

WATER AND WASTE COMMITTEE 15 FEBRUARY 2012	4
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WATER & WASTE MONTHLY REPORT FOR JANUARY 2012

B. Gardiner;NG: 1/58/13-23: #3296097v6

RECOMMENDATION:

It is recommended that the monthly report from Water & Waste for the month of January 2012 be received and noted.

BRUCE GARDINER
General Manager Water & Waste

ACTIVITY	MANAGEMENT AND ADMINISTRATION SUPPORT
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Mission To provide general management, leadership and guidance to the Water & Waste Department

Officer Responsible General Manager Water & Waste

Outputs	
Title	Description
1. Performance Review of Manager's Work	Review of work performed by each branch and the effectiveness of each branch manager; Provision of guidance and support to improve outputs; Includes the review of Departmental Performance in the following areas: <ul style="list-style-type: none"> • Budget Management; • Operating initiative management; • Capital works management; • Workplace Health and Safety performance; • Customer management
2. Ensure leadership development is an ongoing priority within the Department.	Encourage and promote leadership development across the department
3. Oversee implementation of Departmental aspects of the Connecting Project	Provision of effective support to enable all Departmental staff to meet the performance expectation of their customers
4. Oversee implementing of Departmental aspects of the Employee Opinion Survey	Facilitate processes that engage and empower staff to make improvements to their work areas and the organisation

Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 5%)
Revenue	6,107	52,386	-46,279	-88%	UNFAVOURABLE: <ul style="list-style-type: none"> • Reasons: Internal Revenue lower than anticipated. • Implications / Actions: Will continue to monitor revenue.
Expenditure (Exclusive of Tax and Dividend)	1,027,368	940,794	-86,574	-9%	UNFAVOURABLE: <ul style="list-style-type: none"> • Reasons: Employee Costs, Consultancy Services and Other Services are over budget by \$62k, \$29k and \$24k respectively. Employee Costs are over budget as a result of the GM acting as CEO in August and September 2011. Other

					<p>Services and Consultancy Services are attributable to costs for the Division 10 Communication and Education Plan which have been incurred ahead of schedule. This is offset by Materials, External Services and Travel Expenses which are under budget by \$7k, \$13k and \$11k respectively.</p> <ul style="list-style-type: none"> • Implications / Actions: Continue to monitor expenditure.
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Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory												
Result Measures (Title)	Departmental Budget Performance															
Result Target	Expenditure of the Department in the range of 0% to 5% under budget. Revenue no more than 1% under budget.															
Reporting Frequency	Monthly															
<p>2.3 Operating Budget YTD Performance</p> <table border="1"> <caption>YTD Performance Data</caption> <thead> <tr> <th>Budget Type</th> <th>YTD Actual (\$ Millions)</th> <th>YTD Budget (\$ Millions)</th> <th>Variance (%)</th> </tr> </thead> <tbody> <tr> <td>Revenue</td> <td>~95</td> <td>~95</td> <td>-0.57%</td> </tr> <tr> <td>Expenditure</td> <td>~95</td> <td>~96</td> <td>1.60%</td> </tr> </tbody> </table>				Budget Type	YTD Actual (\$ Millions)	YTD Budget (\$ Millions)	Variance (%)	Revenue	~95	~95	-0.57%	Expenditure	~95	~96	1.60%	<p>Performance Rating: ?</p> <p>Variance Report: 2nd budget review was adopted in December 2011 and as a result major variances have been resolved.</p> <p>Prospective Actions: Continue to monitor expenditure.</p>
Budget Type	YTD Actual (\$ Millions)	YTD Budget (\$ Millions)	Variance (%)													
Revenue	~95	~95	-0.57%													
Expenditure	~95	~96	1.60%													

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																							
Result Measures (Title)	Departmental Capital Budget - % spent																																									
Result Target	90% of budget spent by year end																																									
Reporting Frequency	Monthly																																									
<table border="1"> <caption>Departmental Capital Budget - % Spent</caption> <thead> <tr> <th>Month</th> <th>YTD Actual Spend (Including Commitments)</th> <th>Target Spend</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>45%</td><td>90%</td></tr> <tr><td>Aug</td><td>65%</td><td>90%</td></tr> <tr><td>Sep</td><td>80%</td><td>90%</td></tr> <tr><td>Oct</td><td>85%</td><td>90%</td></tr> <tr><td>Nov</td><td>90%</td><td>90%</td></tr> <tr><td>Dec</td><td>95%</td><td>90%</td></tr> <tr><td>Jan</td><td>95%</td><td>90%</td></tr> <tr><td>Feb</td><td>95%</td><td>90%</td></tr> <tr><td>Mar</td><td>95%</td><td>90%</td></tr> <tr><td>Apr</td><td>95%</td><td>90%</td></tr> <tr><td>May</td><td>95%</td><td>90%</td></tr> <tr><td>June</td><td>95%</td><td>90%</td></tr> </tbody> </table>			Month	YTD Actual Spend (Including Commitments)	Target Spend	Jul	45%	90%	Aug	65%	90%	Sep	80%	90%	Oct	85%	90%	Nov	90%	90%	Dec	95%	90%	Jan	95%	90%	Feb	95%	90%	Mar	95%	90%	Apr	95%	90%	May	95%	90%	June	95%	90%	<p>Performance Rating:</p> <p>✓</p> <p>Variance Report:</p> <p>Based on current YTD spend and commitments, the department has a projected spend of the complete annual capital budget.</p> <p>Prospective Actions:</p> <p>It is anticipated that the target of 90% spend will be achieved by the end of financial year.</p>
Month	YTD Actual Spend (Including Commitments)	Target Spend																																								
Jul	45%	90%																																								
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Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																					
Result Measures (Title)	Timeliness of Departmental operating initiative completions																							
Result Target	90% of initiatives completed by year end																							
Reporting Frequency	Monthly																							
<table border="1"> <caption>Timeliness of Department Operating Initiatives</caption> <thead> <tr> <th>Month</th> <th>Initiatives Met</th> <th>Initiative Proposed</th> </tr> </thead> <tbody> <tr><td>July</td><td>0</td><td>0</td></tr> <tr><td>September</td><td>0</td><td>2</td></tr> <tr><td>November</td><td>2</td><td>3</td></tr> <tr><td>January</td><td>5</td><td>5</td></tr> <tr><td>March</td><td>8</td><td>15</td></tr> <tr><td>May</td><td>16</td><td>35</td></tr> </tbody> </table>			Month	Initiatives Met	Initiative Proposed	July	0	0	September	0	2	November	2	3	January	5	5	March	8	15	May	16	35	<p>Performance Rating:</p> <p>✓</p> <p>Variance Report:</p> <p></p> <p>Prospective Actions:</p> <p></p>
Month	Initiatives Met	Initiative Proposed																						
July	0	0																						
September	0	2																						
November	2	3																						
January	5	5																						
March	8	15																						
May	16	35																						

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																							
Result Measures (Title)	Departmental Safety Performance																																									
Result Target	Lost time injury (four days or more)																																									
Reporting Frequency	Monthly for Financial Year																																									
<p style="text-align: center;">Lost Time Injury (4 days or more)</p> <p style="text-align: center;">—◆— Benchmark Rate —■— Lost Time Injury Rate</p> <table border="1"> <caption>Lost Time Injury (4 days or more) Data</caption> <thead> <tr> <th>Month</th> <th>Benchmark Rate</th> <th>Lost Time Injury Rate</th> </tr> </thead> <tbody> <tr><td>July</td><td>0</td><td>1</td></tr> <tr><td>August</td><td>1</td><td>1</td></tr> <tr><td>September</td><td>1</td><td>1</td></tr> <tr><td>October</td><td>1</td><td>2</td></tr> <tr><td>November</td><td>2</td><td>3</td></tr> <tr><td>December</td><td>2</td><td>3</td></tr> <tr><td>January</td><td>3</td><td>3</td></tr> <tr><td>February</td><td>3</td><td>3</td></tr> <tr><td>March</td><td>4</td><td>4</td></tr> <tr><td>April</td><td>4</td><td>4</td></tr> <tr><td>May</td><td>5</td><td>5</td></tr> <tr><td>June</td><td>5</td><td>5</td></tr> </tbody> </table>			Month	Benchmark Rate	Lost Time Injury Rate	July	0	1	August	1	1	September	1	1	October	1	2	November	2	3	December	2	3	January	3	3	February	3	3	March	4	4	April	4	4	May	5	5	June	5	5	Performance Rating: ✓
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Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																							
Result Measures (Title)	Departmental Safety Performance																																									
Result Target	Lost time injury duration rate – improving																																									
Reporting Frequency	Monthly for Financial Year																																									
<p style="text-align: center;">Water & Waste Lost Time Duration</p> <p style="text-align: center;">—◆— Days Lost KPI —▲— Actual Duration</p> <table border="1"> <caption>Water & Waste Lost Time Duration Data</caption> <thead> <tr> <th>Month</th> <th>Days Lost KPI</th> <th>Actual Duration</th> </tr> </thead> <tbody> <tr><td>July</td><td>25</td><td>25</td></tr> <tr><td>August</td><td>40</td><td>40</td></tr> <tr><td>September</td><td>60</td><td>100</td></tr> <tr><td>October</td><td>80</td><td>110</td></tr> <tr><td>November</td><td>100</td><td>140</td></tr> <tr><td>December</td><td>120</td><td>140</td></tr> <tr><td>January</td><td>140</td><td>140</td></tr> <tr><td>February</td><td>160</td><td>140</td></tr> <tr><td>March</td><td>180</td><td>180</td></tr> <tr><td>April</td><td>200</td><td>200</td></tr> <tr><td>May</td><td>220</td><td>220</td></tr> <tr><td>June</td><td>240</td><td>240</td></tr> </tbody> </table>			Month	Days Lost KPI	Actual Duration	July	25	25	August	40	40	September	60	100	October	80	110	November	100	140	December	120	140	January	140	140	February	160	140	March	180	180	April	200	200	May	220	220	June	240	240	Performance Rating: ✓
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			Variance Report:																																							
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ACTIVITY	BUSINESS SERVICES – MANAGEMENT AND ADMINISTRATION SUPPORT
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Mission To provide high quality services (including analysis) in an efficient and effective manner.

Officer Responsible Manager Business Services

Outputs	
Title	Description
Management of Branch Performance including: <ul style="list-style-type: none"> - Customer Service & Water Billing - Financial Management - Laboratory Services - Plumbing - Trade Waste - Business Systems Analysis 	Report Monthly the measurable outputs of the unit against Corporate and Legislative Requirements.
Administration Support	Administration Support associated with Water & Waste

Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 5%)
Revenue	2,652,308	2,704,350	-52,041	-2%	UNFAVOURABLE: <ul style="list-style-type: none"> • Reasons: Nil • Implications / Actions: Nil
Expenditure	3,699,232	3,612,417	-86,815	-2%	UNFAVOURABLE: <ul style="list-style-type: none"> • Reasons: Nil • Implications / Actions: Nil

ACTIVITY	BUSINESS SERVICES – WATER BILLING
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Officer Responsible Team Leader Water Billing

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Issuing of Water Usage Summaries to tenants and owners	4.2	February 2012	90%		✓

Outputs	
Title	Description
1. Water Consumption Accounts	Water Usage Notices and settlement data to customers, provided in a timely and effective manner.
2. Water Usage Settlement Accounts	Final Reads provided in the settlement process associated with property transfers

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory										
Result Measures (Title)	Water Usage Notice – Time Read from red to bill issue												
Result Target	Within 14 days of reading date												
Reporting Frequency	Monthly												
<div style="text-align: center; font-weight: bold; margin-bottom: 10px;">Water Consumption Account Turnaround Time - 14 Day Target</div> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse; font-size: small;"> <caption>Data for Water Consumption Account Turnaround Time - 14 Day Target</caption> <thead> <tr> <th>Account Issue Date</th> <th>Actuals (Days Since Meter Read)</th> <th>Target (Days Since Meter Read)</th> </tr> </thead> <tbody> <tr> <td>12/01/2012</td> <td>~27</td> <td>14</td> </tr> <tr> <td>19/01/2012</td> <td>13</td> <td>14</td> </tr> <tr> <td>27/01/2012</td> <td>14</td> <td>14</td> </tr> </tbody> </table>	Account Issue Date	Actuals (Days Since Meter Read)	Target (Days Since Meter Read)	12/01/2012	~27	14	19/01/2012	13	14	27/01/2012	14	14	<p style="text-align: center; font-weight: bold; margin-bottom: 10px;"><u>Performance Rating:</u></p> <p style="text-align: center; font-size: 2em; font-weight: bold;">?</p> <hr/> <p style="text-align: center; font-weight: bold; margin-bottom: 10px;"><u>Variance Report:</u></p> <p style="padding-left: 20px;">Delay in posting of Cycle 25 on 12/01/12 was due to Christmas Holiday.</p> <hr/> <p style="text-align: center; font-weight: bold; margin-bottom: 10px;"><u>Prospective Actions:</u></p>
Account Issue Date	Actuals (Days Since Meter Read)	Target (Days Since Meter Read)											
12/01/2012	~27	14											
19/01/2012	13	14											
27/01/2012	14	14											

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																																		
Result Measures (Title)	Water Settlements – Turnaround Time from request to issue.																																																				
Result Target	5 working days for \$35.60 Fee; 24 hours for \$57.80 Fee																																																				
Reporting Frequency	Monthly																																																				
<div data-bbox="199 510 1082 1133" data-label="Figure"> <p>Water Settlements Turnaround Time from Request to Issue Target 100% Compliance</p> <table border="1"> <caption>Water Settlements Turnaround Time Data</caption> <thead> <tr> <th>Month</th> <th>Target %</th> <th>24 Hr %</th> <th>5 Day %</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Aug</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Sep</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Oct</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Nov</td><td>100%</td><td>45%</td><td>100%</td></tr> <tr><td>Dec</td><td>100%</td><td>75%</td><td>100%</td></tr> <tr><td>Jan</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Feb</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Mar</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Apr</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>May</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>Jun</td><td>100%</td><td>100%</td><td>100%</td></tr> </tbody> </table> </div>	Month	Target %	24 Hr %	5 Day %	Jul	100%	100%	100%	Aug	100%	100%	100%	Sep	100%	100%	100%	Oct	100%	100%	100%	Nov	100%	45%	100%	Dec	100%	75%	100%	Jan	100%	100%	100%	Feb	100%	100%	100%	Mar	100%	100%	100%	Apr	100%	100%	100%	May	100%	100%	100%	Jun	100%	100%	100%	<p>Performance Rating:</p> <p style="text-align: center;">?</p>
	Month	Target %	24 Hr %	5 Day %																																																	
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Apr	100%	100%	100%																																																		
May	100%	100%	100%																																																		
Jun	100%	100%	100%																																																		
<p>Variance Report:</p> <p>A total of 268 searches were undertaken during January 2012. '6' settlement was outside the required time frame. This was due to 4 x no access to the meter as the premises locked and 2 x require maintenance by Operations.</p>																																																					
<p>Prospective Actions:</p>																																																					

ACTIVITY	BUSINESS SERVICES – FINANCIAL MANAGEMENT
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Officer Responsible Principal Management Accountant

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Full Cost Pricing Model for Waste Services	Corporate Goal 6.3 & 6.7	March 2012	90%	✓	
2. Interim Customer Service Obligations Model Report	Corporate Goal 6.2 & 6.7	June 2012	35%	✓	
3. Review of the Corporate Overhead Model for Water & Waste	Corporate Goal 6.2 & 6.7	September 2011	100%	✓	
4. Undertake Financial Analysis of Tender and Project Evaluations	Corporate Goal 6.2 & 6.7	June 2012	5%	✓	

ACTIVITY	BUSINESS SERVICES – LABORATORY SERVICES
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Officer Responsible Laboratory Services Manager

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Implementation of Laboratory Information Management System (LIMS)	Corporate Goal 1.5; 4.1; 6.3; 6.4; 6.7	February 2012	95%	✓	
2. Develop and implement Analytical Methods for Cryptosporidium and Giardia Testing	Corporate Goal 4.1;4.4	June 2012	30%	✓	
3. Develop and Implement Analytical Methods for Legionella Testing	Corporate Goal 4.1;4.4	March 2012	85%	✓	
4. Development of Service Level Agreement between Laboratory Services and Waste and Environmental Services	Corporate Goal 6.2;6.3	March 2012	25%		✓
5. Implementation of Stormwater Monitoring Program	Corporate Goal 1.6	March 2012	20%		✓

Outputs	
Title	Description
Tests on: <ul style="list-style-type: none"> - Waters for Drinking Purposes - Waters (non-drinking) - Solid matrices - Other tests 	Tests undertaken for client purposes include water for drinking, wastewaters, pools, creeks, lakes, sludge and soils and other tests.

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory
Result Measures (Title)	Test turn-around time		
Result Target	85% within 5 working days		
Reporting Frequency	Monthly		
<div style="text-align: center;"> <h3>1. Sample Completion Time</h3> <p>Legend: 100% within 30 days (Cyan), 85% within 5 days (Green), 5 Day Target (Red)</p> <p>Period Beginning January 2011</p> </div>	Performance Rating: <div style="text-align: center; font-size: 2em;">✓</div>		
	Variance Report: <div style="text-align: center; font-size: 1.5em;">N/A</div>		
	Prospective Actions: <div style="text-align: center; font-size: 1.5em;">N/A</div>		

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory															
Result Measures (Title)	Quality of Test Results																	
Result Target	>95% of analysis batches with acceptable quality																	
Reporting Frequency	Monthly																	
<p style="text-align: center;">2. Quality of Results</p> <p style="text-align: center;">— % of Analysis Batches with acceptable Quality Control — Target</p> <table border="1"> <caption>Quality Percentage Achieved Data</caption> <thead> <tr> <th>Period Beginning</th> <th>Quality Percentage Achieved</th> </tr> </thead> <tbody> <tr> <td>Jan-11</td> <td>97</td> </tr> <tr> <td>Mar-11</td> <td>98</td> </tr> <tr> <td>May-11</td> <td>96</td> </tr> <tr> <td>Jul-11</td> <td>95</td> </tr> <tr> <td>Sep-11</td> <td>97</td> </tr> <tr> <td>Nov-11</td> <td>98</td> </tr> <tr> <td>Jan-12</td> <td>95</td> </tr> </tbody> </table> <p style="text-align: center;">Period Beginning January 2011</p>		Period Beginning	Quality Percentage Achieved	Jan-11	97	Mar-11	98	May-11	96	Jul-11	95	Sep-11	97	Nov-11	98	Jan-12	95	<p><u>Performance Rating:</u></p> <p style="text-align: center;">✓</p> <p><u>Variance Report:</u></p> <p style="text-align: center;">N/A</p> <p><u>Prospective Actions:</u></p> <p style="text-align: center;">N/A</p>
Period Beginning	Quality Percentage Achieved																	
Jan-11	97																	
Mar-11	98																	
May-11	96																	
Jul-11	95																	
Sep-11	97																	
Nov-11	98																	
Jan-12	95																	

ACTIVITY	BUSINESS SERVICES – CUSTOMER RELATIONS
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Officer Responsible Team Leader Customer Relations

Outputs	
Title	Description
1. Customer Relationship Management	Develop processes and systems to enhance customer management
2. Sewer Plan Requests	Provision of Sewer Main / As Constructed plans (per lot & plan)

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory		
Result Measures (Title)	Improve turnaround times for customer complaint management				
Result Target	No more than 5 working days turnaround time				
Reporting Frequency	Monthly				
<p style="text-align: center;">Improve Turnaround Times for Customer Management</p> <p style="text-align: center;">Complaints (pink squares), Exceeding 5 Days (green triangles)</p> <p style="text-align: center;">Months in Year</p>	Performance Rating:		✓		
			Variance Report		There was 1 complaint logged in CRM regarding high water usage. This complaint was finalised within one working day.
			Prospective Actions:		N/A

Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																								
Result Measures (Title)	Sewer Plan Request turnaround time																											
Result Target	Issued within 2 working days																											
Reporting Frequency	Monthly																											
<p style="text-align: center;">Sewer Plan Requests</p> <p style="text-align: center;">From 1/07/2011 To 31/01/2012</p> <table border="1"> <caption>Sewer Plan Requests Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>No. of Applications</th> <th>Average Response Time (Days)</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>165</td> <td>1.1</td> </tr> <tr> <td>August</td> <td>185</td> <td>1.0</td> </tr> <tr> <td>September</td> <td>145</td> <td>1.25</td> </tr> <tr> <td>October</td> <td>150</td> <td>1.1</td> </tr> <tr> <td>November</td> <td>155</td> <td>1.05</td> </tr> <tr> <td>December</td> <td>95</td> <td>1.15</td> </tr> <tr> <td>January</td> <td>155</td> <td>1.1</td> </tr> </tbody> </table>			Month	No. of Applications	Average Response Time (Days)	July	165	1.1	August	185	1.0	September	145	1.25	October	150	1.1	November	155	1.05	December	95	1.15	January	155	1.1	<p>Performance Rating: ✓</p> <p>Variance Report: The 3 sewer plan requests showing as actioned outside 2 days were actually completed within business 2 days. Two were received during the Christmas shutdown period and one was a refund for an unsewered area – request was completed within 2 days but refund paperwork not signed off till the 3rd day.</p> <p>Prospective Actions: N/A</p>	
			Month	No. of Applications	Average Response Time (Days)																							
			July	165	1.1																							
			August	185	1.0																							
September	145	1.25																										
October	150	1.1																										
November	155	1.05																										
December	95	1.15																										
January	155	1.1																										
Number of Requests	155																											
Average Response Time (Days)	1.1																											
No. Requests outside 2 days	3																											

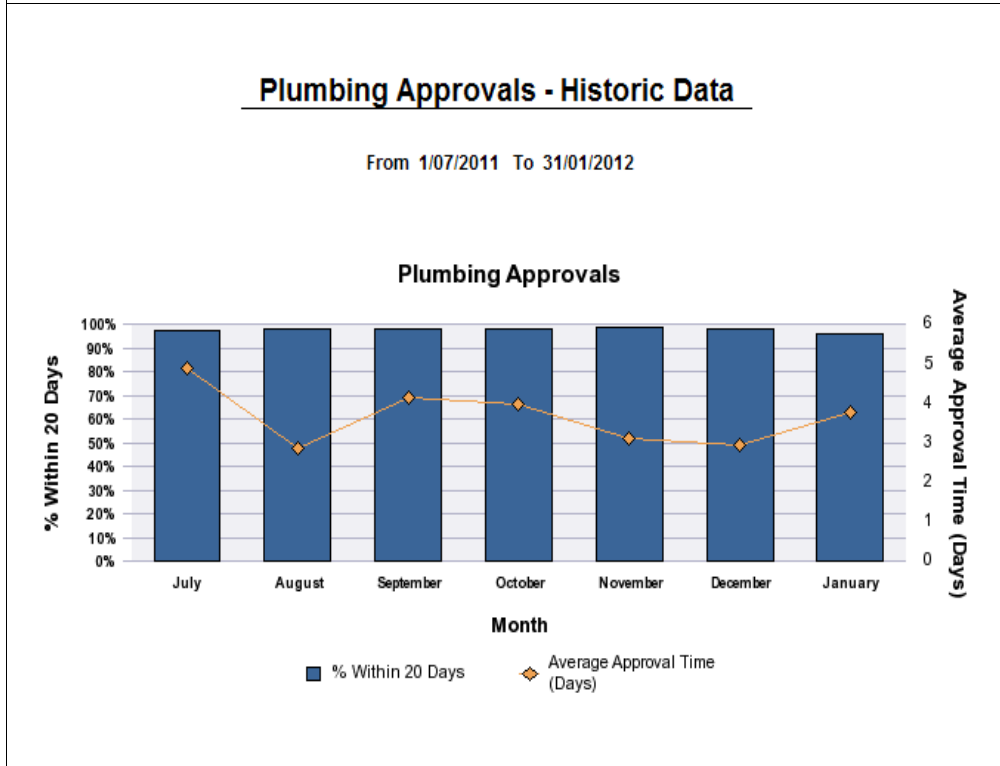
ACTIVITY	BUSINESS SERVICES – PLUMBING
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Officer Responsible Senior Plumbing Inspector

Outputs	
Title	Description
1. Plumbing Compliance Applications	Compliance assessments of plumbing applications and permit certificate works with the mandatory requirements of the Acts, Regulations and By-Laws.
2. Plumbing Inspections	Inspects and tests of water, plumbing and drainage works during construction for compliance with relevant regulations

Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory
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Result Measures (Title)	Plumbing Application Turnaround Time
Result Target	Assessment within 20 working days
Reporting Frequency	Monthly



Performance Rating:
✓

Variance Report:
2 applications required further information from the applicant/plumber as the application did not meet legislative requirements. 1 application the compliance permit was retracted and a new compliance permit was issued to reflect the new conditions.

Prospective Actions:
Nil. The above situation is outside of the control of the Plumbing Services section.

Number of approvals	74
% Approvals within 20 days	95.9
Average Approval Time (Days)	3.8
Approval within 10 days	67

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																					
Result Measures (Title)	Plumbing Inspections Undertaken																																							
Result Target	Monitor Number																																							
Reporting Frequency	Monthly																																							
<div data-bbox="197 607 1112 1133" data-label="Figure"> <table border="1"> <caption>Number of Plumbing Inspections Undertaken</caption> <thead> <tr> <th>Month</th> <th>Actual Inspections</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>560</td><td>530</td></tr> <tr><td>Aug</td><td>630</td><td>530</td></tr> <tr><td>Sep</td><td>590</td><td>530</td></tr> <tr><td>Oct</td><td>610</td><td>530</td></tr> <tr><td>Nov</td><td>600</td><td>530</td></tr> <tr><td>Dec</td><td>430</td><td>530</td></tr> <tr><td>Jan</td><td>530</td><td>530</td></tr> <tr><td>Feb</td><td></td><td>530</td></tr> <tr><td>Mar</td><td></td><td>530</td></tr> <tr><td>Apr</td><td></td><td>530</td></tr> <tr><td>May</td><td></td><td>530</td></tr> <tr><td>Jun</td><td></td><td>530</td></tr> </tbody> </table> </div>	Month	Actual Inspections	Target	Jul	560	530	Aug	630	530	Sep	590	530	Oct	610	530	Nov	600	530	Dec	430	530	Jan	530	530	Feb		530	Mar		530	Apr		530	May		530	Jun		530	<p>Performance Rating: ✓</p>
	Month	Actual Inspections	Target																																					
	Jul	560	530																																					
Aug	630	530																																						
Sep	590	530																																						
Oct	610	530																																						
Nov	600	530																																						
Dec	430	530																																						
Jan	530	530																																						
Feb		530																																						
Mar		530																																						
Apr		530																																						
May		530																																						
Jun		530																																						
<p>Variance Report:</p> <p>Although plumbing applications received in January were below target, the number of inspections rose to only 2 below target. The increase from December reflects dry January weather and the flow on effect from the high number of applications submitted in December.</p>																																								
<p>Prospective Actions:</p> <p>Nil</p>																																								

ACTIVITY	BUSINESS SERVICES – TRADE WASTE
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Officer Responsible Senior Trade Waste Officer

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Establish a reporting methodology for Branches & Non Compliance Inspections	Corporate Goal 6.2	June 2012	75%	✓	

Outputs	
Title	Description
1. Trade Waste Inspections	Trade Waste Inspections undertaken for compliance with relevant regulations and Trade Waste Policy

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																					
Result Measures (Title)	Number of Trade Waste Inspections undertaken																																							
Result Target	All inspections undertaken on anniversary date and according to risk ranking.																																							
Reporting Frequency	Monthly																																							
<table border="1"> <caption>Number of monthly Trade Waste Inspections</caption> <thead> <tr> <th>Month</th> <th>Target</th> <th>Actual Inspections</th> </tr> </thead> <tbody> <tr><td>July</td><td>150</td><td>190</td></tr> <tr><td>August</td><td>150</td><td>200</td></tr> <tr><td>Sept</td><td>150</td><td>175</td></tr> <tr><td>October</td><td>150</td><td>195</td></tr> <tr><td>Nov</td><td>150</td><td>175</td></tr> <tr><td>Dec</td><td>150</td><td>135</td></tr> <tr><td>January</td><td>150</td><td>150</td></tr> <tr><td>Feb</td><td>150</td><td>150</td></tr> <tr><td>March</td><td>150</td><td>150</td></tr> <tr><td>April</td><td>150</td><td>150</td></tr> <tr><td>May</td><td>150</td><td>150</td></tr> <tr><td>June</td><td>150</td><td>150</td></tr> </tbody> </table>	Month	Target	Actual Inspections	July	150	190	August	150	200	Sept	150	175	October	150	195	Nov	150	175	Dec	150	135	January	150	150	Feb	150	150	March	150	150	April	150	150	May	150	150	June	150	150	<p>Performance Rating:</p> <p style="text-align: center;">✓</p>
Month	Target	Actual Inspections																																						
July	150	190																																						
August	150	200																																						
Sept	150	175																																						
October	150	195																																						
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January	150	150																																						
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March	150	150																																						
April	150	150																																						
May	150	150																																						
June	150	150																																						
	<p>Variance Report:</p> <p>Inspections for the month of January have met the set target.</p>																																							
	<p>Prospective Actions:</p> <p style="text-align: center;">Nil</p>																																							

Cairns Regional Water & Waste

A Business Unit of Cairns Regional Council

WATER & WASTEWATER STATEMENT OF FINANCIAL PERFORMANCE

For the Month Ended: January-12

	PTD Actual		PTD Budget		PTD Variance		YTD Actual		YTD Budget		YTD Variance		YTD Variance %
	Jan-12	\$	Jan-12	\$	Jan-12	%	Jan-12	\$	Jan-12	\$	Jan-12	\$	
Monthly Report - PART A													
OPERATING REVENUE	10,343,238.90	10,378,339.08	-35,100.18	74,726,786.00	-0.34		74,726,786.00	74,573,111.78	153,673.64	0.21			
OPERATING EXPENSES	10,344,021.76	11,360,582.59	1,016,560.83	74,720,815.00	8.95		74,720,815.00	75,549,147.37	828,332.71	1.10			
NET OPERATING RESULT	-782.86	-982,243.51	981,460.65	5,971.00			5,971.00	-976,035.59	982,006.35				
Monthly Report - PART B / PART A Department Sum													
Operating Revenue	8,919,710.48	8,692,249.56	227,460.92	62,724,075.00	2.62		62,724,075.00	62,209,701.21	514,373.60	0.83			
Net Rates	180,383.41	248,962.52	-68,579.11	2,026,132.00	-27.55		2,026,132.00	2,164,527.44	-138,395.09	-6.39			
Fees and Charges	82,025.34	85,801.00	-3,775.66	557,971.00	-4.40		557,971.00	511,421.25	46,549.43	9.10			
Interest	79,144.91	78,480.08	664.83	458,798.00	0.85		458,798.00	584,392.56	-125,594.45	-21.49			
Other Revenue	686,087.79	860,849.78	-174,761.99	6,184,986.00	-20.30		6,184,986.00	6,199,100.34	-14,113.89	-0.23			
Internal Revenue	325,904.14	325,904.14	0.00	2,281,328.98	0.00		2,281,328.98	602,640.00	0.00	0.00			
Competitive Neutrality Revenue	69,982.83	86,092.00	-16,109.17	395,719.00	-18.71		395,719.00	20,000.00	-206,920.86	-34.34			
Operating Contributions and Donations	0.00	0.00	0.00	97,775.00	n/m		97,775.00	20,000.00	77,775.00	388.88			
Operating Subsidies and Grants	0.00	0.00	0.00	0.00	n/m		0.00	0.00	0.00	0.00			
Total Operating Revenue	10,343,238.90	10,378,339.08	-35,100.18	74,726,786.00	-0.34		74,726,786.00	74,573,111.78	153,673.64	0.21			
Operating Expenses	1,828,497.79	2,643,677.82	815,180.03	13,295,512.00	30.84		13,295,512.00	13,310,566.87	15,075.14	0.11			
Employee Costs	206,525.83	137,784.43	-68,741.40	979,510.00	-49.89		979,510.00	960,732.81	-28,777.07	-3.03			
Overtime	47,894.14	17,959.35	-29,934.79	436,376.00	-166.68		436,376.00	191,411.45	-244,964.94	-127.98			
Agency/Temp Staff Costs	343,829.72	536,853.88	193,024.16	3,222,837.00	36.95		3,222,837.00	3,744,494.76	521,657.85	13.93			
Materials	621,087.13	448,730.38	-172,356.75	3,101,470.00	-38.41		3,101,470.00	3,242,529.21	141,059.15	4.35			
External Services	10,324.00	0.00	-10,324.00	12,545.00	n/m		12,545.00	1,230.00	-11,315.00	-919.92			
Legal Services	38,710.45	63,345.00	24,634.55	271,727.00	36.89		271,727.00	312,596.00	40,871.36	13.07			
Consultancy Services	3,010.03	7,734.58	4,724.55	36,427.00	61.08		36,427.00	47,244.07	11,816.65	25.01			
Travel Expenses	337,281.44	422,900.98	85,619.54	2,548,629.00	20.25		2,548,629.00	2,817,353.07	268,724.36	9.54			
Other Services	951,635.45	1,165,409.19	183,773.74	7,825,778.00	15.77		7,825,778.00	8,067,023.69	241,245.20	2.99			
Internal Charges	745,704.72	712,222.72	-33,482.00	5,261,109.00	-4.70		5,261,109.00	5,126,451.04	-134,658.00	-2.63			
Competitive Neutrality Charges	2,024,914.77	2,706,737.26	681,822.49	19,817,435.00	25.19		19,817,435.00	20,111,457.40	294,022.72	1.46			
Depreciation and Amortisation Expenses	494,900.74	487,773.00	-7,127.74	3,518,443.00	-1.46		3,518,443.00	3,457,690.00	-60,753.29	-1.76			
Borrowing Costs	0.00	0.00	0.00	33.00	n/m		33.00	0.00	-33.04	n/m			
Bank Charges	0.00	0.00	0.00	158,944.00	n/m		158,944.00	0.00	-158,944.01	n/m			
Bad and Doubtful Debts	0.00	0.00	0.00	112.00	n/m		112.00	0.00	-111.85	n/m			
Other Expenses	0.00	0.00	0.00	1,191.00	n/m		1,191.00	0.00	-1,190.91	n/m			
Contributions and Donations	0.00	0.00	0.00	0.00	n/m		0.00	0.00	0.00	n/m			
Total Operating Expenses	7,664,316.21	9,351,128.59	1,686,812.38	60,487,078.00	17.82		60,487,078.00	61,380,802.37	893,724.26	1.46			
Net Operating Result before Tax & Dividend	2,658,922.69	1,027,210.49	1,631,712.20	14,239,707.00	156.85		14,239,707.00	13,192,309.41	1,047,397.90	7.94			
Income Tax Expense/(Benefit)	813,617.10	637,494.00	-176,123.10	4,517,039.00	-27.63		4,517,039.00	5,072,367.00	555,347.90	10.95			
Dividend Expense/(Income)	1,846,088.45	1,371,960.00	-474,128.45	9,716,697.00	-34.56		9,716,697.00	9,095,958.00	-620,739.45	-6.82			
Net Operating Result	-782.86	-982,243.51	981,460.65	5,971.00			5,971.00	-976,035.59	982,006.35				

Cairns Regional Water & Waste

A Business Unit of Cairns Regional Council

WASTE MANAGEMENT STATEMENT OF FINANCIAL PERFORMANCE

For the Month Ended: January-12

	PTD Actual		PTD Budget		PTD Variance		PTD Variance %		YTD Actual		YTD Budget		YTD Variance		YTD Variance %	
	Jan-12	\$	Jan-12	\$	Jan-12	\$	Jan-12	%	Jan-12	\$	Jan-12	\$	Jan-12	\$	Jan-12	%
Monthly Report - PART A																
OPERATING REVENUE	2,448,156.63		2,826,684.29		-378,527.66		-13.39		18,707,367.00		19,401,216.60		-693,849.76		-3.58	
OPERATING EXPENSES	2,448,367.02		2,826,684.85		378,317.83		13.38		18,707,577.00		19,401,215.74		693,638.42		3.58	
NET OPERATING RESULT	-210.39		-0.56		-209.83				-210.00		0.86		-211.34			
Monthly Report - PART B / PART A Department Sum																
Operating Revenue	2,049,561.19		2,038,591.47		10,969.72		0.54		14,262,503.00		14,270,140.29		-7,637.27		-0.05	
Net Rates	111,483.28		276,826.04		-165,342.76		-59.73		1,436,778.00		1,687,592.40		-250,814.80		-14.86	1.1
Fees and Charges	17,513.26		18,309.00		-795.74		-4.35		125,115.00		72,645.00		52,469.93		72.23	1.2
Interest	259,189.35		126,581.52		132,607.83		104.76		616,893.00		944,404.09		-327,511.47		-34.68	1.3
Other Revenue	-71,766.41		284,200.30		-355,966.71		-125.25		1,602,757.00		1,851,203.10		-248,445.90		-13.42	1.4
Competitive Neutrality Revenue	82,175.96		82,175.96		0.00		0.00		575,232.00		575,231.72		0.00		0.00	
Operating Subsidies and Grants	0.00		0.00		0.00		n/m		88,090.00		0.00		88,089.75		n/m	1.5
Total Operating Revenue	2,448,156.63		2,826,684.29		-378,527.66		-13.39		18,707,367.00		19,401,216.60		-693,849.76		-3.58	1.0
Operating Expenses																
Employee Costs	225,355.37		313,579.99		88,224.62		28.13		1,466,322.00		1,580,037.20		113,714.91		7.20	2.1
Overtime	34,851.78		22,405.40		-12,446.38		-55.55		108,378.00		103,543.80		-4,833.76		-4.67	
Agency/Temp Staff Costs	111,672.56		82,732.29		-28,940.27		-34.98		490,610.00		419,011.81		-71,598.34		-17.09	2.2
Materials	11,944.76		49,696.68		37,751.92		75.96		137,326.00		177,357.42		39,631.28		22.35	
External Services	969,270.19		1,454,185.98		484,915.79		33.35		9,653,639.00		9,563,466.52		-70,372.87		-0.73	2.3
Consultancy Services	24,516.00		0.00		-24,516.00		n/m		61,825.00		0.00		-61,825.14		n/m	2.4
Travel Expenses	13.64		0.00		-13.64		n/m		2,995.00		4,682.22		1,686.73		36.24	
Other Services	32,731.48		52,824.80		20,093.32		38.04		330,443.00		306,309.64		-24,133.06		-7.88	
Internal Charges	63,597.42		265,107.46		201,510.04		76.01		1,467,469.00		1,679,971.89		212,502.55		12.65	2.5
Competitive Neutrality Charges	76,051.63		88,186.63		12,135.00		13.76		570,706.00		607,016.41		36,310.00		5.98	
Depreciation and Amortisation Expenses	50,001.56		70,368.62		20,367.06		28.94		453,067.00		488,621.83		35,555.18		7.28	
Borrowing Costs	18,494.32		18,037.00		-457.32		-2.54		129,272.00		162,812.00		33,539.73		20.60	
Other Expenses	0.00		10,000.00		10,000.00		100.00		10,027.00		35,000.00		24,972.52		71.35	
Total Operating Expenses	1,618,500.71		2,427,124.85		808,624.14		33.32		14,882,671.00		15,147,830.74		265,159.73		1.75	2.0
Net Operating Result before Tax & Dividend	829,655.92		399,559.44		430,096.48		107.64		3,824,696.00		4,253,385.86		-428,690.03		-10.08	3.0
Income Tax Expense/ (Benefit)	265,794.70		119,868.00		-145,926.70		-121.74		1,238,601.00		1,307,007.00		68,406.30		5.23	
Dividend Expense/ (Income)	564,071.61		279,692.00		-284,379.61		-101.68		2,586,306.00		2,946,378.00		360,072.39		12.22	
Net Operating Result	-210.39		-0.56		-209.83				-210.00		0.86		-211.34			

Cairns Regional Water & Waste

A Business Unit of Cairns Regional Council

OVERVIEW OF FINANCIAL PERFORMANCE

For the Month Ended: January-12

Notes to the Financial Statements

WATER & WASTEWATER

- 1.0 Operating revenue YTD is \$154k above budget. This variance is primarily as a result of variances in Net Rates, Fees & Charges, Interest, Other Revenue, Operating Contributions and Donations and Operating Subsidies & Grants.
- 1.1 Net Rates YTD is \$514k over budget primarily due to Water Usage being over budget by \$469k. Water consumption fluctuates monthly based on weather conditions, while the budget is linear for the year. Variance will rise and fall throughout the year. Sewerage rates is also over budget by \$50k as a result of greater than anticipated sewerage connections.
- 1.2 Fees & Charges YTD is \$138k under budget. This is primarily due to receipts from Scientific Testing Fees and Water Connection Fees being under budget by \$91k and \$31k respectively. The demand for services continues to be in decline as a result of the downturn of the local economy and also strong competition for Laboratory Services in Cairns.
- 1.3 Interest is above budget by \$47k as a result of greater than anticipated interest received on overdue Water & Sewerage rates.
- 1.4 Other Revenue is under budget by \$126k. The customer demand for Private Works is well below budgeted expectations by \$133k as a result of the decline in the local economy.
- 1.5 Operating Contributions and Donations YTD are \$207k under budget. The shortfall in both Water and Wastewater contributions of \$105k and \$102k respectively are as a result of the decline in the local economy and subsequent low receipt of development applications.
- 1.6 Operating Subsidies & Grants is currently \$78k over budget as a result of receipt of a milestone payment for the Port Douglas Water Demand Management Project. This is a timing issue as the funding was not anticipated to be received until the later part of the financial year.
- 2.0 Total Operating Expenditure YTD is \$894k under budget. This variance is predominantly due to Agency/Temp Staff costs, Competitive Neutrality, Borrowing Costs and Bad and Doubtful Debts exceeding YTD budget expectations whilst actual expenditure was lower than anticipated in Materials, External Services, Consultancy, Other Services, Internal Charges and Depreciation and Amortisation Expenses.
- 2.1 Agency/Temp staff YTD is \$245k over budget. The overspend in the Operations area is due to five employees continuing to be on light duties and staff absences. The overrun is also due to four agency staff required to complete cleaning of the drum screens at the Wastewater Treatment Plants.

- 2.2 Materials YTD is \$522k under budget. Chemicals, Repairs and Maintenance and Water Meter Supplies are under by \$423k, \$256k and \$37k respectively whilst Other Equipment and Supplies and Electrical Supplies are over budget by \$135k and \$51k. Expenditure in this category is of an ad hoc nature and fluctuates monthly. It is anticipated that the variance will smooth in the coming months.
- 2.3 External Services YTD is \$141k under budget. Other Services is under budget due to a shortfall of \$340k for Biosolid removal which includes removal costs for the Gordonvale and Mossman ponds which will not be spent until later this year, combined with higher than expected expenditure of \$193k relating to the servicing of the spiromatic screens for the Cleaner Seas Alliance project.
- 2.4 Consultancy Services YTD is \$41k under budget. Planning and Design Consultancies are below budget by \$63k due to delay in allocating engagements and Wastewater Treatment Consultancy is over budget by \$19k due to an incident at Marlin Coast Wastewater Treatment Plant.
- 2.5 Other Services YTD is \$269k under budget. Electricity, Licences, Postage & Freight and Private Work expenditure are currently under budget by \$137k, \$80k, \$36k & \$16k.
- 2.6 Internal Charges YTD are \$241k under budget. Internal Fleet Hire for Major Plant and Laboratory Testing are under budget by \$143k and \$70k respectively. Expenditure is expected to increase as a result of the wet season which will smooth the favourable variance over the coming months.
- 2.7 Competitive Neutrality YTD is \$135k over budget due to the Competitive Neutrality Adjustment and Branch Overhead Charges Re-allocation being over budget by \$98k and \$36k respectively.
- 2.8 Depreciation Expense is \$294k below budget YTD. As part of the budget review the Asset Accounting Taskforce has reviewed the useful lives of a number of water & sewerage assets which has resulted in lesser depreciation.
- 2.9 Borrowing costs are \$61k over budget due to a debt rate increase which is being investigated by Corporate Finance.
- 2.10 Bad and Doubtful Debts are \$159k over budget. This is due to the ongoing 50/50 Water Leakage Policy rebate that was taken out of the budget as part of the 2011/12 Original Budget preparations. In August 2011 Council agreed to rescind the policy and as a result it is anticipated that the rebates issued will decrease.
- 3.0 The Net Operating Result before Tax & Dividends YTD is greater than budget expectations by \$1.05m due to greater than anticipated operating revenue and lower than anticipated operating expenditure.

WASTE MANAGEMENT

- 1.0 Operating Revenue YTD is \$694k below budget expectations due to significant variances in Fees & Charges, Interest, Other Revenue, Internal Revenue and Operating Grants and Subsidies.
- 1.1 Fees & Charges YTD is \$251k below budget. This can be attributed to a shortfall in Sale of Recyclables \$172k and Refuse Tipping Fees of \$81k. The Materials Recovery Facility experienced a breakdown resulting in a loss of product combined with late invoicing due to the Christmas break. This should improve in February once invoicing is up to date. Refuse tipping fees across all transfer stations are lower than anticipated.
- 1.2 Interest is above budget by \$52k as a result of greater than anticipated interest received on overdue rates.
- 1.3 Other Revenue YTD is \$328k below budget. This comprises \$54k in Sale of Scrap, \$228k in Sundry Revenue and \$46k in Kerbside Collection Revenue. The variance in the Sale of Scrap is due to the ad hoc nature of sales and the linear nature of the budget. The Sundry Revenue is under budget due to timing variances as a result of invoicing for services provided to other Councils. The Kerbside Collection Revenue variance is due to the annual invoicing of Business Recycling, which will be invoiced by the end of February.
- 1.4 Internal Revenue YTD is \$248k below budget expectations as a result of actual revenue for Dumping and Sludge Collections being less than budgeted revenue. As the accrual for Internal Revenue is linked to Internal Expenses, the variances should be offset against each other which results in an overall variance of \$36k below budget.
- 1.5 Operating Subsidies and Grants YTD is \$88k over budget. These subsidies were due in the previous year for the Landfill Remediation works however, an extension due to a change in project timeframes has been received.
- 2.0 Operating Expenditure YTD is \$265k below budget due to significant variances in Employee Costs, Agency/Temp Staff Costs, External Services, Consultancy Services and Internal Charges.
- 2.1 Employee Costs YTD is \$114k below budget due to a combination of vacant positions during the year and staff utilising annual leave over the Christmas period.
- 2.2 Agency/Temp Staff Costs YTD are currently \$72k over budget. This is predominantly as a result of some long term absences and annual leave.
- 2.3 External Services YTD is \$70k over budget. Expenditure in the contracts for Garbage Collection Services is over budget due to rise and fall provisions.
- 2.4 Consultancy Services YTD is \$62k over budget. This is comprised of \$43k for the Materials Recovery Facility and \$15k for the Biological Environmental Monitoring Consultancy. Also \$4k of expenditure has been incurred for Newell Beach which will be transferred to the Remediation provision in February 2012. The Materials Recovery Facility was resulting from the Master Planning Study that was under budgeted for in the prior year. The Environmental Consultancy is as a result of budget timing differences which will smooth during the year.

- 2.5 Internal Charges YTD are \$213k under budget as a result of a shortfall of actuals for Dumping and Sludge Collections. As Internal Revenue is linked to Internal Expenses, the variances should be offset against each other which result in Internal Revenue being \$36k below budget.

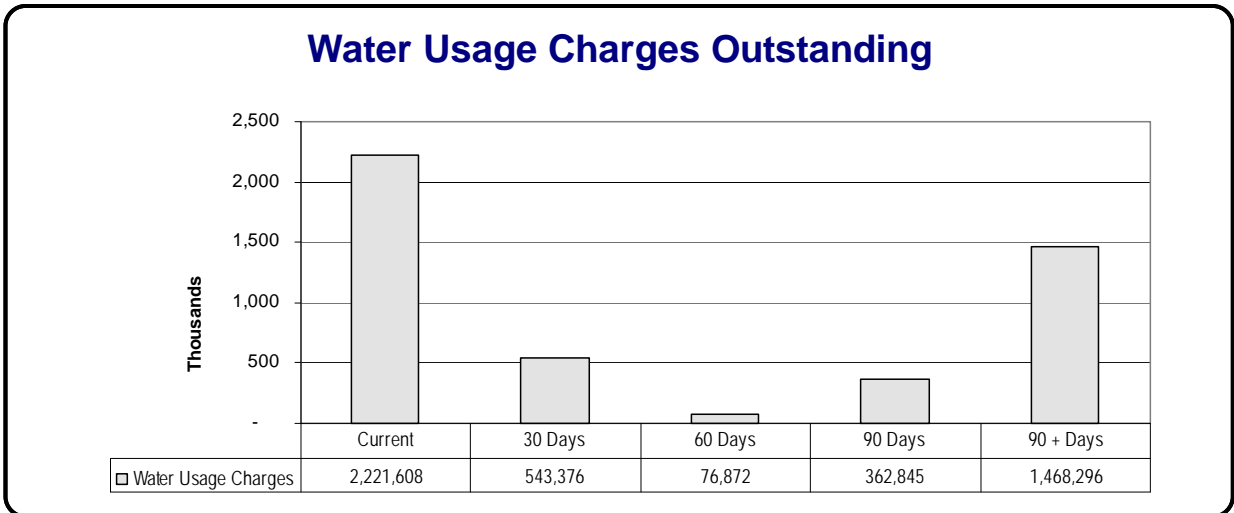
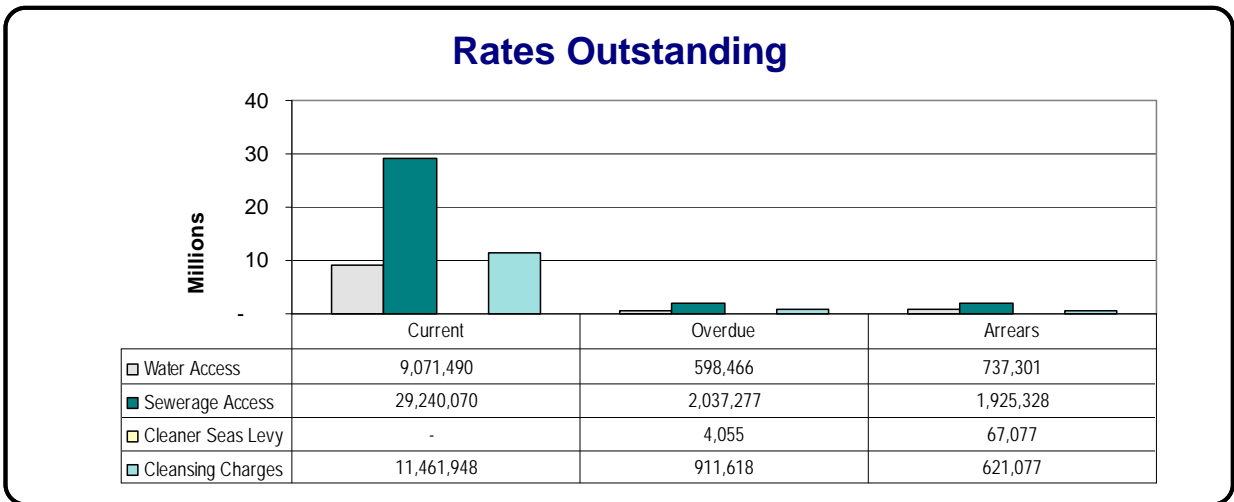
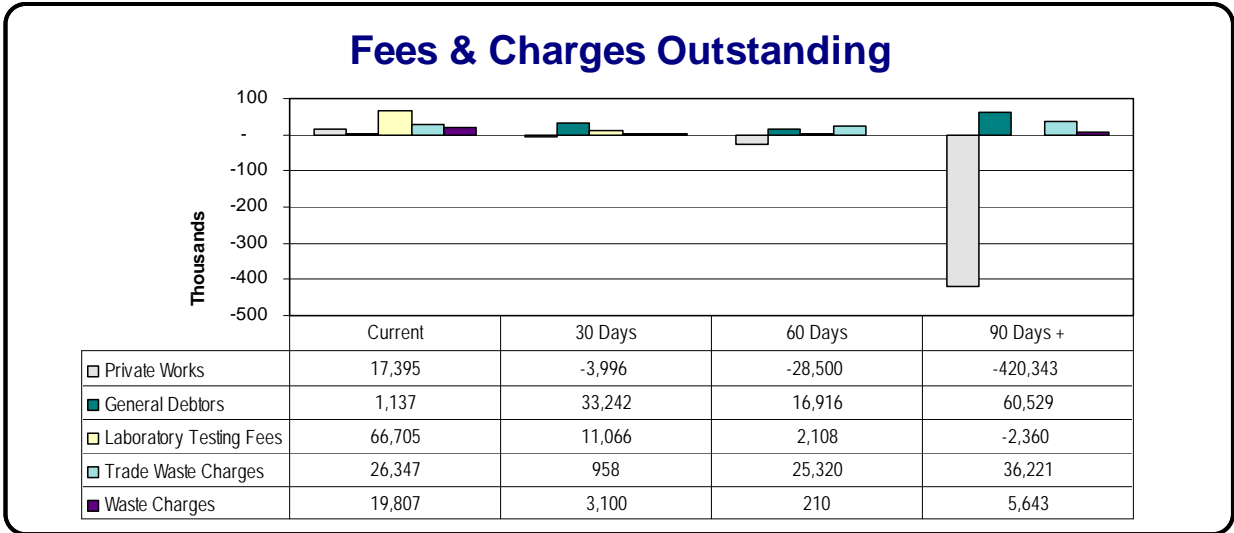
- 3.0 Net Operating Result before Tax & Dividends is \$429k below budget expectations. This is due to lower than anticipated operating revenue.

Cairns Regional Water & Waste

A Business Unit of Cairns Regional Council

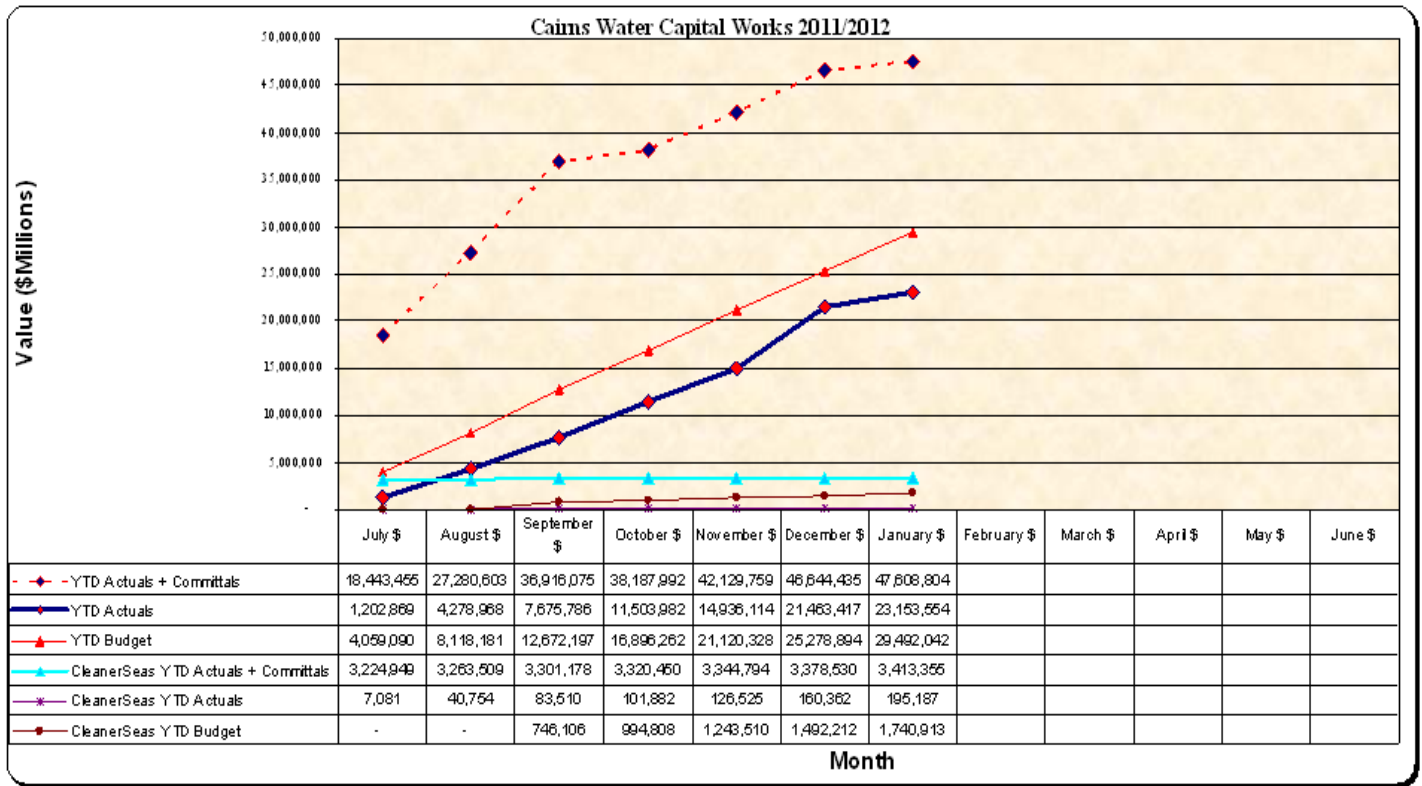
CAIRNS WATER DEBTOR REPORT

For the Month Ended: January -12



WATER & WASTE – CAPITAL WORKS

Cairns Water – Capital Works



Notes:

The above graph is representative of the total commitments (outstanding purchase orders) for Water & Waste capital projects plus 2011/12 invoiced expenditure.

The 2nd Budget was adopted on 14 December 2011 for 2011/12 Capital Projects

ACTIVITY	OPERATIONS – MANAGEMENT AND ADMINISTRATION SUPPORT
-----------------	---

Mission To operate and maintain reliable Water & Wastewater treatment facilities and reticulation networks.

Officer Responsible Operations Manager

Outputs	
Title	Description
Performance Management for: <ul style="list-style-type: none"> - Water Treatment - Water Reticulation - Wastewater Treatment - Wastewater Reticulation 	Report Monthly the measurable outputs of the unit against Corporate and Legislative requirements

Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 5%)
Revenue	71,114,026	70,906,225	207,801	0%	FAVOURABLE: <ul style="list-style-type: none"> • Reasons: Nil. • Implications / Actions: Nil.
Expenditure	53,032,095	53,772,119	740,024	1%	FAVOURABLE: <ul style="list-style-type: none"> • Reasons: Nil. • Implications / Actions: Nil.

ACTIVITY	OPERATIONS – WATER SERVICES – RETICULATION
-----------------	---

Officer Responsible

Water Services Coordinator

Outputs	
Title	Description
1. Potable Water – Reticulation	Connections to the Regional water supply system; supply of potable water to a quality equal to or better than the Australian Drinking Water Guidelines; water supply systems include: <ul style="list-style-type: none"> - Minor Rural Supply Systems - Distribution Network
2. Infrastructure Maintenance – Reticulation	Maintenance of water infrastructure to service demands; principle assets are; <ul style="list-style-type: none"> - Rural Intakes - Numerous Pump Stations - Distribution Network - Reservoirs

DRINKING WATER QUALITY**Zones:**

Babinda, Bartle Frere, Bellenden Kerr, Bessie Point, Bramston Beach, Central, Fishery Falls, Goldsborough, Miriwinni, Mountain View/Orchid Valley, Northern, Southern, Mossman District.

Compliance Targets

E-Coli Compliance Target: 98% of samples to be compliant with ADWG.

pH Compliance Target: 98% of samples to be compliant with ADWG

Turbidity Compliance Target: 95% of samples to be compliant with ADWG

Colour Compliance Target: 98% of samples to be compliant with ADWG

Performance Indicators

✓ = Satisfactory

? = Marginal

x =
Unsatisfactory**Result Measures (Title)**

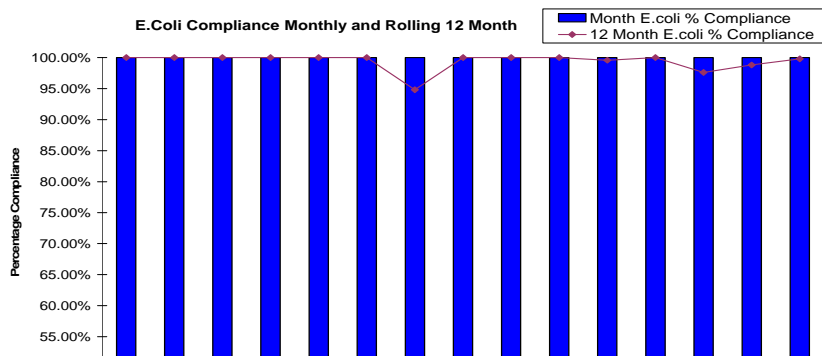
Water Supply Quality – e-Coli

Result Target

100% 0 per 100mL

Reporting Frequency

Monthly

**Performance Rating:**

✓

Variance Report:**Prospective Actions:**

Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory																																																
Result Measures (Title)	Water Supply Quality – Turbidity																																																		
Result Target	95% <5 NTU																																																		
Reporting Frequency	Monthly																																																		
<p>Turbidity Compliance Monthly and Rolling 12 Month</p> <p>Legend: Month Turbidity% Compliance (Blue bars), 12 Month Turbidity% Compliance (Red line with diamonds)</p> <table border="1"> <caption>Turbidity Compliance Data</caption> <thead> <tr> <th>Zone</th> <th>Month Turbidity% Compliance</th> <th>12 Month Turbidity% Compliance</th> </tr> </thead> <tbody> <tr><td>Babinda</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Bartle Frere</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Beilanden Kerr</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Bessie Point</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Bramston Beach</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Central</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Fishery Falls</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Goldborough</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Mirivini</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Mountain View/Orchid Valley</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Northern</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Southern</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Daintree</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Whyanbeel</td><td>100.00%</td><td>100.00%</td></tr> <tr><td>Messman/Port</td><td>100.00%</td><td>100.00%</td></tr> </tbody> </table>	Zone	Month Turbidity% Compliance	12 Month Turbidity% Compliance	Babinda	100.00%	100.00%	Bartle Frere	100.00%	100.00%	Beilanden Kerr	100.00%	100.00%	Bessie Point	100.00%	100.00%	Bramston Beach	100.00%	100.00%	Central	100.00%	100.00%	Fishery Falls	100.00%	100.00%	Goldborough	100.00%	100.00%	Mirivini	100.00%	100.00%	Mountain View/Orchid Valley	100.00%	100.00%	Northern	100.00%	100.00%	Southern	100.00%	100.00%	Daintree	100.00%	100.00%	Whyanbeel	100.00%	100.00%	Messman/Port	100.00%	100.00%	Performance Rating: ✓	Variance Report:	Prospective Actions:
	Zone	Month Turbidity% Compliance	12 Month Turbidity% Compliance																																																
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Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory																																																
Result Measures (Title)	Water Supply Quality – pH																																																		
Result Target	98% within 6.0 – 8.5																																																		
Reporting Frequency	Monthly																																																		
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	Zone	Month pH % Compliance	12 Month pH % Compliance																																																
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Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Water Supply Quality – Colour		
Result Target	98% <15 colour units		
Reporting Frequency	Monthly		
	Performance Rating: ✓		
	Variance Report:		
	Prospective Actions:		

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Drinking Water Quality Complaints per 1000 connections / year		
Result Target	<10 per 1000 connections (Cumulative annual target)		
Reporting Frequency	Monthly		
	Performance Rating: ✓		
	Variance Report:		
	Prospective Actions:		

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Drinking Water Quality Incidents / Year		
Result Target	<15 per year		
Reporting Frequency	Annually		
<p>Drinking Water Quality Incidents</p> <p>Number of Complaints</p> <p>2011/12 Financial Year</p>	Performance Rating:	✓	
	Variance Report:		
	Prospective Actions:		

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Mains Breaks per 100km / year		
Result Target	17.9		
Reporting Frequency	Monthly		
<p>Number of Main Breaks / 100Km of Main</p> <p>Number of Breaks</p> <p>2011/12 Financial Year</p>	Performance Rating:	✓	
	Variance Report:		
	Prospective Actions:		

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Restoration of Services within 5 hours for unplanned interruptions		
Result Target	95%		
Reporting Frequency	Monthly		
<p>Unplanned Interruptions - Restoration of Services within 5 Hours</p> <p>2011/12 Financial Year</p>		Performance Rating: ✓	
		Variance Report:	
		Prospective Actions:	

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Number of Customers affected by unplanned interruptions per annum		
Result Target	TBA		
Reporting Frequency	Monthly		
<p>12. Number of Customers Affected by Unplanned Interruptions</p> <p>2011/12 Financial Year</p>		Performance Rating: ✓	
		Variance Report:	
		Prospective Actions:	

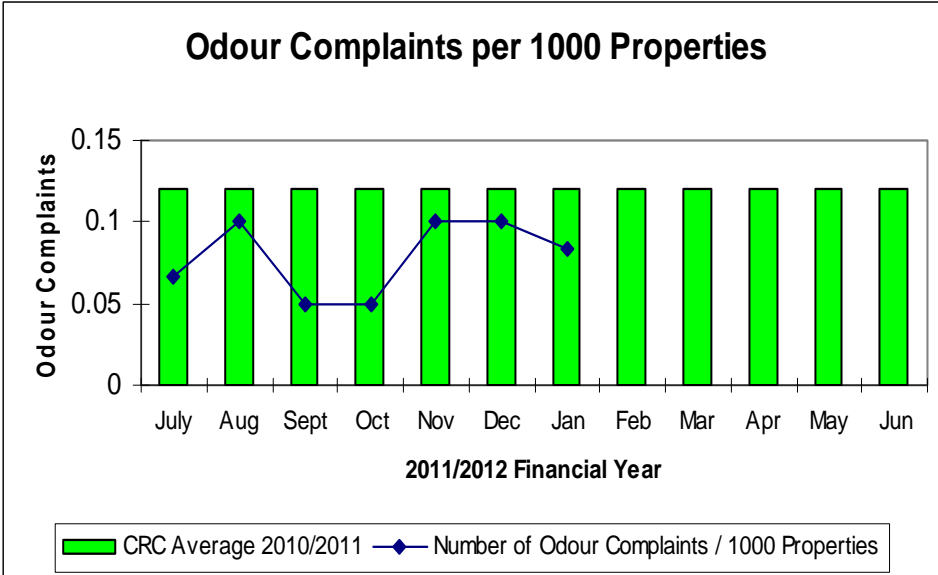
Performance Indicators ✓ = Satisfactory ? = Marginal ✘ = Unsatisfactory																																								
Result Measures (Title)	Minimum water pressure expectation at boundary																																							
Result Target	220 KPA																																							
Reporting Frequency	Monthly																																							
<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Minimum Water Pressure at Boundary 220kPa</p> <table border="1" style="margin-top: 10px;"> <caption>2011/2012 Financial Year Data</caption> <thead> <tr> <th>Month</th> <th>Requests for Pressure Check</th> <th>Number of Checks < 220KPA</th> </tr> </thead> <tbody> <tr><td>July</td><td>18</td><td>0</td></tr> <tr><td>August</td><td>37</td><td>0</td></tr> <tr><td>September</td><td>14</td><td>0</td></tr> <tr><td>October</td><td>39</td><td>0</td></tr> <tr><td>November</td><td>37</td><td>0</td></tr> <tr><td>December</td><td>20</td><td>0</td></tr> <tr><td>January</td><td>27</td><td>0</td></tr> <tr><td>February</td><td>0</td><td>0</td></tr> <tr><td>March</td><td>0</td><td>0</td></tr> <tr><td>April</td><td>0</td><td>0</td></tr> <tr><td>May</td><td>0</td><td>0</td></tr> <tr><td>June</td><td>0</td><td>0</td></tr> </tbody> </table> </div>	Month	Requests for Pressure Check	Number of Checks < 220KPA	July	18	0	August	37	0	September	14	0	October	39	0	November	37	0	December	20	0	January	27	0	February	0	0	March	0	0	April	0	0	May	0	0	June	0	0	<p><u>Performance Rating:</u></p> <p style="text-align: center;">✓</p> <p><u>Variance Report:</u></p> <p><u>Prospective Actions:</u></p>
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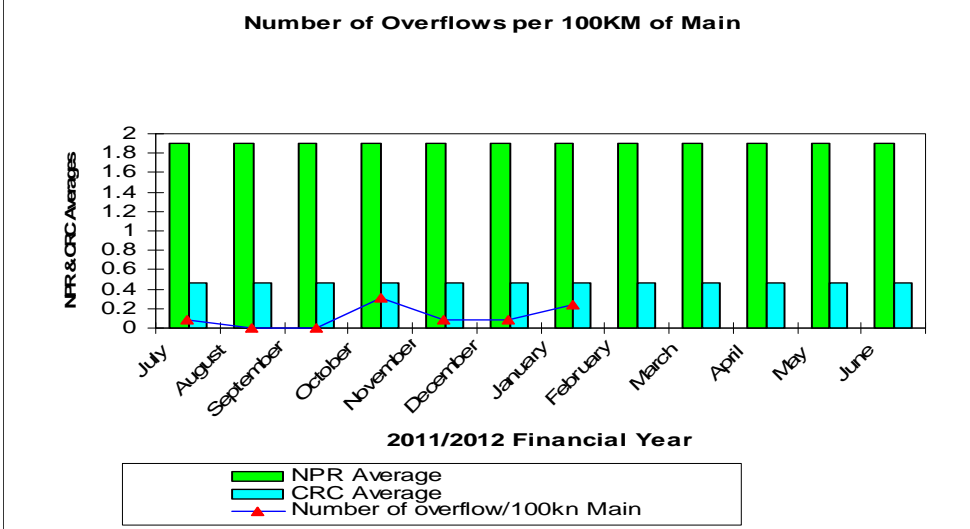
ACTIVITY	OPERATIONS – WASTEWATER SERVICES – RETICULATION
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Officer Responsible Wastewater Services Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Develop a ten (10) year cycle for inflow / infiltration Inspections	Corporate Plan 10.2.1	June 2016	50%	✓	

Outputs	
Title	Description
1. Treated Wastewater	Connection to Regional Sewer System; Production of a high quality final effluent
2. Infrastructure Maintenance	Maintenance of wastewater infrastructure to service demands; Principal assets to be maintained include; <ul style="list-style-type: none"> - Freshwater discharge points (2) - Pumping Stations (240) - Sewerage Mains (1750km)
3. Sewer Overflow or Blockages Responses	Response time to notified sewer blockages or overflows
4. Complaint Response	Response time to complaints received relating to the sewer network or treatment plants

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Odour Complaints		
Result Target	<3 per 1000 connections		
Reporting Frequency	Monthly		
			Performance Rating: ✓
			Variance Report:
			Prospective Actions:

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Number of Overflows		
Result Target	<15 per 100km		
Reporting Frequency	Monthly		
			Performance Rating: ✓
			Variance Report:
			Prospective Actions:

Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																							
Result Measures (Title)	Service Response (Priority 1 events when service is restored within 5 hours.)																																										
Result Target	>95%																																										
Reporting Frequency	Monthly																																										
<table border="1"> <caption>Response to Priority One Events Within 5 Hours - 2011/2012 Financial Year</caption> <thead> <tr> <th>Month</th> <th>% of Events Met</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>July</td><td>100%</td><td>95%</td></tr> <tr><td>August</td><td>100%</td><td>95%</td></tr> <tr><td>September</td><td>100%</td><td>95%</td></tr> <tr><td>October</td><td>100%</td><td>95%</td></tr> <tr><td>November</td><td>100%</td><td>95%</td></tr> <tr><td>December</td><td>100%</td><td>95%</td></tr> <tr><td>January</td><td>100%</td><td>95%</td></tr> <tr><td>February</td><td>100%</td><td>95%</td></tr> <tr><td>March</td><td>-</td><td>95%</td></tr> <tr><td>April</td><td>-</td><td>95%</td></tr> <tr><td>May</td><td>-</td><td>95%</td></tr> <tr><td>June</td><td>-</td><td>95%</td></tr> </tbody> </table>				Month	% of Events Met	Target	July	100%	95%	August	100%	95%	September	100%	95%	October	100%	95%	November	100%	95%	December	100%	95%	January	100%	95%	February	100%	95%	March	-	95%	April	-	95%	May	-	95%	June	-	95%	Performance Rating:
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<table border="1"> <caption>Response to Priority One Events Within One Hour - 2011/2012 Financial Year</caption> <thead> <tr> <th>Month</th> <th>% of Events Met</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>July</td><td>100%</td><td>95%</td></tr> <tr><td>August</td><td>100%</td><td>95%</td></tr> <tr><td>September</td><td>100%</td><td>95%</td></tr> <tr><td>October</td><td>100%</td><td>95%</td></tr> <tr><td>November</td><td>100%</td><td>95%</td></tr> <tr><td>December</td><td>100%</td><td>95%</td></tr> <tr><td>January</td><td>100%</td><td>95%</td></tr> <tr><td>February</td><td>100%</td><td>95%</td></tr> <tr><td>March</td><td>-</td><td>95%</td></tr> <tr><td>April</td><td>-</td><td>95%</td></tr> <tr><td>May</td><td>-</td><td>95%</td></tr> <tr><td>June</td><td>-</td><td>95%</td></tr> </tbody> </table>				Month	% of Events Met	Target	July	100%	95%	August	100%	95%	September	100%	95%	October	100%	95%	November	100%	95%	December	100%	95%	January	100%	95%	February	100%	95%	March	-	95%	April	-	95%	May	-	95%	June	-	95%	Performance Rating:
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	Prospective Actions:																																										

Performance Indicators		✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory																																																			
Result Measures (Title)	Sewer Blockages																																																						
Result Target	<10 per 100km																																																						
Reporting Frequency	Monthly																																																						
<table border="1"> <caption>Sewer Blockages per 100KM of Main</caption> <thead> <tr> <th>Month</th> <th>NPR Average 2010/2011</th> <th>CRC Average 2010/2011</th> <th>Number of Sewer Chokes</th> </tr> </thead> <tbody> <tr><td>July</td><td>28</td><td>26</td><td>13</td></tr> <tr><td>August</td><td>28</td><td>26</td><td>26</td></tr> <tr><td>September</td><td>28</td><td>26</td><td>19</td></tr> <tr><td>October</td><td>28</td><td>26</td><td>32</td></tr> <tr><td>November</td><td>28</td><td>26</td><td>14</td></tr> <tr><td>December</td><td>28</td><td>26</td><td>16</td></tr> <tr><td>January</td><td>28</td><td>26</td><td>24</td></tr> <tr><td>February</td><td>28</td><td>26</td><td>28</td></tr> <tr><td>March</td><td>28</td><td>26</td><td>28</td></tr> <tr><td>April</td><td>28</td><td>26</td><td>28</td></tr> <tr><td>May</td><td>28</td><td>26</td><td>28</td></tr> <tr><td>June</td><td>28</td><td>26</td><td>28</td></tr> </tbody> </table>			Month	NPR Average 2010/2011	CRC Average 2010/2011	Number of Sewer Chokes	July	28	26	13	August	28	26	26	September	28	26	19	October	28	26	32	November	28	26	14	December	28	26	16	January	28	26	24	February	28	26	28	March	28	26	28	April	28	26	28	May	28	26	28	June	28	26	28	Performance Rating:
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June	28	26	28																																																				
✓																																																							
Variance Report:																																																							
Prospective Actions:																																																							

ACTIVITY	OPERATIONS – TREATMENT
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Officer Responsible Water Treatment Coordinator

Outputs	
Title	Description
1. Potable Water – Treatment	Connections to the Regional water supply system; supply of potable water to a quality equal to or better than the Australian Drinking Water Guidelines; water supply systems include: <ul style="list-style-type: none"> - Freshwater Supply System - Behana Creek Supply System - Mossman & Port Douglas Supply System - Daintree Supply System - Whyanbeel Supply System
2. Treated Wastewater	Connection to Regional Sewer System; Production of a high quality final effluent

Performance Indicators	✓ = Satisfactory ? = Marginal ✘ = Unsatisfactory																																																				
Result Measures (Title)	Water Treatment Plant efficiency																																																				
Result Target	Utilise 97% of water through plant																																																				
Reporting Frequency	Monthly																																																				
<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Water Treatment Plant Efficiencies</p> <p style="text-align: center;"> ■ Freshwater Treatment Plant ■ Mossman WTP — Target </p> <table border="1" style="width: 100%; margin-top: 10px; font-size: small;"> <caption>Water Treatment Plant Efficiencies Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Freshwater Treatment Plant (%)</th> <th>Mossman WTP (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>July</td><td>95</td><td>90</td><td>97</td></tr> <tr><td>August</td><td>95</td><td>88</td><td>97</td></tr> <tr><td>September</td><td>95</td><td>88</td><td>97</td></tr> <tr><td>October</td><td>95</td><td>88</td><td>97</td></tr> <tr><td>November</td><td>95</td><td>90</td><td>97</td></tr> <tr><td>December</td><td>95</td><td>92</td><td>97</td></tr> <tr><td>January</td><td>95</td><td>92</td><td>97</td></tr> <tr><td>February</td><td>95</td><td>90</td><td>97</td></tr> <tr><td>March</td><td></td><td></td><td>97</td></tr> <tr><td>April</td><td></td><td></td><td>97</td></tr> <tr><td>May</td><td></td><td></td><td>97</td></tr> <tr><td>June</td><td></td><td></td><td>97</td></tr> </tbody> </table> <p style="text-align: center;">2011/2012 Financial Year</p> </div>	Month	Freshwater Treatment Plant (%)	Mossman WTP (%)	Target (%)	July	95	90	97	August	95	88	97	September	95	88	97	October	95	88	97	November	95	90	97	December	95	92	97	January	95	92	97	February	95	90	97	March			97	April			97	May			97	June			97	<p style="text-align: center;"><u>Performance Rating:</u></p> <p style="text-align: center; font-size: 2em; margin: 10px 0;">?</p> <p style="text-align: center;"><u>Variance Report:</u> Mossman WTP – Capital Budget Submission put forward to install infrastructure for the treatment of backwash water .</p> <p style="text-align: center;"><u>Prospective Actions:</u></p>
Month	Freshwater Treatment Plant (%)	Mossman WTP (%)	Target (%)																																																		
July	95	90	97																																																		
August	95	88	97																																																		
September	95	88	97																																																		
October	95	88	97																																																		
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June			97																																																		

Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory
Result Measures (Title)	Compliance with Extraction Licence Requirements		
Result Target	100% Compliance		
Reporting Frequency	Monthly		
<div style="text-align: center;"> Compliance with Extraction Licence </div> <p>2011/2012 Financial Year</p>			Performance Rating:
			✓
			Variance Report:
			Prospective Actions:

Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory
Result Measures (Title)	Regulatory compliance – License #5010000159 – Treatment Plant Discharge		
Result Target	100% Compliance		
Reporting Frequency	Monthly		
<div style="text-align: center;"> Wastewater Treatment Plants - Environmental License Compliance July 2011 to June 2012 </div>			Performance Rating:
			✓
			Variance Report:
			Prospective Actions:

ACTIVITY	OPERATIONS – ENGINEERING MAINTENANCE
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Officer Responsible Senior Maintenance Engineer Operations

Outputs	
Title	Description
1. Reliability and Availability of assets	Ensure reliable operation of Assets
2. Review of assets	Review of assets to current Australian Standards; Condition monitoring and assessment of water, wastewater and waste assets
3. Preventative Maintenance	Undertake preventative maintenance to reduce unplanned interruptions to asset performance

Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory																																							
Result Measures (Title)	Preventative Maintenance																																									
Result Target	<80% of all preventative maintenance work generated																																									
Reporting Frequency	Monthly																																									
<table border="1"> <caption>Maintenance Work Order Report Data</caption> <thead> <tr> <th>Month</th> <th>Unplanned Work (%)</th> <th>Planned Work (%)</th> </tr> </thead> <tbody> <tr><td>1</td><td>60</td><td>40</td></tr> <tr><td>2</td><td>55</td><td>45</td></tr> <tr><td>3</td><td>40</td><td>60</td></tr> <tr><td>4</td><td>55</td><td>45</td></tr> <tr><td>5</td><td>60</td><td>40</td></tr> <tr><td>6</td><td>65</td><td>35</td></tr> <tr><td>7</td><td>55</td><td>45</td></tr> <tr><td>8</td><td>0</td><td>0</td></tr> <tr><td>9</td><td>0</td><td>0</td></tr> <tr><td>10</td><td>0</td><td>0</td></tr> <tr><td>11</td><td>0</td><td>0</td></tr> <tr><td>12</td><td>0</td><td>0</td></tr> </tbody> </table>			Month	Unplanned Work (%)	Planned Work (%)	1	60	40	2	55	45	3	40	60	4	55	45	5	60	40	6	65	35	7	55	45	8	0	0	9	0	0	10	0	0	11	0	0	12	0	0	<u>Performance Rating:</u> x
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8	0	0																																								
9	0	0																																								
10	0	0																																								
11	0	0																																								
12	0	0																																								
			<u>Variance Report:</u> Insufficient resources to complete preventative maintenance.																																							
			<u>Prospective Actions:</u> Request additional Maintenance staff to increase our preventative maintenance work which will result in a higher completion rate																																							

ACTIVITY	INFRASTRUCTURE – MANAGEMENT AND ADMINISTRATION SUPPORT
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Mission To effectively manage and deliver the Region's Utility Infrastructure to meet the needs of the community to ensure a sustainable future

Officer Responsible Manager Infrastructure

Outputs	
Title	Description
1. Management of the Branch Performance including; - Project Delivery - Planning & Design - Asset Management - Administration Support	Report Monthly the measurable outputs of the unit against Corporate and Legislative requirements
2. Promote continuous improvement and skill development of staff	Apply continuous improvement principles to processes within Infrastructure Branch. Training development plans agreed and implemented.
3. Capital Works Program Management	Development of 10 Year Capital Works Program and Annual Capital Works Program. Review and performance reporting of Annual Capital Works Programs

Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 5%)
Revenue	954,344	910,151	44,193	5%	FAVOURABLE: <ul style="list-style-type: none"> • Reasons: Variance is due to grants being received earlier than budgeted. This is offset by an overrun in Internal Charges of \$45k for the Water and Waste Corporate overhead and also a shortfall in Fees & Charges of \$11k. • Implications / Actions: Continue to monitor revenue in the coming months.

Expenditure	2,728,365	3,055,472	327,107	11%	FAVOURABLE: <ul style="list-style-type: none"> • Reasons: The variance is attributable to reduced expenditure on salaries resulting from current staff vacancies of \$161k. Materials, External Services, Consultancy Service and Internal Charges are \$39k, \$29k, \$35k and \$95k below budget respectively which is offset by Competitive Neutrality of \$24k which is over budget. • Implications / Actions: Variance will smooth over the coming months.
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ACTIVITY	INFRASTRUCTURE PROJECT DELIVERY
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Officer Responsible Executive Engineer Project Delivery

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Construction of new reservoir at Bellenden Ker	Corporate Goal 4	June 2012	98%	✓	
2. Commence Construction of Behana Creek Fluoride Treatment Plant	Corporate Goal 4	June 2012	15%	✓	
3. Implementation of Smart Metering in Port Douglas	Corporate Goal 4	June 2012	55%	✓	
4. Award of Mossman WWTP Upgrade design and construct contract	Corporate Goal 4 TMP Sub Plan 2	June 2012	15%	✓	

Outputs	
Title	Description
1. Water, Wastewater and Waste Asset Project Deliver	Project Delivery and contract administration for Water, Wastewater and Waste Assets
2. Demand Management	Implementation of Demand Management Initiatives

Performance Indicators		✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Capital Projects Delivered within available Source of Funds			
Result Target	Capital Works constrained within available Source of Funds			
Reporting Frequency	Quarterly			
Refer Cairns Water Capital Works 2011/12 Committee Report			<u>Performance Rating:</u>	
			<u>Variance Report:</u>	
			<u>Prospective Actions:</u>	

Performance Indicators		✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory
Result Measures (Title)	Compliance and effectiveness of Demand Management Strategy Program			
Result Target	100% Completed by date			
Reporting Frequency	Bi-Annual			
			<u>Performance Rating:</u>	
			✓	
			<u>Variance Report:</u> All demand management projects currently on track	
			<u>Prospective Actions:</u>	
			Performance to continue to be monitored and reviewed.	

ACTIVITY	INFRASTRUCTURE – PLANNING AND DESIGN
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Officer Responsible Executive Engineer Planning and Design

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
2. Lodgement of Recycle Water Management Plans for Northern and Mossman WWTP recycle water schemes	Corporate Goal 4	June 2012	75%	✓	
3. Award of Marlin Coast WWTP Recycle Water Treatment Plant construction contract	Corporate Goal 4	June 2012	45%	✓	
4. Completion of 20 year Dam Safety Review for the Copperlode Falls Dam	Corporate Goal 4	December 2011	100%	✓	

Outputs	
Title	Description
5. Water, Wastewater and Waste Strategic Infrastructure Planning	Strategic and tactical planning for future Infrastructure
6. Development Application Assessment Advice	Advise of Cairns Regional Council Water & Waste requirements in accordance with SPA

Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory
Result Measures (Title)	Infrastructure capacity		
Result Target	100% Compliance		
Reporting Frequency	Bi-Annual		
			Performance Rating: ✓
			Variance Report: Infrastructure capacity meets current demands
			Prospective Actions: Modelling to be completed on Water & Sewerage Networks to monitor and inform future infrastructure upgrades.

Performance Indicators	✓ = Satisfactory	? = Marginal	✘ = Unsatisfactory															
Result Measures (Title)	Timely and accurate advice on Development Applications																	
Result Target	90% Completed by Date																	
Reporting Frequency	Quarterly (next reporting date April 2012)																	
<table border="1"> <caption>Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>% of Projects Met</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>1st Quarter</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>2nd Quarter</td> <td>88%</td> <td>90%</td> </tr> <tr> <td>3rd Quarter</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>4th Quarter</td> <td>90%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	% of Projects Met	Target	1st Quarter	90%	90%	2nd Quarter	88%	90%	3rd Quarter	90%	90%	4th Quarter	90%	90%	Performance Rating:		
	Quarter	% of Projects Met	Target															
	1st Quarter	90%	90%															
2nd Quarter	88%	90%																
3rd Quarter	90%	90%																
4th Quarter	90%	90%																
			?															
			Variance Report: 88% Completed by date for 2 nd quarter due to increase in applications lodged and staff absences.															
			Prospective Actions: Training of other staff to provide added capacity in the result of increased lodgements and/or absence of key staff.															
ACTIVITY	INFRASTRUCTURE – ASSET MANAGEMENT																	

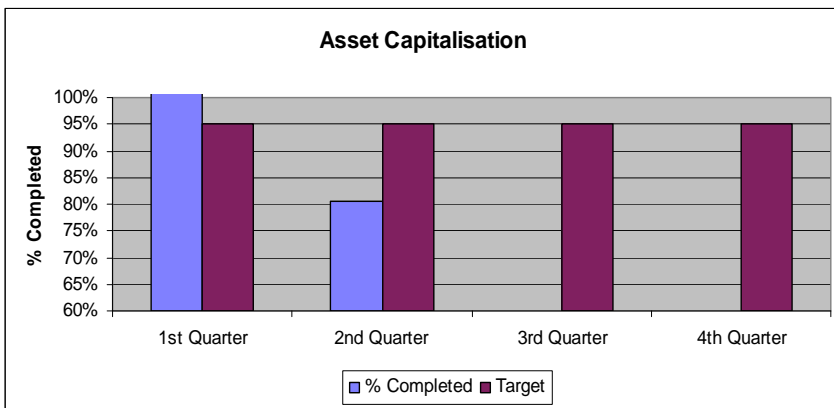
Officer Responsible Asset Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Full implementation of Strategic Asset Management Plan (SAM) module for underground assets	Corporate Goals 4 & 6	June 2012	50%	✓	
2. Review / Develop effective maintenance schedules & KPIs	Corporate Goals 4 & 6	June 2012	45%	✓	

Outputs	
Title	Description
3. Asset Management Plans (AMP) for Water & Waste Infrastructure	An Asset Management Strategy for Water & Waste Infrastructure, including Asset Management Plans (AMP) and the maintenance of asset data for all asset classes.
4. Capitalisation of assets	Asset Information entered into asset registers with Financial Information
5. GIS Support for Water & Waste	GIS Technical Support Services to Water & Waste

Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory
Result Measures (Title)	Asset Management plans maintained for all asset classes			
Result Target	Within 5 year cycle			
Reporting Frequency	Annually			
				<u>Performance Rating:</u>
				<u>Variance Report:</u>
				<u>Prospective Actions:</u>

Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory
Result Measures (Title)	Capitalisation of Assets			
Result Target	95% of all projects capitalised within 7 working days of asset acquisition information being supplied			
Reporting Frequency	Quarterly			
				<u>Performance Rating:</u>
				?
				<u>Variance Report:</u>
				Large number of completion forms and complex capitalisations caused backlog of in this area
				<u>Prospective Actions:</u>
				Focus more time to capitalisation. CIS project time will be decreased until backlog reduced to acceptable levels



Performance Indicators		✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory															
Result Measures (Title)	GIS Support provided to customer needs																		
Result Target	95% of jobs completed within timeframe agreed with customer																		
Reporting Frequency	Quarterly																		
<table border="1"> <caption>GIS Support Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>% Completed</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>1st Quarter</td> <td>90%</td> <td>95%</td> </tr> <tr> <td>2nd Quarter</td> <td>80%</td> <td>95%</td> </tr> <tr> <td>3rd Quarter</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>4th Quarter</td> <td>95%</td> <td>95%</td> </tr> </tbody> </table>			Quarter	% Completed	Target	1st Quarter	90%	95%	2nd Quarter	80%	95%	3rd Quarter	95%	95%	4th Quarter	95%	95%	Performance Rating:	
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			2nd Quarter	80%	95%														
3rd Quarter	95%	95%																	
4th Quarter	95%	95%																	
		?																	
		Variance Report:																	
		Project Analyst on leave for part of this period. Position is now vacant																	
		Prospective Actions:																	
		Recruiting process commenced to fill this vacancy																	

ACTIVITY	WASTE & ENVIRONMENT – MANAGEMENT AND ADMINISTRATION SUPPORT
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Mission To provide cost effective, efficient and sustainable Waste & Environmental Management Services

Officer Responsible Manager Waste & Environment

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
5. Review and update Waste Management Strategy 2010-2015	Waste Management Strategy 2010-2012	June 2012	25%	✓	
6. Develop a detailed waste business model	Waste Management Strategy 2010-2012	June 2012	20%	✓	
7. Undertake a review to establish the best value solution for organic waste treatment	Waste Management Strategy 2010-2012	February 2012	35%	✓	
8. Develop a full cost recovery pricing model	Waste Management Strategy 2010-2012	June 2012	70%	✓	
9. Implement Waste Education & Communication Plan	Waste Management Strategy 2010-2012	September 2012	25%	✓	
10. Complete Options Analysis for Materials Recovery Facility	Waste Management Strategy 2010-2012	December 2012	95%	✓	

Outputs	
Title	Description
1. Management of Branch Performance including; Waste Services Unit; and Environmental Management Unit	Report on branches performance measures at the frequency specified
2. Quality Management & Continuous Improvement	Ensure Quality Management and continuous improvement principles are applied to processes within the Waste & Environment Branch

Operating Budget Assessment:

	YTD Actual (\$)	YTD Budget Revised (\$)	Var (\$)	Var (%)	Variance Report & Prospective Actions (where variance is +/- 5%)
Revenue	18,707,367	19,401,217	-693,850	-4%	UNFAVOURABLE: <ul style="list-style-type: none"> Reasons: Nil. Implications / Actions: Nil.
Expenditure (Before Tax & Dividend)	14,882,479	15,147,831	265,352	2%	FAVOURABLE: <ul style="list-style-type: none"> Reasons: Nil. Implications / Actions: Nil.

ACTIVITY	WASTE SERVICES – CONTRACT MANAGEMENT
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Officer Responsible Waste Contracts Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Develop and implement a multi-unit dwelling waste and recycling plan and implement planning conditions for new developments to include waste and recycling systems	Waste Management Strategy 2010-2015	June 2012	5%	✓	
2. Develop and implement an away from home waste and recycling trial	Waste Management Strategy 2010-2015	June 2012	30%	✓	
3. Develop and implement the Business Recycling plan to maximise the collection of recyclables	Waste Management Strategy 2010-2015	June 2012	35%	✓	

Outputs	
Title	Description
3. Waste & Recycling Collection Contract: 75292	Domestic, Council and Commercial waste & recyclables collection

CONTRACTOR PERFORMANCE																																																																				
Performance Indicators	✓ = Satisfactory	? = Marginal	✗ = Unsatisfactory																																																																	
<p>Result Measures (Title)</p> <p>Result Target</p> <p>Reporting Frequency</p>	<p>Services delivered in accordance with performance criteria specified in the Contract</p> <p>100% Compliance with the performance criteria specified in the contract</p> <p>Quarterly – Next Update April 2012</p>																																																																			
<p style="text-align: center;">Number of Missed Services per 5000 per Month 2011/2012</p> <table border="1"> <caption>Number of Missed Services per 5000 per Month 2011/2012</caption> <thead> <tr> <th>Month</th> <th>Missed Waste</th> <th>Missed Recycling</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>0.7</td><td>0.7</td><td>1.0</td></tr> <tr><td>Aug</td><td>1.3</td><td>0.9</td><td>1.0</td></tr> <tr><td>Sep</td><td>1.0</td><td>1.1</td><td>1.0</td></tr> <tr><td>Oct</td><td>1.3</td><td>1.2</td><td>1.0</td></tr> <tr><td>Nov</td><td>2.5</td><td>0.8</td><td>1.0</td></tr> <tr><td>Dec</td><td>2.3</td><td>2.9</td><td>1.0</td></tr> <tr><td>Jan</td><td>1.8</td><td>1.0</td><td>1.0</td></tr> <tr><td>Feb</td><td></td><td></td><td>1.0</td></tr> <tr><td>Mar</td><td></td><td></td><td>1.0</td></tr> <tr><td>Apr</td><td></td><td></td><td>1.0</td></tr> <tr><td>May</td><td></td><td></td><td>1.0</td></tr> <tr><td>Jun</td><td></td><td></td><td>1.0</td></tr> </tbody> </table>		Month	Missed Waste	Missed Recycling	Target	Jul	0.7	0.7	1.0	Aug	1.3	0.9	1.0	Sep	1.0	1.1	1.0	Oct	1.3	1.2	1.0	Nov	2.5	0.8	1.0	Dec	2.3	2.9	1.0	Jan	1.8	1.0	1.0	Feb			1.0	Mar			1.0	Apr			1.0	May			1.0	Jun			1.0	<p>Performance Rating:</p> <p style="text-align: center;">✗</p> <p>Variance Report:</p> <p>Increase in missed services was due to an implementation of a “Roster Change” (Change Drivers/ Different Runs). Contractor has implemented extra driver training where the need has been identified.</p> <p>Prospective Actions:</p> <p>When the new system change is implemented, this will improve reliability with the CRM interface with the contractor’s network enabling better reporting which will result in easier monitoring of contract.</p>														
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Month	Missed Service Overdue	Repair/Replace Overdue	Commence New Service Overdue	Complaints Overdue																																																																
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<p><i>The target is 0% of requests to become overdue.</i></p>																																																																				

ACTIVITY	WASTE SERVICES – WASTE TRANSFER STATION OPERATIONS
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Officer Responsible Waste Operations Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Develop and implement new operational model and communications plan for Buy Back Shop to maximise patronage and resource recovered from satellite transfer stations.	Waste Management Strategy 2010-2015	June 2012	30%	✓	
	Comments: Developing the communications plan for the Buy Back Shop is now part in the Waste Education and Communications Plan. Operational initiatives have been put in place to maximise resources recovered from the satellite transfer stations.				
2. Develop Master Plan for Transfer Stations and Landfills	Waste Management Strategy 2010-2015	July 2012	35%	✓	
	Comments:				

Outputs	
Title	Description
1. Efficient & effective waste & recycling transfer stations operation	Identification of opportunities to increase resource recovery at transfer stations

WASTE DIVERSION																																										
Performance Indicators	✓ = Satisfactory	? = Marginal	x = Unsatisfactory																																							
Result Measures (Title)	Waste Diversion																																									
Result Target	Establish baseline and increase by 5% annually																																									
Reporting Frequency	Quarterly – Next Update April 2012																																									
<table border="1"> <caption>Transfer Stations - Waste Diversion Rates 2011/2012</caption> <thead> <tr> <th>Month</th> <th>Total Reused or Recycled (tonnes) (%)</th> <th>Baseline (%)</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>75</td><td>70</td></tr> <tr><td>Aug</td><td>65</td><td>70</td></tr> <tr><td>Sep</td><td>85</td><td>70</td></tr> <tr><td>Oct</td><td>92</td><td>70</td></tr> <tr><td>Nov</td><td>98</td><td>70</td></tr> <tr><td>Dec</td><td>95</td><td>70</td></tr> <tr><td>Jan</td><td>80</td><td>70</td></tr> <tr><td>Feb</td><td>-</td><td>70</td></tr> <tr><td>Mar</td><td>-</td><td>70</td></tr> <tr><td>Apr</td><td>-</td><td>70</td></tr> <tr><td>May</td><td>-</td><td>70</td></tr> <tr><td>Jun</td><td>-</td><td>70</td></tr> </tbody> </table>			Month	Total Reused or Recycled (tonnes) (%)	Baseline (%)	Jul	75	70	Aug	65	70	Sep	85	70	Oct	92	70	Nov	98	70	Dec	95	70	Jan	80	70	Feb	-	70	Mar	-	70	Apr	-	70	May	-	70	Jun	-	70	<p><u>Performance Rating:</u></p> <p style="text-align: center;">✓</p> <p><u>Variance Report:</u></p> <p style="text-align: center;">Above target</p> <p><u>Prospective Actions:</u></p> <p style="text-align: center;">n/a</p>
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ACTIVITY	WASTE SERVICES – WASTE LANDFILL OPERATIONS
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Officer Responsible Waste Operations Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Investigate the feasibility for conversion of Killaloe Landfill operation from a contractor to Council run facility	Waste Management Strategy 2010-2015	December 2011	100%	✓	
2. Investigate options for Construction and Demolition of waste recycling at Killaloe Landfill	Waste Management Strategy 2010-2015	April 2012	50%	✓	
3. Investigate the feasibility for conversion of Newell Beach Landfill to a Transfer Station	Waste Management Strategy 2010-2015	November 2011	100%	✓	
4. Complete major capital works project for earthworks at Killaloe Landfill	Waste Management Strategy 2010-2015	March 2012	80%	✓	
	Comments: Awaiting delivery of leachate pumps for installation at the site.				
5. Implement Post Closure Maintenance Plan for Portsmith Landfill	Waste Management Strategy 2010-2015	December 2011	100%	✓	
	Comments: Post closure plan complete, implementation to commence in December as scheduled.				

ACTIVITY	WASTE SERVICES – MATERIALS RECOVERY FACILITY (MRF)
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Officer Responsible Waste Operations Coordinator

Operating Initiatives					
Operating Initiative Status	Relevant Linkages	Due Date	Complete	On Target	
				Yes	No
1. Integrate maintenance schedules with operations manual in accordance with asset management requirements	Waste Management Strategy 2010-2015	Ongoing – September 2011	100%	✓	
2. Develop markets for resale of crushed glass	Waste Management Strategy 2010-2015	Ongoing – March 2012	45%	✓	

Outputs	
Title	Description
1. Effective and efficient operation of the MRF	Identification of opportunities to increase resource recovery at the MRF.

WASTE DIVERSION																																								
Performance Indicators	✓ = Satisfactory ? = Marginal ✘ = Unsatisfactory																																							
Result Measures (Title)	Waste Diversion																																							
Result Target	75% of feedstock processed and sold																																							
Reporting Frequency	Quarterly – Next Update April 2012																																							
<p>Performance Rating:</p> <p style="font-size: 2em; text-align: center;">?</p>																																								
<p>Variance Report:</p> <p>The YTD percentage of tonnes exported does not take into account stockpiles of glass fines and other recyclables. Glass fines are currently being stockpiled until suitable markets can be established. It should be noted that the current amount of contamination through the recycling process is approximately 15% of total feedstock.</p>																																								
<p>Prospective Actions:</p> <p>Quotations are being called for the relocation and reconfiguration of the glass crushing plant to improve the volumes of glass that can be processed.</p>																																								
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ENVIRONMENTAL LICENCES																																								
Performance Indicators	✓ = Satisfactory ? = Marginal ✘ = Unsatisfactory																																							
Result Measures (Title)	Compliance with Environmental Licences																																							
Result Target	Nil enforcement action taken by DERM																																							
Reporting Frequency	Monthly																																							
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Compliance with DERM Licences</p> <p style="text-align: right;">2011/2012</p> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Compliance Data (2011/2012)</caption> <thead> <tr> <th>Month</th> <th>Actual Compliance (%)</th> <th>Target Compliance (%)</th> </tr> </thead> <tbody> <tr><td>Jul</td><td>100</td><td>100</td></tr> <tr><td>Aug</td><td>100</td><td>100</td></tr> <tr><td>Sep</td><td>100</td><td>100</td></tr> <tr><td>Oct</td><td>100</td><td>100</td></tr> <tr><td>Nov</td><td>100</td><td>100</td></tr> <tr><td>Dec</td><td>100</td><td>100</td></tr> <tr><td>Jan</td><td>100</td><td>100</td></tr> <tr><td>Feb</td><td>-</td><td>100</td></tr> <tr><td>Mar</td><td>-</td><td>100</td></tr> <tr><td>Apr</td><td>-</td><td>100</td></tr> <tr><td>May</td><td>-</td><td>100</td></tr> <tr><td>Jun</td><td>-</td><td>100</td></tr> </tbody> </table> </div>	Month	Actual Compliance (%)	Target Compliance (%)	Jul	100	100	Aug	100	100	Sep	100	100	Oct	100	100	Nov	100	100	Dec	100	100	Jan	100	100	Feb	-	100	Mar	-	100	Apr	-	100	May	-	100	Jun	-	100	<p><u>Performance Rating:</u></p> <p style="text-align: center; font-size: 1.5em;">✓</p> <p><u>Variance Report:</u></p> <p><u>Prospective Actions:</u></p>
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