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OVERVIEW

Civil Projects
This month again saw good progress with the completion of the Connors Road Project and substantial headway being achieved on the Paradise/Henman Street roundabout. The new bridge over West Funnel Creek on the East Funnel Creek Road was completed and well received by road users.

Council’s own day labour crews completed works on Leslie and Hill Streets in Sarina, and Paulette and Sophia Streets in Mackay.

Progress continues on Shakespeare Street and Evans Avenue.

The month also saw the commencement of the Archibald/Connors/Paradise Street roundabout which is another piece of the Paget to City connection.

Civil Operations
The continuing favourable dry weather has supported good outcomes in all maintenance activities being achieved. Unsealed road maintenance is being undertaken in conjunction with NDRRA (natural disaster) restoration works. Sealed road maintenance is continuing to be undertaken in line with work schedules and to address client requests. Concrete footpath repairs are continuing to address defects and minimise potential for trips and falls.

Open drain special maintenance involving de-silting and re-profiling is continuing in preparation for the wet season, including Kilgour Street Drain, Bridge Road Drain, Dennis Street Drain, Boundary Road Drain (airport end) and the main drain from Archibald Street to Boundary Road.

Significant de-silting to the inlet and outlet of Sandfly Creek flood gates with a long-reach excavator to ensure optimum operation of flood gates has commenced and was scheduled for completion in early November.

Timber bridge rehabilitation works including girder repairs, headstock replacement and deck surface cleaning is in progress on four bridges on Calen-Mt. Charlton Road, Calen.

The NDRRA team is focused on delivery of the approved restoration works and on working closely with Queensland Reconstruction Authority (QRA) to meet reporting and compliance requirements and on the approvals of submitted works. Timing of 2012 approvals and assessment of the scope and value of complementary works by QRA is contributing to delays with some projects.

Technical Services
Ongoing delivery of the Capital Works Program for the 2013/14 and 2014/15 financial years and Saturation Damage Design projects for the 2010/11 and 2012 NDRRA events continues on program. In addition, staff are participating in, generating and delivering projects under a number of programs from internal demands as well as other externally funded programs such as the CBD revitalization and Active Towns program.
Emergency Management

The main focus of the month was preparation for the upcoming storm season, which included developing, updating and reviewing Emergency Response Plans and ensuring contact lists are current. The focus also included ensuring that staff and LDMG members receive the relevant Disaster Management training prior to the storm season.

Director Engineering Services

While this will be the final report that I will have the pleasure of presenting to Council, I will look back upon my time with Council with a sense of pride and gratitude. It has been professionally a very exciting time to be a part of the team that has contributed to the development of the Mackay region in a time of unpredicted growth.

Thank you.

Stuart Holley

Director Engineering Services
CIVIL PROJECTS

Overall Program

Comments
The overall expenditure forecast is currently matching budget however this includes provisional finalisation of the Connors Road project.

Boat Ramps

Comments
The Constant Creek boat ramp contract is now finalised with a final payment of $20K due next month.
Bridges

Comments
The new bridge on East Funnel Creek is complete and, as a project, has been highly successful with good community acceptance and delivery on budget and time. Special provision was made to address the needs of the platypus community utilising the creek system and these have been very successful. A final payment is due to the contractor and this represents the forecast December expenditure.

Bus Shelters

Comments
We have received approval from TMR for a number of sites and these are now to be developed into a program. The current budget is to match the TMR allocation and now that approval has been received we will develop a delivery program. This should be in place for next month’s report.
Comments

Under expenditure in this program is represented by a saving in the Boundary Road detention basin project of $200K, $100K savings in the Bold Street open drain project, $250K under forecast in the Shakespeare Street culvert upgrade project (assuming not all services relocations will occur) and $300K under forecast for the Slade Point storm water lining project.

Resources are being reviewed to ensure that the Slade Point storm water lining project is resourced and delivered this financial year.

Comments

This subprogram consists of several projects that are either being finalised or in the process of commencing. The most significant project is the extension of the Grass Tree Beach footpath ($400K). Originally this footpath was to be part of a NDRRA road project that involved the widening of the existing road. The NDRRA project has been scaled back to the existing road width and as such the footpath is to be re-designed as a standalone project as previously reported.
General Road Works

Comments
The current budget includes $750K of funds allocated to Hill End Road that will not be required. These funds will be transferred to other project or savings. At this stage no expenditure is forecast for Stockbridge upgrade as space has been left in the day works crews program for emergent NDRRA works that have tied funding.

LATM's

Comments
Several projects have been deferred to later in the year as these projects can be undertaken as "wet weather" projects. There is a deliberate under forecast to accommodate uncertainty with service relocation completion and invoicing.
Comments

Shoulder Sealing

Full programme delivery is expected with some minor savings.

Comments

This subprogram included the rehabilitation works in Shakespeare Street and the reseal program both which are progressing well.
Special Items

This project essentially relates to the completion of the Rosewood Drive project including work on the light pole, within the subdivision. An allowance has been made in the forecast for these works.

Traffic and Road Safety

Comments

Full program works completion is forecast.
Comments

It is proposed that a briefing of Council on this project will be undertaken in early 2014 upon finalisation of contract costs. The finalisation of the contract for Connors Road is still occurring with negotiations on variations underway with the contractor.
CIVIL OPERATIONS

Sealed Council Road Maintenance

Comments
Shoulder grading has been completed on sealed roads in a number of locations including Homebush Road – Owen’s Creek Loop Road – Dunwold – Cattle Creek Road – R. Watts Road.
Culvert repairs have been completed on a number of roads in preparation for the wet season.

Unsealed Council Road Maintenance

Comments
Formation grading, selected gravel re-sheeting and longitudinal drainage maintenance has been undertaken on numerous roads in conjunction with natural disaster restoration works whilst favourable weather is with us. The continuing dry weather has created some challenges with some water sources becoming stressed.
Street Cleaning

Street cleaning and street sweeping is continuing as pre works program. Footpath cleaning in business precincts including Mirani has continued in line with contracted works.

Open Drainage Maintenance

Open drainage de-silting and re-profiling has continued in preparation for the wet season including Kilgour Street Drain from Christie Street to outlet, Dennis Street drain from Vigoro Grounds to Bridge Road, Bridge Road drain, Boundary Road East drain from Airport access to outlet and South Mackay main drain from Archibald Street to outlet south of Boundary Road East.

De-silting works to both the inlet and outlet of the Sandfly Creek flood gates has commenced – these works will ensure optimum operation required for seasonal bad weather.

De-silting of the detention basin at Ooralea was also undertaken with the long-reach excavator.
Bridge Maintenance

Comments
Bridge rehabilitation works are continuing with stage 1 works on four timber bridges on Calen – Mt Charlton Road: Omega Creek Bridge – Pigtree Creek Bridge – Figtree Creek Bridge and Greens Creek Bridge, being well advanced. The replacement of deteriorated timber members will be completed by the end of November and stage 2 works involving the driving of new piles and replacement of some girders will be undertaken in the new year.

Boat Ramp Maintenance

Comments
Routine inspections and cleaning of boat ramps is continuing with some minor maintenance repairs being undertaken.
Green Creek Bridge Rehabilitation

Completed Head Stocks – Omega Creek Bridge

Desilting at Sandfly Creek Flood Gates

Desilting works at Boundary Road Drainage

Desilting of Retention Basin - Ooralea

Desilting of Kilgour Street Drain
The RMPC Crew is undertaking formation grading and resheeting works on Blue Mountain Road. Roadside slashing works have commenced on the road network and will continue through until Christmas.

Other general maintenance works are continuing throughout the network.

Works are programmed for the following roads:

- Mirani - Eton Road, shoulder and formation grading and resheeting of the unsealed section.
- Maraju - Yakapari Road, formation grading and resheeting of the unsealed section.
- Yakapari - Habana Road, formation grading and resheeting of the unsealed section.
NDRRA Restoration Works

### Overview

The overall NDRRA program (2010, 2011 & 2012) is tracking 76% complete to the end of October 2013. The 2010 program is 100% complete. The 2011 & 2012 program is scheduled to reach practical completion by June 30th 2014, weather permitting, with final acquittals being completed by September 2014. The primary focus of the team is compliance, audit, reporting, cash flow and restoration works delivery. The NDRRA team is continuing to work closely with inter-related Council sections and the Queensland Reconstruction Authority (QRA) for compliance and delivery of the program. Discussions with QRA are also focussed on submission scope and approvals in order to meet the complete deadline.

### Total Natural Disaster Recovery Project Overview

The recommended value will increase in excess of the estimated cost to complete resolving the disparity between these figures, once all approvals have been obtained from the Authority for the 2012 event submissions.

76% overall program status

### 2010 Event Natural Disaster Recovery Status

2010 event has reached practical completion. Contractual maintenance obligations and funding agreement acquittals are outstanding.

The transfer of uncompleted sites to the 2011 event has been detailed on the Form 9, in line with QRA instructions.

100% total program status with QRA acquittal process to commence in the near future.
**2012 Event Natural Disaster Recovery Status**

A number of submission approvals are still to be finalised by the Authority. Once the total recommended value (RV) is known this will bring the whole of 2012 program reporting into true perspective. The NDRRA team are working closely with the Authority to respond to queries and to finalise the approvals.

24% complete at program level.

**2011 Event Natural Disaster Recovery Status**

2011 events recommended value (RV) includes the transferred 2010 sites. The focus is on the delivery of the restoration works in line with the approved scope.

54% complete at program level.
TECHNICAL SERVICES

- Development and design for saturation damage projects throughout the Council area for 2011 and 2012 events.
- Development and design of projects within Capital Works Program (CWP) for 2013/14 and 2014/15.
- Specific detail design associated with grant funded RDA Round 5 – CBD Revitalisation (detailed design).
- Discussions with service providers to streamline design and construction processes.
- Following implementation of Department of Transport and Main Roads (TMR) specifications and estimates extend assessment to track actual unit rates to build history for future estimates.
- Participation in briefings to Council on the Engineering Services Departmental briefing.
- Lead role in the development of the “Active Towns” strategy:
  - Annual Plan for Year 2 projects submitted for TMR approval
  - Construction plans generated for Bluewater Trail (Bluewater Quay (BWQ) to River Street Ramp), Cross City Link, Gooseponds Link to Magpies, PCYC refurbishment, Memorial Bike Cage
  - Design engagement accepted for Signage Master Plan, CBD intersection linemarking standard, Alternative Bike routes and Evaluation Program proposal

Survey Services

Overview

- 25% of 2014/2015 CWP surveys completed.
- Hydrants and Valves in West Mackay located for Mackay Water.
- Cadastral surveys complete for Stockroute Road Opening.

Digital Cadastral Data Base (DCDB)

- Accepted quotes from Terrex Spatial to upgrade remainder of DCDB in Koumala/Sarina Range area.

Australian Height Datum (AHD)

- Permanent survey marks installed around Paget to replace marks lost during expansion/construction.
- Permanent survey marks installed at MRC quarries for Civil Operations.
### Design Services

#### Capital Works Program (CWP)

- Two of 214 2008/9 and 2009/10 projects are to be completed: Malcomson/Greenfields Intersection and Bridge Road footpath adjacent to the Hospital.
- 107 of the 110 design projects in the 2010/11 CWP completed (96%). Those remaining, are: Archibald reconstruction and upgrade, and Malcomson / Greenfields Intersection upgrade.
- 111 of 114 design projects in the 2011/12 CWP completed to date (97%).
- 92 of 98 design projects in the 2012/13 CWP completed to date (94%).
- 75 of 88 design projects in the 2013/14 CWP complete to date (85%).
- 20 of 65 design projects in the 2014/15 CWP completed to date (31%).
- Those outstanding require land acquisitions, valuations, input from service authorities etc. which is delaying completion of the design.

#### Natural Disaster Relief and Recovery Arrangements (NDRRA)

- Detail design 2010 NDRRA projects 100% complete.
- Detail design 2011 NDRRA projects 95% complete, only Stockroute Road remaining.
- 2012 NDRRA Program assessed and three design projects identified. Survey completed and Geotech works commenced and design commenced (80% complete). One project to be completed.

#### Major Projects for delivery next month

- Tolcher Street shared path.
- Seaforth/Port Newwry Shared Path.
- BWT Paradise Street (Bridge to Webberley).

#### Landscape Issues

- Detail design for Bluewater Trail (BWT) sections – Bluewater Quay (BWQ) to River Street Boat Ramp – Stages 2 & 3 – due to funding availability these will have to be delivered via CWP at a later stage.
- Active Town projects Year 2:
  - Cross City Link:
    - Bridge to Webberley section - detailed design underway
    - Gooseponds Link Part 1 - Bruce Highway Underpass to Willets Road - detailed design underway
    - Cross City Link Connection to Bluewater Trail - detailed design underway
- Detail design BWT – Bridge Road from Leisure Court to Milton Street - plans completed.
- Preliminary design and estimates for BWT section through Quota Park and interim "on road" connection back to Iluka Park.
- Ongoing input and review of Public Realm Guidelines and detail design plans for CBD Consultation.
- Detail design for Capital Works landscaping for projects including Peel/Alfred Roundabout, Jillalan Lookout detail design, DDA Access Audit priority list, CBD Revitalisation project, revised Southern Entry statement.
- Queens Park detail design delivery phase.
- Wallman's Road landscape - preliminary design.
<table>
<thead>
<tr>
<th>Traffic and Investigation Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active Towns Program:</strong></td>
</tr>
<tr>
<td>• Evaluation report has been submitted to TMR. It is noted that Mackay Regional Council is the only Council in the trial to date that has complied with its reporting obligations and that Main Roads are impressed.</td>
</tr>
<tr>
<td>• Next quarter yearly Evaluation Survey is to be performed in mid-November on completion of the Goose Pond Bridge crossing under the Bruce Highway.</td>
</tr>
<tr>
<td><strong>Traffic Counts:</strong></td>
</tr>
<tr>
<td>• Rotation of 50 traffic counters. Current Traffic Count Studies are being performed for:</td>
</tr>
<tr>
<td>o School Zone speed limit follow-up after implementation of changes to School Zone Times.</td>
</tr>
<tr>
<td>o Cordon Survey of areas for average traffic generation rates for mixed land use nearing completion.</td>
</tr>
<tr>
<td>o Site Specific cordon survey to obtain traffic generation rates for specific land use being developed.</td>
</tr>
<tr>
<td>o General traffic counts for Capital projects.</td>
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<tr>
<td>o Trial of reinforced pneumatic tube to reduce frequency of maintenance to repair punctured tubes.</td>
</tr>
<tr>
<td>o Beginning preliminary analysis of permanent site data to determine seasonal variation and traffic volume characteristics.</td>
</tr>
<tr>
<td><strong>Investigations:</strong></td>
</tr>
<tr>
<td>• Initial stages of Speed Limit Zone audit has begun with Technical Services co-operating with GIS to update and verify speed limit layer in MADI.</td>
</tr>
<tr>
<td>• Final Stages of CBD Parking and Signage Audit. Currently being reviewed by Civil Operations.</td>
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<tr>
<td>• Preliminary review of Direction Signage with the intention of preparing a Direction Sign Master Plan based upon Direction Sign report.</td>
</tr>
<tr>
<td>• Early stage development of internal process for the inspection of Works on Roads Requests to ensure appropriate level of reporting and notification is received by Utility Companies. This is to allow better compliance and control of external works within Council’s Road Reserves.</td>
</tr>
<tr>
<td>• Currently an audit is being performed of Council Records regarding localised flooding issues due to blocked drains. The intention is to try to identify the location of re-occurring blockages and arrange maintenance prior to the beginning of the wet season.</td>
</tr>
<tr>
<td><strong>Customer Requests:</strong></td>
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<tr>
<td>• A total of 1392 Customer Requests have been received for the year to date of which 1279 have been completed within response times, and 80 completed outside of response times. Currently Traffic and Investigations has a 94.1% completion within response times.</td>
</tr>
<tr>
<td>• Traffic and Investigations have completed a minimum of 481 Internal and External enquiries for the month of October.</td>
</tr>
<tr>
<td>• 95 Works on Roads Requests totalling 55 hour processing time.</td>
</tr>
<tr>
<td>• 19 Q100 Requests totalling 6 hour processing time.</td>
</tr>
<tr>
<td>• 67 Plan Searches (GPLANS) totalling 32 hour processing time.</td>
</tr>
<tr>
<td>• 152 Excess Dimension Load Approvals totalling 25 hour processing time. A total of 1130 Excess Dimension Loads greater than 4.6 m wide, averaging 6.8m wide, have been approved for the year...</td>
</tr>
</tbody>
</table>
• 6 Temporary Road Closure Approvals totalling 6 hour processing time.
• 5 Heavy Vehicle Parking letter sent to residents and property owners in response to 4 complaints. Approximately 3 hour processing time. Total of 39 letters issued for the year to date in response to 28 complaints. 25 issues resolved to Customer satisfaction.
EMERGENCY MANAGEMENT

Overview

BOM Weather / River Alert Warnings Received

Eight (8) BOM Warning Advices were received in the month ending 31/10/2013.

- Six (6) No Threat Tsunami Advices.
- Two (2) Severe Weather/Thunderstorm Warnings.
- Nil (0) Flood Warnings
- Seven (7) advices were received outside Council’s normal business hours but received immediate action by the Emergency Management team.

Year to date figures

- Total Year 2013 to Oct 13 - One hundred and seventy one (171) BOM Warning Advices received.
- Total Previous Year to Oct 12 - Two hundred and thirty six (236) BOM Warning Advices received.
- Total Advices received 2012 - Two hundred and sixty four (264) BOM Warning Advices received.

Nil (0) Rainfall / River Height SMS Alerts were issued in the month ending 31/10/2013.

- Total Year to Date - Sixteen (16) alerts related to rainfall above 50mm within an hour.
- Total Year to Date - Eighteen (18) alerts related to river heights.
- Total Year to Date - Thirty one (31) were received outside Council’s normal business hours but received immediate action by the Emergency Management team.
Community Education

Get Ready Queensland Forums
Emergency Management team members took part in both sessions of the Get Ready Forum held on 23rd October 2013 at the Windmill Convention Centre. The first session was for emergency service personnel and was more detailed in expected forecasts. The second session which was open to the community had approximately sixty community members attend, many of which represented organisations such as Health Care and Aged Care providers. At the forum the Bureau of Meteorology indicated we could expect a 30% chance of higher than average rainfall and a 70% chance of higher than average day and night time temperatures over the next three months (November 2013 to January 2014). Currently the ENSO is indicating a neutral score, therefore based on this we can expect the average of four cyclones in the Coral Sea and flooding to occur within Queensland this season.

Cyclone Saturday
Staff have been busy with finalising the Zinc FM Cyclone Saturday Display which is to be held on the 2nd November 2013 at Caneland Central. Last year, the display was an overwhelming success and this year the display hours have been extended to operate between 9am to 3pm (last year 9am to 1pm) and will include representatives from all the emergency services and feature live radio interviews with Zinc FM. Update: Great response from the community to the event on the day.

Storm Tide Evacuation Mapping and Emergency Action Guide
Work is continuing on reviewing and refining the new Storm Tide Evacuation Mapping, so that it can be included into the new Emergency Action Guide which will be released to the public in May 2014. The decision to defer the release of the new Emergency Action Guide was based on the need for a significant public education campaign as a part of the new mapping implementation, which now covers zones up to six (6) metres above Highest Astronomical Tide level (previously only 2.5 metres above) to comply with the State Government Evacuation Guidelines. The later date will allow four to five month of media and public education prior to the next storm season and will lessen the risk of public confusion if the
Emergency Action Guide had been released mid storm season. Should an event occur in the current storm season the existing mapping and Emergency Action Guide will be used.

Emergency Recyclable Shopping Bags
Emergency Management and Community Development staff together with Councillor Alison Jones and the former Principal of Conningsby State Primary School (Department of Education Training and Employment) recently attended the Queensland Australian Resilience Awards held at the Emergency Services Complex, Kedron, after being nominated as a "finalist" in the Local Government category against 14 other nominations. The group was awarded a "Commendation" for the Emergency Shopping Bag concept and its initiative way that it has promoted emergency preparedness and resilience in the Mackay community.

A further 15,000 shopping bags were recently ordered and they will be distributed to Prep aged school children and to the community. Last year, 15,000 bags were distributed of which 9,000 went to primary school children.

Disaster Co-ordination Centre
Client Services are temporarily housed in the Reception Room which plays an integral part of the Disaster Coordination Centre. As a part of the consultation process prior to Client Services relocating, Emergency Management staff prepared a backup plan so that the facility could be easily converted into the Disaster Coordination Centre Call Centre.

Emergency Management Website
The website continues to be updated and maintained by the Emergency Management staff.

Review of Queensland Flood Commission of Inquiry Recommendations
Work continues on adopting the Queensland Flood Commission Interim and Final Recommendations.

Mackay Local Disaster Management Group
The Mackay Local Disaster Management Group met on the 12th August 2013.
The next scheduled meeting is the 11th November 2013.

Operations
Red Witchweed
The latest Industry Update from Biosecurity Queensland was received on 8th November 2013.

- To date, Red Witchweed has only been detected on four sugar cane properties near Mackay.
- Biosecurity Queensland staff have conducted surveillance on 204 properties in the first round of surveys (covering a total of more than 12,000 ha).
- A total of 78 properties have been identified as requiring further investigation.
- The second round of surveillance is well underway and Biosecurity Queensland staff have to date surveyed 24 properties.
- To date, the surveillance teams have covered 1800 survey tracks which equates to over 8500km.
- Further properties have been identified for investigation by tracing the movements of high risk items from the four infested properties.
- Harvest has been completed on three of the affected properties and harvesting on the fourth property is nearing finalisation.
- The LDMG remains on a WATCH and information is being communicated to members in a fortnightly
### Planning - Mackay Local Disaster Management Plan and Operational Plans

- Work on an Interim Evacuation Sub Plan continues and the plan is at a stage that it can be utilized in the upcoming season should the need arise.
- Work on the Transport Sub Plan has commenced.
- A review of the Public Information and Warning Sub Plan is being undertaken.
- Emergency Management staff continue to finalise the Northern Beaches Cyclone Shelter Operational Plan.
- Further discussions regarding Emergency Action Plans (EAPs) for Referable Dams were held during October with both dam operators and the Department of Energy and Water Supply.
- Council officers are continuing to negotiate an agreement with the Department of Education Training and Employment in relation to the use of the Public Cyclone Shelter, Places of Last Refuge and Evacuation Centres. Discussions and correspondence between the Combined Council’s that have Public Cyclone Shelters to further refine of the Memorandum of Understanding is ongoing.

### Projects / Mitigation Strategies

A number of Projects and Mitigation Strategies are currently being either assessed or undertaken.

#### Emergency Backup Generator Projects

- Quotations for the purchase and installation of the 330KVA emergency backup generator for the Gordon White Library have been called and finalised. The generator has now been ordered with an expected delivery date in late December and scheduled installation works should be completed in the New Year.
- Installation of the Eungella Community Development Hall 20KVA emergency backup generator is scheduled for commencement in 2013/14. The generator previously serviced the Mirani Administration Building and it will be refurbished prior to installation. Quotations have also been called for the installation of cyclone rated shutters for the building and two grant submissions have been lodged for the purchase and installation of the shutters.
- The purchase of a mobile trailer mounted 20KVA emergency backup generator to service the Midge Point area is scheduled for 2013/14. Three properties are to have generator changeover switches installed as a part of this project. These properties include the Midge Point State Emergency Service complex, Queensland Rural Fires shed and the Community Hall.

The provision of emergency backup power to these facilities will assist in disaster response, recovery and enhance the business continuity capability of Council.

#### SES Facility Upgrades

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

**Ness Street SES Facility**

Emergency Management Staff together with Property Services team members are currently investigating the scope of works for the facility and undertaking planning and design. The new facility construction is expected to commence in the 2014/15 year.
Sarina SES Facility
Delays have once again been an issue with this project, recently an investigation revealed that the design of the concrete footings needed reviewing. The shed contractor is currently re-designing the footings to meet the required standard.

Finch Hatton SES Facility
This project is complete apart from minor works for signage and developing a standard operating procedure for switching over to the emergency backup power.

Calen SES Facility
A site inspection was conducted with officers from Property Services to discuss the placement of the new 12x6m donga which will be used as a joint Council and SES training facility.

Mirani SES/ Rural Fire Facility
Discussions have occurred regarding the relocation of the Mirani SES/Rural Fire Facility. Prior to amalgamation the previous Mirani Shire Council had entered into an agreement with the subdivider for a land swap and the construction of a new facility. The developer has now indicated he is ready to progress the matter in the near future. In preparation for the relocation a meeting between Council's Emergency Management team, SES and Rural Fire stakeholders is to occur to commence planning and building design.

Training
- Essential Disaster Management training was offered and provided to LDMG members. Courses included the Queensland Disaster Management Arrangements (QDMA), Recovery, Disaster Management Planning, Evacuation, Evacuation Centre Management, Resupply and Warnings and Alerts modules.
- Guardian Training is scheduled for 12th, 13th and 14th November 2013.
State Emergency Services

**Overview**

**Local Controller**

October saw four Mackay Regional Unit (MRU) Executives attend the Queensland Fire and Emergency Services (QFES) Executive Leadership Development Program in Ipswich. The course is a six month program and the participants will be required to attend two more in house sessions in February and May 2014. The course has been well received by all and determined to be well worth the volunteer investment. The MRU hopes to get additional executives on further courses in 2014.

**Disaster Ready**

The Local Controller attended the BoM outlook for the 2013-14 season and then took part in a Q&A panel for community groups attending.

**Activations for the month**

**4th October - Road Crash in Conningsby**
Activated by the Queensland Police Service (QPS) the volunteers set up traffic control at a fatal crash site and manned three sites for six hours.

**5th October - Eco Festival (River to Reef)**
The MRU provided twelve Flood Boat crew and six boats in support of this event. In addition 20 volunteers participated on the ground in Community Education and Recruiting activities.

This marks the fifth year that the MRU has supported this event. It would not be possible for this community event to take place without the safety planning, support and implementation of the MRU.

**23rd October - Land Search**
Activated by the QPS, SES Search Teams responded searching for a missing person. The individual was found in a serious condition and transported to hospital.

**Public Safety/Community Education**

**5th October - Eco Festival**
Attendance at the Eco Festival.

**23rd October - Fitzgerald School talk**
The Local Controller attended a discussion with students from Fitzgerald State School to assist in the completion of a year six project on being disaster ready. 60 children were in attendance for the Local Controller’s presentation and Q&A session.

**23rd Disaster Ready Q&A**
Participated in the public Q&A session at the Bureau of Meteorology seasonal outlook.
Major Training Events

The MRU held its end of year training meeting to discuss and sign off on the unit’s 2014 training calendar.

26th October - Middlemount Chainsaw Course
Mackay Regional Unit (MRU) Chainsaw Instructors assisted the Isaac SES Unit in completing its first chainsaw course in several years. These volunteers would now be available to assist the MRU in large events.

Meetings/ Committees

Eco Festival
MRU Executives attended final planning and safety briefings with Council for this event.

Bunning’s
The MRU was invited to meet with North Queensland Bunning’s Management to discuss local assistance to the MRU in times of Disaster or Emergency.

Offers included:

- Cooking BBQ’s for volunteers in the field
- Donation of supplies of a storm damage kind
- Donation of surplus/discontinued tools and other equipment
- Other arrangements were made for regular in store education and promotion of SES at their Greenfields store.
### Business Improvement

#### Active Business Improvement Projects

<table>
<thead>
<tr>
<th>Approved Projects Underway</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
</table>
| 1. Calculation of unit rate costs of construction projects | This project aims to establish a unit rate database of construction costs to enable:  
- more accurate and efficient contract estimation  
- measure and compare performances  
- improve job cost forecasting. | • A unit cost reporting and forecasting spreadsheet has been developed. The spreadsheet is being implemented to capture unit costs on all major current construction projects |
| 2. In-House Soil Testing | The department spends over $200,000 per annum on soil testing services. This amount is expected to increase substantially with the move to adopt DMR specifications. In addition to actual testing costs, there are concerns over the timeframe in which results are provided. It is noted that other Councils such as Whitsunday undertake soil testing in-house.  
This proposal involves undertaking a feasibility study to identify the costs and benefits of establishing a soil testing lab and employing staff to undertake soil testing in-house. | • Feedback from NATA appears to show that costs of initial accreditation and ongoing costs to maintain accreditation may render this business improvement project unviable.  
• Detailed costing will now be undertaken. |
| 3. Use of Technology in Civil Projects | Within the industry there are many innovations in technology that are being adopted by Councils and Contractors. This project will pilot the use of two such technologies: use of robotic controlled levelling of grader blades; electronic capture and recording of laser levels.. | • The investigation into the merits of using robotic total stations fitted to graders has been finalised. The report has been provided to Program Managers. Savings through the use of this technology has been estimated to exceed $100,000 per annum. As a result Civil Projects is considering its acquisition of a 2nd device for another Grader.  
• The investigation into the electronic capture of laser levels has been temporarily suspended to the departure of the officer undertaking the trial. |
| 4. Spatial Mapping of Geotech Reports | Council has collected a magnitude of Geotechnical Investigations resulting in the receipt of Pavement Design Reports be it through Engineering Services, Mackay Water or Development Services Subdivisional Section.  
Engineering Services are currently compiling a database within ECM for these reports. In addition to this it is envisaged that a mapping layer showing these reports in Millis could be developed.  
This would enable future design projects to access existing data reduced in a reduced level of sub grade investigation testing where data already exits.  
This will result in a reduction in design costs. | • The data has been collated with the support of Development Services and is being recorded through SMEC and linked to the GIS system. |
| 5. Graduate Engineer Program | Engineering Services, Water and Waste Services and Development Services each employ graduate engineers. It is proposed that by implementing a structured graduate engineer program across Council it will have the following organisational | • Advice on existing schemes has been obtained from the Institute of Engineer's Education Australia.  
• Investigations of similar arrangements in other Local Governments currently |
<table>
<thead>
<tr>
<th>Approved Projects Underway</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>benefits:</td>
<td>• Expanding the knowledge and skills base of engineers across a range of programs and functions; • Facilitating more robust and rounded professional development for new engineers; and • Improve recruitment by increasing the attractiveness of Council as a preferred employer.</td>
<td>underway. Townsville City council has just embarked on a similar program in partnership with Engineers Australia. • A video-conference with Townsville Regional Council is being organised in order to learn from their approach.</td>
</tr>
</tbody>
</table>
Engineering Services has improved its percentage of completed requests for the month of October compared to September.

In October the Department responded to 84% of client enquiries within target timeframes, 8% above Council's average for the month.
## QUALITY ASSURANCE

### Quality Assurance at a Glance

<table>
<thead>
<tr>
<th>2013</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>No. of Completed Client Requests Surveyed for Satisfaction Levels*</td>
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<td>376</td>
<td>345</td>
<td>419</td>
<td>311</td>
<td>460</td>
<td>329</td>
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<td>No. of Client Satisfaction Survey Results Finalised</td>
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<tr>
<td>No. of IMS Documents Reviewed and Updated</td>
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<td>130</td>
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<td>10</td>
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<tr>
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<td>1</td>
<td>3</td>
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<td>1</td>
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</tr>
<tr>
<td>No. of Work Site Visits</td>
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<td>15</td>
<td>13</td>
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<td>10</td>
<td>20</td>
<td>10</td>
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<td></td>
</tr>
<tr>
<td>No. of Internal Quality Audits Conducted</td>
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<td>2</td>
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<td>2</td>
<td>1</td>
<td>2</td>
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<td></td>
</tr>
<tr>
<td>No. of Staff Training Sessions Conducted</td>
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<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>2</td>
<td>3</td>
<td>Nil</td>
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<td></td>
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</tr>
</tbody>
</table>

*includes surveys undertaken for Water and Waste Services

### Comments

Traffic Island work on Paradise Street Construction Project.
Client Survey Results:

### CONSTRUCTION PROJECT SURVEYS

**Balnagowan - Mandarana Road Reconstruction**

#### Communication prior to construction

- **Very Good**: 30%
- **Good**: 20%
- **Fair**: 40%
- **Poor**: 0%
- **Very Poor**: 10%

#### Communication during construction

- **Very Good**: 30%
- **Good**: 0%
- **Fair**: 0%
- **Poor**: 0%
- **Very Poor**: 0%

#### Courtesy/friendliness of staff

- **Very Good**: 70%
- **Good**: 0%
- **Fair**: 0%
- **Poor**: 0%
- **Very Poor**: 0%

#### Professionalism of staff

- **Very Good**: 30%
- **Good**: 40%
- **Fair**: 30%
- **Poor**: 0%
- **Very Poor**: 0%

#### Property access during construction

- **Very Good**: 30%
- **Good**: 50%
- **Fair**: 20%
- **Poor**: 0%
- **Very Poor**: 0%

#### Tidiness of job site

- **Very Good**: 30%
- **Good**: 50%
- **Fair**: 10%
- **Poor**: 10%
- **Very Poor**: 0%

#### Timeliness - delivered when promised

- **Very Good**: 30%
- **Good**: 50%
- **Fair**: 20%
- **Poor**: 0%
- **Very Poor**: 0%

#### Appearance of completed work

- **Very Good**: 45%
- **Good**: 45%
- **Fair**: 9%
- **Poor**: 0%
- **Very Poor**: 0%

#### Degree work addresses problems

- **Very Good**: 17%
- **Good**: 42%
- **Fair**: 33%
- **Poor**: 8%
- **Very Poor**: 0%

#### Overall satisfaction with work

- **Very Good**: 33%
- **Good**: 22%
- **Fair**: 33%
- **Poor**: 11%
- **Very Poor**: 0%

**Percentage returned: 50**

#### Project “Star Rating”

- **4 Stars**

**Representative Comments**

- Always willing to help when asked.
- Very helpful.
- Too many trees were cut down unnecessarily.
- Due to weather conditions road access was “extremely” difficult.
- Private access bitumen damaged and replaced with gravel. Asphalt marked for front of driveway not finished.
- Have waited 32 years for work to be done on this road. We are satisfied.
- A job well done by everyone concerned.
Hinton Street Shoulder Sealing

Representative Comments

- A big improvement on what it was
- The workmen were very courteous.
- Not enough stones were used - resulting in tar sticking to car / dog / shoes and coming into house - wrecking carpets!
- Street looked better before this work was undertaken.
- Letter very good idea.
- Further work is required at the closed end of Hinton Street. It was left unfinished with loose gravel and dangerous for bicycle traffic.
**CONSTRUCTION PROJECT SURVEYS**

### Paulette Street Reconstruction

#### Communication prior to construction

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>VERY GOOD</td>
</tr>
<tr>
<td>33</td>
<td>GOOD</td>
</tr>
<tr>
<td>33</td>
<td>FAIR</td>
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<tr>
<td>0</td>
<td>POOR</td>
</tr>
<tr>
<td>0</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Communication during construction

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>VERY GOOD</td>
</tr>
<tr>
<td>33</td>
<td>GOOD</td>
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<tr>
<td>17</td>
<td>FAIR</td>
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<tr>
<td>17</td>
<td>POOR</td>
</tr>
<tr>
<td>0</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Courtesy/friendliness of staff

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
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<tr>
<td>17</td>
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</tr>
<tr>
<td>33</td>
<td>FAIR</td>
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<td>0</td>
<td>POOR</td>
</tr>
<tr>
<td>0</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Professionalism of staff

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
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</tr>
<tr>
<td>33</td>
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<td>0</td>
<td>POOR</td>
</tr>
<tr>
<td>0</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Property access during construction

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>VERY GOOD</td>
</tr>
<tr>
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<td>GOOD</td>
</tr>
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<td>FAIR</td>
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<td>17</td>
<td>POOR</td>
</tr>
<tr>
<td>17</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Tidiness of job site

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
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</tr>
<tr>
<td>33</td>
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<td>33</td>
<td>POOR</td>
</tr>
<tr>
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<td>VERY POOR</td>
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</tbody>
</table>

#### Timeliness - delivered when promised

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>VERY GOOD</td>
</tr>
<tr>
<td>33</td>
<td>GOOD</td>
</tr>
<tr>
<td>33</td>
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<tr>
<td>0</td>
<td>POOR</td>
</tr>
<tr>
<td>0</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

#### Appearance of completed work

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>VERY GOOD</td>
</tr>
<tr>
<td>17</td>
<td>GOOD</td>
</tr>
<tr>
<td>33</td>
<td>FAIR</td>
</tr>
<tr>
<td>17</td>
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</tr>
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</tr>
</tbody>
</table>

#### Degree work addresses problems

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
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<tr>
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</table>

#### Overall satisfaction with work

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<td>GOOD</td>
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<tr>
<td>25</td>
<td>FAIR</td>
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<tr>
<td>25</td>
<td>POOR</td>
</tr>
<tr>
<td>13</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

**Representative Comments**

- Is it possible to put a roller over the turf as it higher than our existing lawn which might cause backup in wet weather.
- Nature strip still very uneven at front of our house.
- No notice was given prior to pouring driveways.
- I would like to compliment Ted the foreman for being so courteous whenever I spoke to him.
- However the new turf is dangerously uneven and need a sand top dressing.
CONSTRUCTION PROJECT SURVEYS

Podosky Street Shoulder Sealing

Communication prior to construction

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>VERY GOOD</td>
</tr>
<tr>
<td>50</td>
<td>GOOD</td>
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<td>FAIR</td>
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<tr>
<td>0</td>
<td>POOR</td>
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<tr>
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<td>VERY POOR</td>
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Communication during construction

<table>
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<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
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<tbody>
<tr>
<td>57</td>
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<tr>
<td>43</td>
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Courtesy/friendliness of staff

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Professionalism of staff

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Property access during construction

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<tr>
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Timeliness - delivered when promised

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<thead>
<tr>
<th>Percentage</th>
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</tr>
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<tbody>
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<tr>
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<td>VERY POOR</td>
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</tbody>
</table>

Tidiness of job site

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<td>0</td>
<td>POOR</td>
</tr>
<tr>
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</table>

Appearance of completed work

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
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<tbody>
<tr>
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<tr>
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Degree work addresses problems

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<td>0</td>
<td>POOR</td>
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<tr>
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</table>

Overall satisfaction with work

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
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<td>0</td>
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<tr>
<td>0</td>
<td>POOR</td>
</tr>
<tr>
<td>17</td>
<td>VERY POOR</td>
</tr>
</tbody>
</table>

Representative Comments

- Excellent, most helpful.
- Easy to work around - seldom disrupted my program.
- Street looks awful, different colours gravel on footpaths.
- Very happy with end result.
- Took a long time to clean out gutters.
- I don't like how it looks.

Percentage returned: 21

Project "Star Rating"
CONSTRUCTION PROJECT SURVEYS

Mengel Street Shoulder Sealing

- Communication prior to construction: 100%
- Communication during construction: 50% Good, 50% Fair
- Courtesy/friendliness of staff: 75% Good, 25% Fair
- Professionalism of staff: 75% Good, 25% Fair
- Property access during construction: 100%
- Timeliness - delivered when promised: 50% Good, 25% Fair, 25% Poor
- Tidiness of job site: 75% Good, 25% Fair
- Appearance of completed work: 25% Good, 50% Fair, 25% Poor
- Degree work addresses problems: 50% Good, 50% Fair
- Overall satisfaction with work: 50% Good, 25% Fair, 25% Poor

Percentage returned: 16

Project "Star Rating": ★★★☆☆

Representative Comments:

- OK. But somewhat confrontational when I complained that the roller was shaking my house and could damage it.
- Substrate was over compacted top layer never had a chance to bind.
- Terrible. The bitumen has not hardened in more than two months.
- Shoulders are sealed yes, but excess rocks should have been removed.