 which will reduce the budget variance in this area.

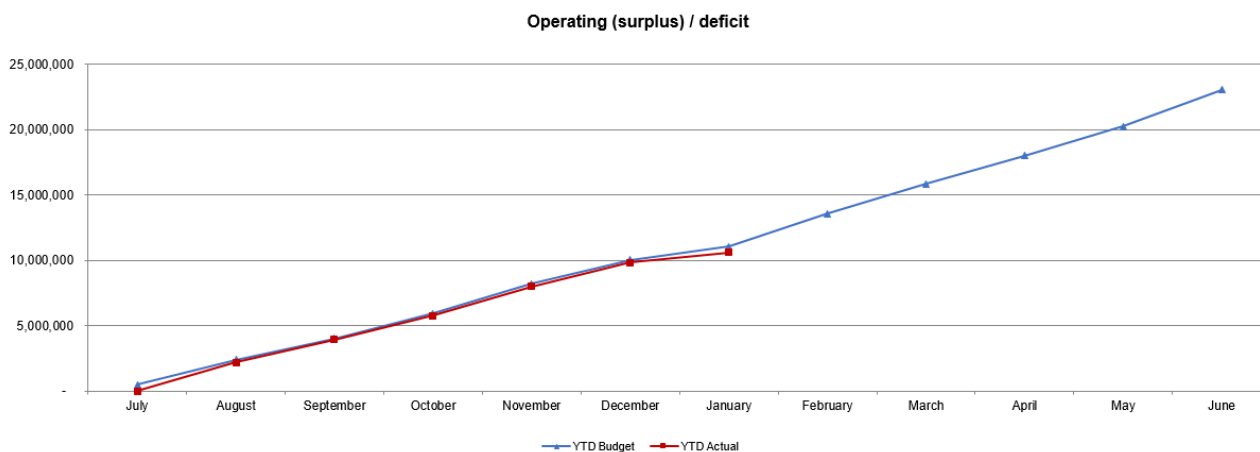
The Development Assessment program is tracking well, despite the year to date figures being slightly below forecasts. It is expected that this gap will close with additional applications anticipated before the end of the financial year. Development contributions for stormwater infrastructure have been much higher than forecast giving rise to a surplus in the Development Engineering budget.

The budget variance for Economic Development & Tourism is due to some expenditure not occurring evenly across the financial year and also additional costs associated with the operation of the Sarina Sugar Shed. The program’s budget however remains on track for this financial year.

Operating Results	YTD budget	YTD actual	Variance	Status
Development Services Management	228,793	150,023	(78,770)	🟢
Strategic Planning	852,952	657,036	(195,916)	🟢
Development Assessment	(47,819)	(34,130)	13,689	🔴
Development Engineering	109,488	(68,080)	(177,569)	🟢
Economic Development & Tourism	660,277	836,793	176,516	🔴
Parks, Environment & Sustainability	9,237,181	9,081,181	(156,000)	🟢
TOTAL OPERATIONAL	11,040,872	10,622,823	(418,049)	🟢

Legend	🟢	YTD Variance favourable of budget
	🟡	YTD Variance unfavourable, between 0% and 5% of YTD Budget
	🔴	YTD Variance unfavourable, more than 5% of YTD Budget

Operating Results

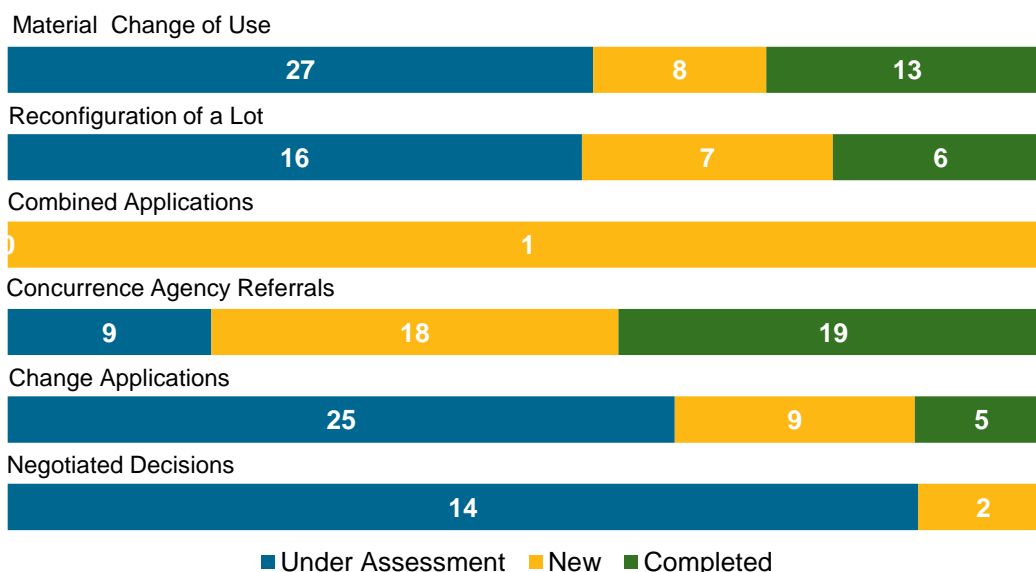


Review of Operations

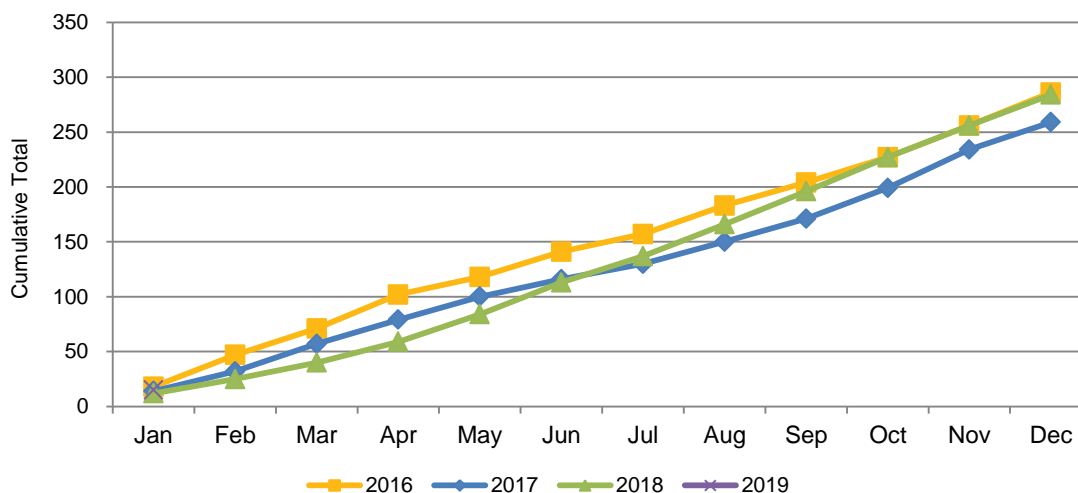
- On Track
- Potential Issue
- Definite Issue

DEVELOPMENT ASSESSMENT

Volume of Operations



Cumulative Number of Approved Development Assessment Applications

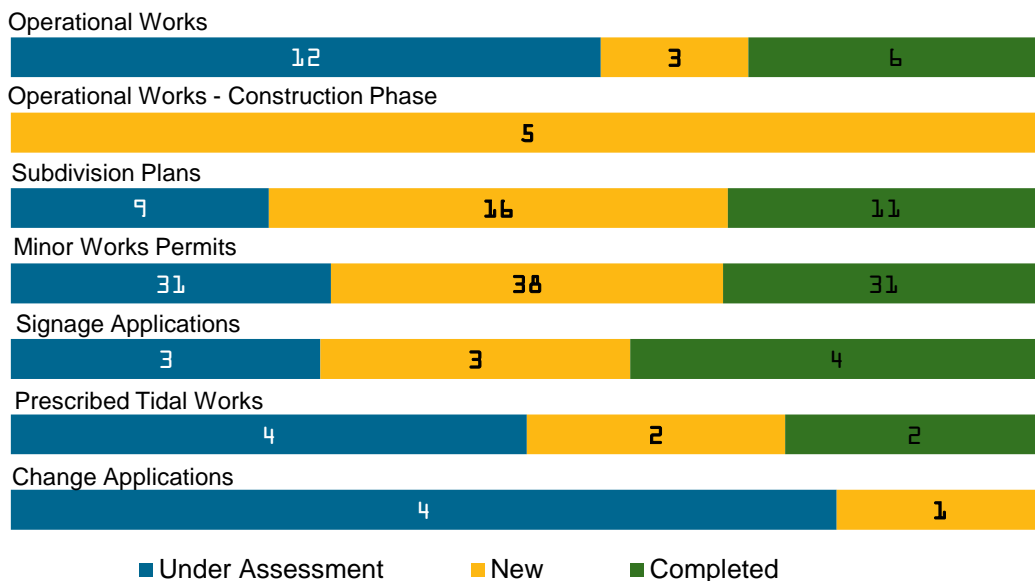


Development Assessment Performance Against Legislative Timeframes

Application	Status	% Decided
MCU Code (85% in 40 Days)	●	92% decided in 40 days.
MCU Impact (50% in 40 Days)	-	No Impact Assessable MCU applications decided in reporting period.
ROL (85% in 40 Days)	●	100% decided in 40 days.
Concurrence Agency (85% in 10 Days)	●	94% decided in 10 days.

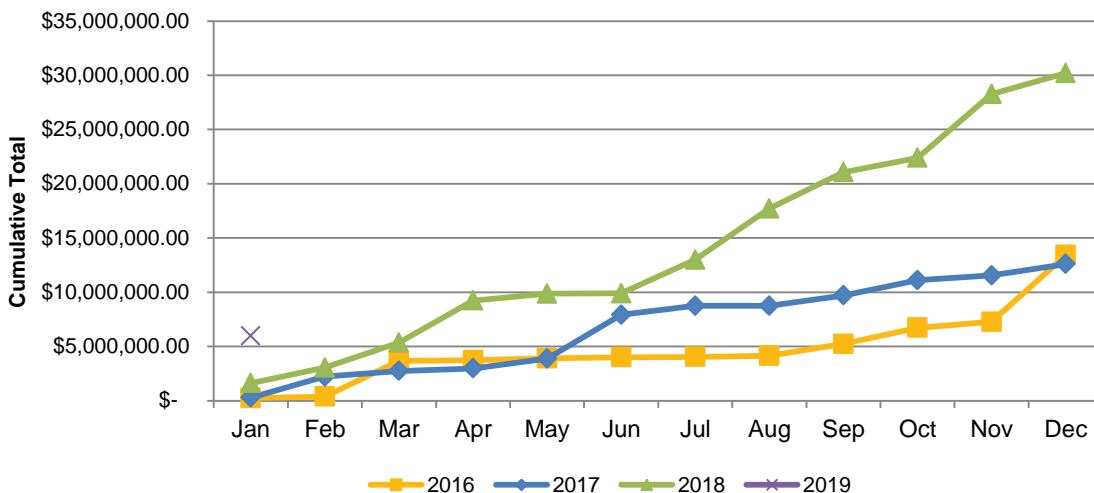
DEVELOPMENT ENGINEERING

Volume of Operations



Cumulative Value of Approved Operational Works

Six Operational Works applications were approved in December 2018 and January 2019 with a total value of works of \$1,928,759.00 for December and \$5,957,982.00 for January.



Development Engineering Performance Against Legislative Timeframes

Application	Status	% Decided
Minor Works (85% in <20 Days)	🟢	100% decided in 20 days.
Signage Applications (85% in <20 Days)	🟢	100% decided in 20 days.
Operational Works (85% in 40 Days)	🟡	83% decided in 40 days. OW-2018-40 was decided in 53 days as Council agreed to the applicant's request to extend the decision period.
Plan Sealing (85% decided in 20 days without action notice)	🟢	100% decided in 20 days without Action Notice.

STRATEGIC PLANNING




Regional and Local Area Planning		
Projects	Status	Description / Update of Project
Sarina Town Centre Revitalisation Study	✱	Technical report to support the development of a business case progressing.
Mackay Region Industrial Land Provision Study	✱	Long term study to consider development and infrastructure options for industry investigation precincts in the Mackay Region Planning Scheme. Study will be ongoing to 2018/19.
Mackay Waterfront Priority Development Area	✱	<p>Public notification of the proposed development scheme for the Mackay Waterfront Priority Development Area occurred from 5 November to 19 December 2018 and is now completed. Council in the process of considering the submissions received during public notification.</p> <p>Infrastructure and network investigation projects funded under the Queensland Government Maturing the Infrastructure Pipeline program are ongoing and the project scopes are progressively being issued. The Mackay Waterfront Masterplan continues to be progressed with a first draft on track for completion in the first quarter of 2019. The first meeting of the PDA Advisory Committee was held in December 2018 with next meeting planned for March 2019.</p>
Mackay Region Planning Scheme Amendment	✱	<p>Consultation on the proposed amendments to the road hierarchy overlay maps (Qualified State Interest Amendment 1 of 2018) was undertaken from 8 October to 10 December 2018. Submissions are being considered and a report on proposed changes as a result of submissions and other amendments will be considered by Council in February 2019.</p> <p>A report to commence amendments to the planning scheme related to self-contained recreational vehicle grounds (Major Amendment 1 of 2019) will be considered by Council during February 2019.</p>

Transport & Infrastructure Planning		
Projects	Status	Description / Update of Project
Growth Allocation Model	✱	The Growth Allocation Model allocates and maps future urban growth over a 20-year projection period based on growth scenarios. The model has been updated in 2018 based on the Queensland Government Population Projections.
Mackay Region Transport Strategy	✱	Project planning has commenced with project anticipated to start in early 2019.
Transport Modelling	✱	Further transport modelling will be considered as part of preparing the Mackay Region Transport Strategy.
Engineering Design Guidelines Review	✱	Internal discussions are occurring in relation to the update of the Engineering Design Guidelines for Stormwater and Landscaping.

Waterways		
Projects	Status	Description / Update of Project
Mackay Region Coastal and Inland Flood Hazard Adaptation Strategy (CIFHAS)	★	The current stage is near complete. Funding for the next phases (5-8) under the QCoast2100 was unsuccessful and the actions will be revised to accommodate the budget.
Mackay Floodplain Management Plan	★	Mitigation options have been identified and are being tested. A draft plan is expected in March 2019.
Bakers Creek South Mackay Stormwater Trunk Infrastructure Study	★	The study is nearing completion and expected to be finalised in the first half of 2019.
Flood Studies for Tropical Cyclone Debbie affected communities	★	Engineering consultants have now been engaged with the project commencing in February 2019.
Engineering Design Guidelines – Stormwater	★	The focus has been on stormwater quantity (lawful point of discharge legal advice) and quality (latest requirements from the State on off-site management and objectives). The Landscape Guideline is also being revised.

ECONOMIC DEVELOPMENT & TOURISM

Revitalise the City Centre		
Strategy / Project	Status	Description / Update of Project
Business Attraction	★	<p>A preliminary investigation and scoping on how the Renew Newcastle model for filling vacant spaces could be implemented in Mackay City Centre is currently being produced.</p> <p>Seven free Star Radio Promotional Car visits have been offered to City Centre Business during January and February.</p>
Marketing	★	<p>Festive Season and Summer in the City A bus advertising campaign promoting the Festive Season and Summer in the City commenced on November 19. Four full back of bus adverts promoted 'Things to do in December' and two side of bus adverts promoted 'Shop, Eat and Drink' and 'Culture, Heritage and Art'.</p> <p>Mackay City Centre Jingle and Promotional Video A promotional jingle was developed for the Mackay City Centre 'Summer in the City' and 'Summer all-year-round' campaigns which will cover the winter months. A montage video is also being produced.</p> <p>Free Santa Giftbag Mackay City Centre produced a 100 free Santa giftbags for young children which were handed out at the Twilight Christmas Market on 21 December. The giftbag included a cotton Christmas library bag, children's book <i>Piranhas Don't Eat Bananas</i> by Aaron Blabey and a playmobile toy figurine which was donated by Let the Children Play Toy Shop.</p> <p>Summer in the City Campaign Two-month radio campaign commenced in January with a competition to win a \$1,000 City Centre Shopping Voucher in both January and February. Over 400 people signed up for the month.</p> <p>New Year's Eve 'What's on Guide' A guide was produced for Mackay City Centre Pubs, Clubs and Bars.</p>

Events		<p>Late Night Trading An evening was planned for 14 December which coincided with the Christmas Twilight Market. Unfortunately, due to heavy rain the event was rescheduled for 21 December.</p> <p>Carols in the City A two-week program commenced on 10 December. The Chanteuse Carollers roamed the streets bringing festive cheer to shoppers and diner's in Mackay City Centre.</p> <p>New Year's Eve River Street Party and Fireworks Spectacular This event took place at Blue Water Quay with approximately 7000 attendees attending throughout the event. Hoot and Hootabelle from ABC Kids were a hit for the younger children alongside Kate Lockyer performing a variety of songs, rock band 4 Shades of Gray and a firework spectacular. The free event kicked off at 6.00pm Food vendors galore served up a host of great dishes, market stalls selling a range of gifts and toys and the dedicated kids area with free rides and face painting were a hit amongst the families. The night went with a bang with the 9pm and midnight firework displays to see in the new year.</p> <p>Mackay Laneway Project – 5th Lane A team of 14 local artists have commenced working on developing a new wall of locally created artworks that the community and visitors to Mackay will admire. The works will consist of mural painting and a form of street art called "Paste ups". The theme of this laneway is wildlife from our local region; a colourful lorikeet; a Ulysses Butterfly and possibly an eastern grey Kangaroo.</p> <p>Prior to the artists working directly on the walls of 5th Lane there is a requirement for a program of maintenance to be carried out and waste management issues resolved.</p> <p>Chinese New Year Planning is currently taking place for the activation of Wood Street for the 2019 Year of the Pig.</p>
Facade Improvement Scheme (FIS) - City Centre		Expressions of interest opened on 1 July 2018 and are currently being assessed as received. Four applications have been approved in 2018/19.
City Centre Digital Subscribers		<ul style="list-style-type: none"> • Facebook – 6,142 • Instagram – 1,252 • City Centre WiFi Sessions – 1161 users and 9414 sessions

Strong Local Businesses with a Global Reach		
Strategy / Project	Status	Description / Update of Project
International Trade Group – formerly Resource Industry Network (RIN) Export Group		The Greater Whitsunday Alliance Limited (GW3) has applied to the Small to Medium Enterprises (SME) Export Hubs grant program for the development of the Mackay-Isaac-Whitsunday METS Export Hub. The International Trade Group will have oversight of the project if successful. The application has progressed to the second round.
International Education and Training – Study Greater Whitsunday		Study Greater Whitsunday received funding from Study Queensland to undertake a branding and positioning project. The project is anticipated to commence in March 2019. The project involves completion of a branding workshop, development of key messages, completion of photography shoot in region, preparation of content for the Study Queensland website, and launch of completed branding materials.

Partnerships for Economic Development		
Strategy / Project	Status	Description / Update of Project
Implementation of the Economic Development Strategy	●	<p>Mackay Region Fishing Strategy Economic Development has commenced delivery of the action plan linked to the \$100,000 State Funding for implementation of the Mackay Region Recreational Fishing Strategy.</p> <p>The Voluntary Code of Practice for the net-free zone was launched on 30 January with over 60 people signing up to the code in the first two days. The code is designed to encourage recreational fishers to adopt sustainable and responsible fishing practices in the net free zone. The code is an initiative of the Mackay Recreational Fishers Alliance and is supported by Council and a range of stakeholders.</p> <p>Further actions have a focus on marketing and event development and attraction, including:</p> <ul style="list-style-type: none"> • The 'Hooked on Mackay Facebook Page' and website which was launched in November has attracted over 650 followers and is continuing to grow its reach. • The 'Hooked on Mackay' Fishing Shirt, designed by indigenous artist Luke Mallie, was launched in February and is currently available for purchase via Mackay Tourism. • Signage at boat ramps within the Net-free zone. • Business Case development for a new fishing event concept. <p>Draft Mountain Bike Strategy The Draft Mountain Bike Strategy has undergone minor edits to incorporate feedback presented from stakeholders and was presented for adoption at the Council meeting on 13 February 2019. The commencement of a Feasibility/Business Case to further consider the Eungella-Finch Hatton mountain bike park is now being progressed.</p>
Economic Development Strategy 2020-2025	●	The scope of the Economic Development Strategy 2020-2025 is currently being prepared in collaboration with internal stakeholders and will be released for tender in February.
Recreational Vehicle Attraction	●	The Camping Choices Regulatory Review was received in February 2018. Internal review was conducted in February and March with implementation of recommendations now being investigated. Council's Strategic Planning Program are current investigating amendments to Council's Planning Scheme.
Facilitating Development in Mackay Region Policy	●	<p>An overview of current applications under the Facilitating Development in the Mackay Region Policy is as follows:</p> <ul style="list-style-type: none"> • One stage 2 application was approved in December. • Eleven Expression of Interest applications are currently under assessment • One Stage 2 application is currently under review. • A further four applications have progressed through the Expression of Interest assessment stage; however, Stage 2 application have not yet been submitted.
Business Assistance Platform – "Business Beacon"	●	The Business Assistance Platform has been branded the "Business Beacon". The development of the website and marketing material is continuing. The project is an initiative of the region's business assistance providers and aims to promote collaboration and cross promotion of business events within the region. The platform will be officially launched in the coming months
Greater Whitsunday Food Network	●	The Christmas Twilight market was held on 21 December after being postponed the previous week due to wet weather. The first Wednesday Farmers Market for 2019 (30 January) was also cancelled due to wet weather. Economic Development continues to provide assistance to GWFN to support future skills and capability development opportunities.

Resource Centre of Excellence	*	The State Government has accepted the Business Case which was presented in October. The business case supports the State Government's \$3.6 million funding announcement for construction of the facility. A project steering committee meeting will be held with representatives from the State Government and Council in February. Council continues to engage with Resource Industry Network and stakeholders regarding design requirements for the centre.
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Working to Support Local Business		
Strategy / Project	Status	Description / Update of Project
Mackay Events & Conference Attraction Program	*	<p>Events / conferences held in December/January Three events / conferences were held:</p> <ul style="list-style-type: none"> Queensland Cricket U13 & U14 Male State Championships (Nth Qld Region – Games 2 & 3) Bulls Masters Youth Cup Women's Big Bash League <p>Events / conferences approved in December/January Five new events / conferences were approved through the program:</p> <ul style="list-style-type: none"> Whitsunday STEM Challenge - Human Powered Vehicle 18 Hour Race Etnies Rumble on the Reef 2019 and 2020 Zach Mach Adventure Challenge Mackay Marina Run Women's Big Bash League - Forms part of the 18/19 Harrup Park Partnership Agreement <p>Mackay Region Events Strategy The scope of the Mackay Region Events Strategy is currently being prepared in collaboration with internal stakeholders and will be released for tender in February.</p>
Mackay Pride Facade Improvement Scheme - Expressions of Interest	*	Expressions of interest opened on 1 July 2019 and are currently being assessed as received. Two applications have been approved in 18/19.

Attracting & Keeping Young People in the Region		
Strategy / Project	Status	Description / Update of Project
Support and incubate to foster creativity & commercialise ideas and start ups	*	<p>Split Spaces Mackay Economic Development will continue to engage with Split Spaces to discuss future partnership opportunities as requested.</p> <p>Startup Mackay Economic Development will continue to engage with Startup Mackay to discuss future partnership opportunities as requested.</p>



Place Management of Suburbs & Localities		
Strategy / Project	Status	Description / Update of Project
Placemaking	●	<p>The Activate My Place (AMP) grants program offers grants to individuals and/or organisations to deliver projects that enhance the amenity, activity and appearance of a place or locality. The four successful funding recipients from Round 1 of the program received approval in May 2018.</p> <p>Economic Development continues to work with these successful applicants to progress their projects and assist where required. The first successful project under the program, River Beats, which commenced in September at the Twilight Markets. Another successful application, the installation of murals and artwork in Fifth Lane, Mackay is expected to commence in February.</p> <p>The implementation of further funding rounds of Activate My Place is currently being investigated.</p>

Sarina Sugar Shed					
Strategy / Project	Status	Description / Update of Project			
		Item	Dec/Jan	YTD	Annual Target
Business Operations (excluding accruals)	●	Visitation	1461	7841	10,000
		Item	Dec/Jan	YTD	Annual Budget
	●	Ticket Sales	\$17,905	\$122,736	\$160,000
	●	Retail Sales	\$58,512	\$228,882	\$289,000
	●	Total Income (incl. Tickets income)	\$76,418	\$351,618	\$449,000
	●	Total Expenses	\$102,655	\$465,478	\$785,265

Economic Indicators (Quarterly)

Indicator	Sep 18	Jun 18	Mar 18	Dec 17	Sep 17	Jun 17	Mar 17
Employment							
Unemployment rate	3.7%	3.8%	4.3%	5%	5.6%	6%	6.3%
Employed persons	66,678	65,790	65,359	64,288	63,020	61,894	60,951
Real Estate							
Median house sale	\$340,000	\$342,000	\$340,000	\$330,000	\$307,250	\$335,000	\$295,000
Res vacancy rate	0.9%	1.9%	3.6%	3%	2.8%	4.5%	6.4%
Residential Lot Supply							
Lots Approved	297	128	27	51	75	7	42
Lots Registered	52	74	46	27	34	43	25

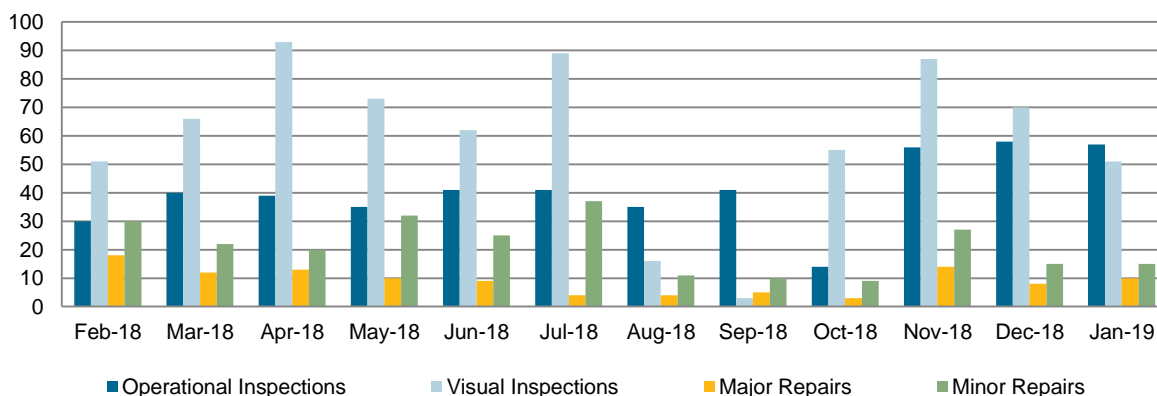
*Data relates to the Mackay Local Government Area and is updated on a quarterly basis as it is received by Council. There is often a 3-6 month lag from the receipt of data for a previous quarter.

e-Statistics

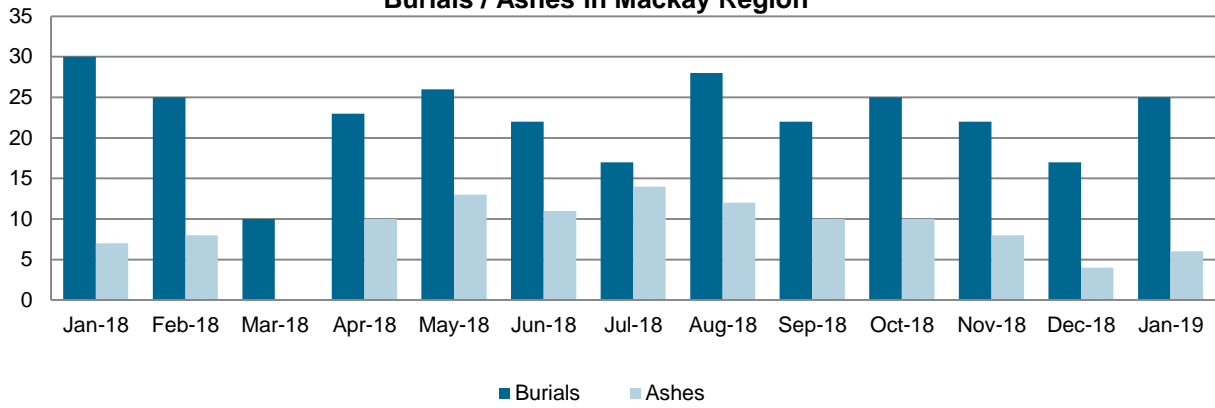
Subscribers	January	December	November	October	September	August	July
City Centre Business Network	1040	1040	1010	1,009	987	992	984
Regional Focus Business Network	145	145	148	148	148	148	148
Sarina Businesses Network	170	171	172	172	172	172	172
Evans Avenue Network	62	62	64	64	64	64	64
City Centre Community Subscribers	4,024	-	-	4,291	3,977	3,977	3,904
Mackay Region Joblink Analytic Report	599 Users 3065 Views	594 Users 1100 Views	538 Users 1,884 Views	538 users 2,053 views	532 Users 1633 Views	522 Users 1659 Views	519 Users 1271 Views
Sarina Field of Dreams Usage WiFi	93 Users 572 Sessions	67 Users 529 Sessions	100 Users 1,078 Sessions	116 users 1,718 Sessions	125 users 1664 Sessions	161 users 1242 Sessions	-
Hooked on Mackay Facebook	701 likes	503 likes	-	-	-	-	-
Net Free Zone Voluntary Code	60 subscribers	-	-	-	-	-	-

PARKS, ENVIRONMENT & SUSTAINABILITY

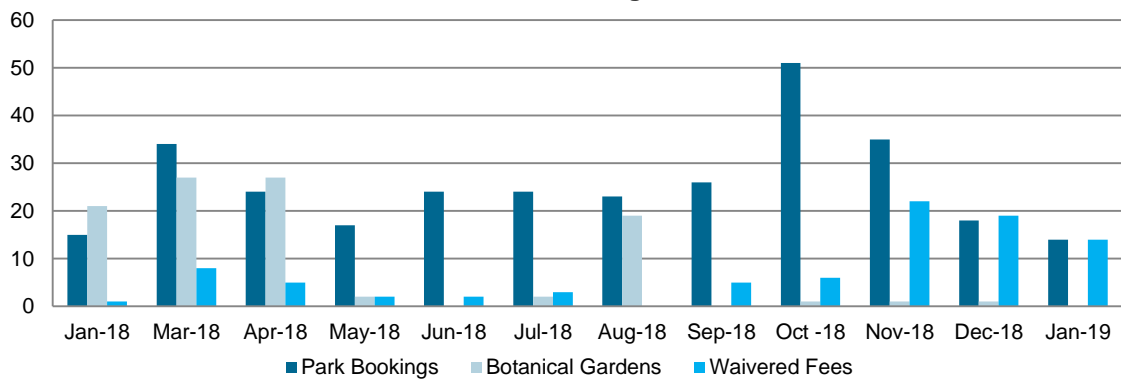
Play Equipment Inspection and Maintenance



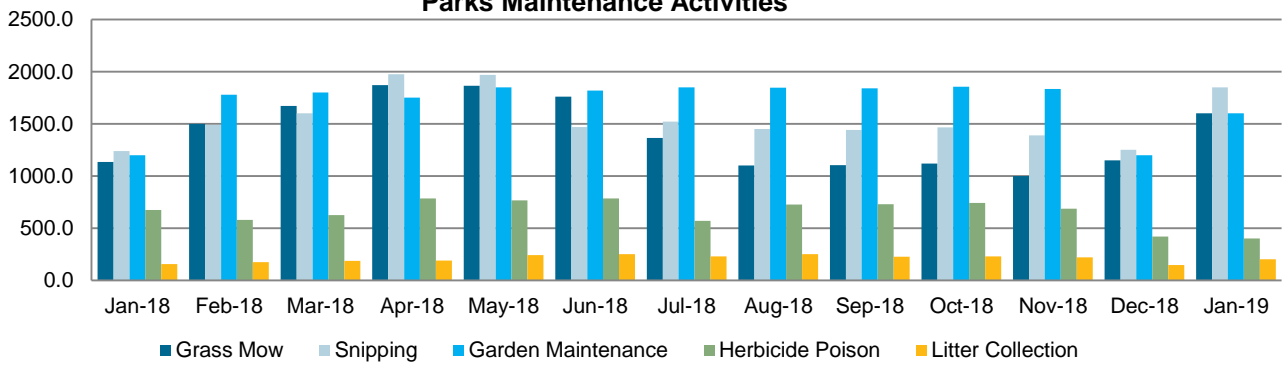
Burials / Ashes in Mackay Region



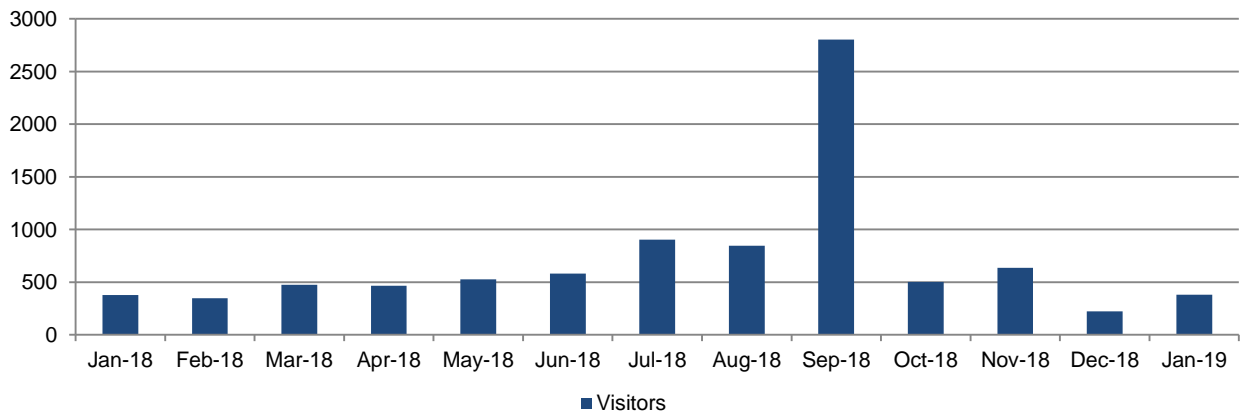
Park Bookings



Parks Maintenance Activities



Orchid House Visitors



Natural Environment Projects		
Project	Status	Description / Update of Project
Sustainability and Environment Advisory Committee (SEAC)	★	The first meeting of the new SEAC was held in December.
Healthy Rivers to Reef Partnership	★	Staff attended a field trip and meeting with the Traditional Owners Reference Group organised by the Healthy Rivers to Reef Partnership.
National Tree Day	★	Plans are underway to make the next National Tree Day the biggest and best event ever.
Workshops and Conferences	★	Staff attended a meeting of the Reef Urban Stormwater Management Group and the International Fish Passage Conference.
Grant applications	★	Council is leading two grant applications for the Transform Innovation Grants. One relates to integrated waterway and natural floodplain management through the development of a predictive modelling program, and the other relates to monitoring and assessing Water Sensitive Urban Design devices across six reef catchment regions. Council is also supporting Reef Catchments' application for a regional coordinator to work with local voluntary citizen science groups within the region.
Marine debris	★	Council partnered with Reef Catchment and the Cleanwater group to find out what type of litter is entering our waterways by analysing the debris collected in the litter traps in Mackay's CBD.

Capital Works Projects		
Project	Status	Description / Update of Project
Barbeque and Furniture Replacement	★	Project to replace two older barbeques at Shoal Point and one at Campwin Beach is now complete. Two additional Barbeques have been ordered to replace aged units at Bucasia Esplanade as the final stage of this project.
Blacks Beach Park Swing		Replacement of the popular double swing and associated soft fall area, which was removed due to age and deterioration, has been completed.
George Moore Park play equipment replacement.	★	Replacement of the aged play combo has commenced. Signage at the park and a letter drop of the surrounding streets has been completed. Additional works involving installation of a drinking fountain, seating and planting of additional shade trees has been completed. Installation of the play combo is programmed to commence on Monday eleventh of February, weather permitting.
Apex Park Dog Park Sarina	★	Planning and procurement of materials and contractors has been completed. Project will deliver a fenced area, drinking fountain, plastic bag dispensers and bin for disposal. Onsite works to commence on Monday, 11 February.

Botanic Gardens Projects		
Project	Status	Description / Update of Project
Carpark Upgrades	★	Meadowlands pathway complete. Cremorne upgrades planned to commence February 2019.
Shade Sail Replacement	★	Shade sails delivered and installed. Project completed.
Signage Upgrades	★	Design manual nearing completion. Aurecon on site completing Geotech prior to installation of wharf logs.

Requests for Maintenance Work

Results of Customer Survey (November/December 2018)

Attitude of staff receiving request



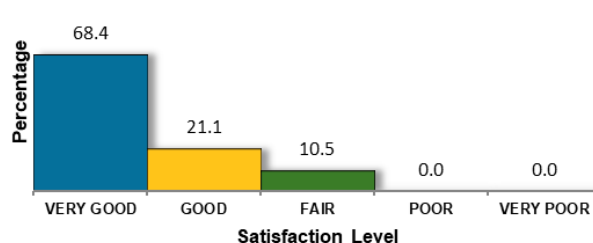
Attitude of staff attending request



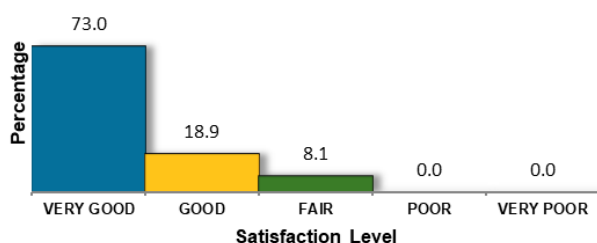
Time taken to address request



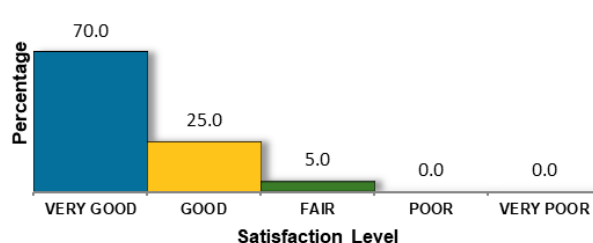
Appearance of completed work



Degree work addresses request



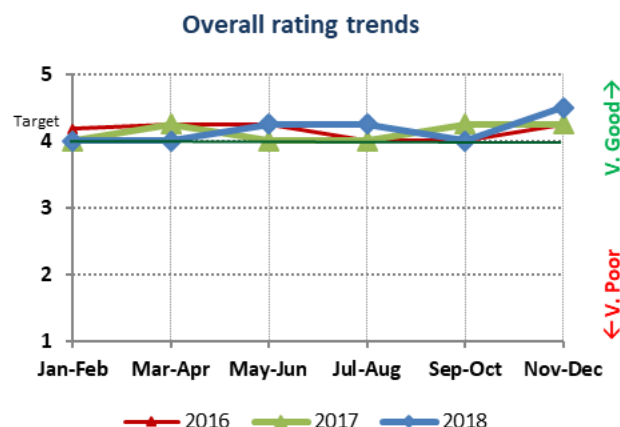
Overall satisfaction with response



Representative Comments

- An excellent response given that someone could have been injured by the falling limbs.
- Courteous and prompt.
- Confidently addressed my request.
- What else can I say but very good.
- Not satisfied no work done.
- The tree in question was pruned with great efficiency and any mess made was swiftly cleared away.
- Job well done.
- Thank you so much. Good job done quickly.
- Very pleased with the response given the approaching cyclone season.
- I would just like to thank you very much for the speedy response.
- Excellent. My thanks to Council staff for being so prompt.

Trends



UPCOMING EVENTS

Date	Event	Location
2 March 2019	NRL Trial Match – Cowboys Vs Storm	BB Print Stadium
3 March 2019	AFL GC Suns Men’s JLT Series Game	Harrup Park
2 June 2019	Mackay Marina Run	Mackay Marina
8 June 2019	Whitsunday STEM Challenge	Palmyra Dragway
28 June 2019	2019 Mountain Bike Australia XCO (Cross Country) National Cup Round and UCI Class 2 (C2) Event	Rowallan Park
29 June 2019	Riversessions Festival	TBA