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OVERVIEW

This report is for Waste Services activities for February 2017. Significant items in this period include:

- The tonnage of waste received at Hogan’s Pocket Landfill has dropped during the reporting period
- Multiple Waste Services capital projects are in procurement or construction phases
- Hogan's Pocket Landfill has been shortlisted as a Finalist for the Waste Management Association 2017 Australian Landfill Excellence Award. Winners will be announced on 29 March 2017
- An officer attended the quarterly LAWMAC meeting held in Cairns on 23 & 24 February 2017, who presented as part of a panel on the challenges and opportunities for waste management in the region.

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

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

The following incidents were recorded in February 2017:
- 2 x Member of Public Injury from Falls on the same level
- 1 x Near Miss being Vehicle Incident

Waste Services has not recorded a Lost Time Injury

1.2 Lost Time Injuries

Waste Services aspires to achieve zero Lost Time Injuries by improving safety performance and developing a proactive safety culture while implementing the best practice of safety management across the whole of Waste Services

Waste Services has not recorded a Lost Time Injury
The table below shows the Lost Time Injuries over previous years

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

**FINANCE**

### 2.1 Community Service Obligations – Fee Waivers

**Not for Profit Organisations – Total Waste Disposals**

This report displays July 2016 to February 2017 Council’s support to not-for-profit organisations with fee waivers. YTD actuals is exceeding budget mainly due to one organisation exceeding their total annual allocation and another nearing exceedance of their total annual allocation.

Waste Services has written to both these organisations reminding them of their agreement that if they exceed their annual allocations they will have to pay for their waste disposal costs.

The other remaining 13 organisations are managing their allocations and are currently tracking within their budget allocations.

Data is for 2016/2017 Financial Year, as at 28 February, 2017.

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

<table>
<thead>
<tr>
<th>Operating Result</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>Variance</th>
<th>%</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>74,430</td>
<td>41,250</td>
<td>(33,180)</td>
<td>55%</td>
<td>$26K saving against payroll and $7K saving against expenses</td>
</tr>
<tr>
<td>6.05 - Waste Services</td>
<td>(12,904,617)</td>
<td>(14,845,022)</td>
<td>(1,940,406)</td>
<td>115%</td>
<td>Expenses $1M less than budget - $527K timing difference in waste collection payment, $29K timing difference in service payments, $349K timing difference &amp; saving against various other expenses such as pest control, slashing, security, $142K less in waste collections, $75K less tonnage processed at Hogans Pocket. Payroll $42K less than budget. $39K Internal transfer less than budget. $773K transfers to reserves less than budget. Offset by $23K net drop in revenue ($311K more in rates and $334K less in gate fees) &amp; $6K internal plant hire more than budget</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>761,962</td>
<td>701,449</td>
<td>(60,513)</td>
<td>92%</td>
<td>$35K less than budget in promotional materials and advertising &amp; $17K consultants fees less than budget.</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>63,197</td>
<td>41,312</td>
<td>(21,885)</td>
<td>65%</td>
<td>$18K saving against lab consumables, Fees and charges income up $10K offset by $6K payroll expenses not budgeted for</td>
</tr>
</tbody>
</table>

**TOTAL OPERATIONAL**

| (12,005,028) | (14,061,011) | (2,055,983) | 117% |

| Capital Expenditure | 967,029 | 966,441 | (588) | 100% |

**Operating Results**

[Graph showing operating results from July to June]

**Capital Expenditure**

[Graph showing capital expenditure from July to June]
2.3 **Accrued Waste Operating Revenue less Expenditure**

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

![Chart showing accrued revenue less expenditure]

- **YTD Operating Surplus** exceeds YTD accrued budget by $176K.
- For the year we forecast the operating surplus to be less than budget by $143K. The forecasted budgeted operating surplus is $7.6M for the year.

Finance data is to February 2017.

2.4 **Capital Expenditure**

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

![Graph showing capital expenditure]

- **YTD 45%** of the revised annual capital budget has been spent, with commitments included, the spend increases to 67%.
- The forecast spend for the year is 99%.

In December additional capital for heavy maintenance and licence management of approximately $2M was approved with around $500K coming into this year. Since then it has become evident that most of this year’s allocation will not be spent this year but will be carried over to next year. The required adjustments will be done in the US review.

Financial data is to February 2017.
3.1 Number of Bin Requests Actioned by Bin Contractors
The following graph shows the number of bin requests actioned by Bin Contractors for February 2017.

The following graph illustrates the key customer service requests for February 2017 bin collection services as a time series, to provide better context for analysis.

Bin replacement numbers are slightly higher for the month, mainly for damaged bins. This number is within acceptable limits and the overall bin fleet is in an acceptable condition.
3.2 Dump Vouchers

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

<table>
<thead>
<tr>
<th>Voucher Season</th>
<th>No Vouchers Issued</th>
<th>No Vouchers Used</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>15’ (valid to 31 March 2015)</td>
<td>145,344</td>
<td>34,747</td>
<td>23.9%</td>
</tr>
<tr>
<td>15A (valid to 30 Sept 2015)</td>
<td>146,313</td>
<td>32,733</td>
<td>22.4%</td>
</tr>
<tr>
<td>15B (valid to 31 March 2016)</td>
<td>146,790</td>
<td>38,256</td>
<td>26.1%</td>
</tr>
<tr>
<td>16A (valid to 30 Sept 2016)</td>
<td>144,174</td>
<td>36,798</td>
<td>25.5%</td>
</tr>
<tr>
<td>16B (valid to 31 March 2017)</td>
<td>144,000</td>
<td>31,472</td>
<td>21.9%</td>
</tr>
<tr>
<td><strong>Total number and $ value of vouchers presented to date:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014/2015 Financial Year (to 30.06.2015)</td>
<td>58,276</td>
<td>$ 419,227</td>
<td></td>
</tr>
<tr>
<td>2015/2016 Financial Year (to 30.06.2016)</td>
<td>75,459</td>
<td>$ 553,204</td>
<td></td>
</tr>
<tr>
<td>2016/2017 Financial Year (to 31.01.2017)</td>
<td>34,549</td>
<td>$ 319,228</td>
<td></td>
</tr>
</tbody>
</table>

Voucher presented showing green and general waste

Redemption rates over the past four months for green waste remain the same, whereas the general waste vouchers have dropped off.

Data is for the period of 20 February 2016 to 24 February 2017

Over the past four months the redemption has been consistent. Expecting a spike in usage in March as the vouchers for the 16B season are due for expiry on 31 March 2017.

3.3 Education

Material Recovery Facility tours:

- Mackay Family Day Care
- Blue River Family Day Care

Education programs given out in the community

- Waste Management and recycling at Eaglemount Retirement Resort
- Composting and worm farming at C & K Marian Community Kindergarten
- Recycling education presented at Central State School to years P-6
- Recycling education presented at Mackay Childcare Centre River Street
- Recycling education presented at Mackay Kindergarten & Preschool Shakespeare Street
- Recycling education presented at Glenella Community Kids
- Recycling education presented at Mackay Children & Family Centre Celeber Drive
• Recycling education presented at C & K Eimeo Road Community Kindergarten

3.4 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.

[Chart showing media releases, updates, and Facebook reach over time]

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.

[Chart showing tonnes disposed of monthly from 2012 to 2017]
4.2 Landfill Gas

The following chart depicts the monthly tonnes of CO$_2$-e destroyed.

Gas flare tonnes decreased slightly in February 2017. This will be monitored.

Data is for period 1 July 2015 to 28 February 2017

4.3 Greenwaste Management

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

The production of greenwaste remains well below projections.

Data as for period 1 July 2016 to 28 February 2017
### 4.4 Projects

#### 4.4.1 Significant Projects

Waste Services undertakes a range of projects across the business. Projects take the form of capital projects, planning, research and investigations. Information for the significant projects in Waste Services is provided in the table below and was current as at 28 February 2017.

<table>
<thead>
<tr>
<th>PROJECT NAME</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRF Fire System Upgrade</td>
<td>Con</td>
<td>100%</td>
<td>Schedule Complete</td>
<td>Scheduled Completion Date: 28/02/2017</td>
<td>This project covers the installation of an updated Fire Warning System. This provides reduced risk protection for staff and the asset. The project is being conducted under Variation through the operating contractor. Installation was completed in February 2017.</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>Proc</td>
<td>15%</td>
<td>Schedule Complete</td>
<td>Scheduled Completion Date: 30/06/2017</td>
<td>This project sees the replacement of the rented site office at Kuttabul Transfer Station and a replacement generator due for delivery mid-March 2017. This project is in the procurement stage.</td>
</tr>
<tr>
<td>Hogan's Pocket Communication Tower</td>
<td>Proc</td>
<td>15%</td>
<td>Schedule Complete</td>
<td>Scheduled Completion Date: 31/05/2017</td>
<td>Request for quote documents were released, with closure in early March 2017. The project remains on track for completion this financial year.</td>
</tr>
<tr>
<td>Hogan's Pocket Weeds Wash Bay</td>
<td>Des</td>
<td>10%</td>
<td>Schedule Complete</td>
<td>Scheduled Completion Date: 30/06/2017</td>
<td>Detailed design still progressing with the advertising for a minor works package due in March. The project remains on track for completion this financial year.</td>
</tr>
</tbody>
</table>
### Paget Transfer Station Dust Suppression System

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proc</td>
<td>15%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 30/06/2017</td>
<td>Replacement of Dust Suppression System required to meet environmental and workplace health and safety obligations.</td>
<td></td>
</tr>
</tbody>
</table>

**Original Budget:** $80,000

**Other Issues/Risk:**
- Request for quote documents were released, with closure in early March 2017.

### Bucasia Gatehouse Realignment

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Con</td>
<td>40%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 31/01/2017</td>
<td>Construction has commenced with completion projected for end of March 2017 subject to the weather.</td>
<td></td>
</tr>
</tbody>
</table>

**Original Budget:** $50,000

**Other Issues/Risk:**
- Construction has commenced with completion projected for end of March 2017 subject to the weather.

### Closed Landfill Risk Review

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>15%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 30/06/2017</td>
<td>Waste Services is undertaking a review of the Closed Site Remediation Program. The former landfill site remediation obligations currently represent one third of the Waste Services’ twenty year capital forecast budget. The review will undertake a triple bottom line risk assessment priority ranking based on relative risks as well as a revised budget framework.</td>
<td></td>
</tr>
</tbody>
</table>

**Original Budget:** $50,000

**Other Issues/Risk:**
- The consultants, Golder Associates, have delivered the draft first stage report.
- The workshop phase of the project will occur in March 2017.

### 4.4.2 Significant Non-Capital Projects

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Services Contracts Development</td>
<td>In Progress</td>
<td>85%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 30/06/2018</td>
<td>Paget Transfer Station Services tender continues to be evaluated with additional TIRs issued to the respondents for additional information. Evaluation is planned to be finalised in March 2017 with a report being taken to Council in April 2017.</td>
</tr>
</tbody>
</table>

**Original Budget:** $69,269

**Other Issues/Risk:**
- The evaluation for the Green Waste Processing Services tender is continuing.
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.

MRF operations continued to achieve zero glass fines to landfill. Due to early close off these figures are estimates only.

Data is from 1 March 2016 to 24 February 2017

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

Inbound data has decreased in February 2017. Due to early close off these figures estimates only.

Data is from 1 March 2016 to 24 February 2017
5.1 Surface Water Discharge Management
No matters to report.

5.2 Waste Facility Audits
Internal audits of MRC Waste Facilities continue to be conducted. During February 100% of sites were inspected.

<table>
<thead>
<tr>
<th>Inspection Frequency</th>
<th>Number required</th>
<th>% Complete</th>
<th>Completed/ Carryover</th>
<th>Risk</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-monthly</td>
<td>8 + 8 sites</td>
<td>100%</td>
<td>8 + 8 completed</td>
<td>🌟</td>
<td>No significant safety, environmental or asset issues identified in audits.</td>
</tr>
<tr>
<td>Six-monthly</td>
<td>3</td>
<td>100%</td>
<td>3 completed</td>
<td>🌟</td>
<td>Nil safety, environmental or asset issues reported. Sites low risk.</td>
</tr>
</tbody>
</table>