



- **2 Kerb and Channel Sub-Program**
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|--------------------------------------|----------|
| Policy and Admin Board | |
| Mtg Date: 21.08.12 | OAR: YES |
| Authorisation: Craig Maudsley | |

CKM:CKM
(departmental\committee reports\1207 CKM Accelerated K&C Program CP)

16 July 2012

MEMORANDUM

TO: CHIEF EXECUTIVE OFFICER

FROM: CHIEF OPERATING OFFICER (WORKS PARKS AND RECREATION)

RE: ACCELERATED KERB AND CHANNEL PROGRAM
CITYWIDE

INTRODUCTION:

This is a report by the Chief Operating Officer (Works Parks and Recreation) dated 16 July 2012 concerning the roll-out of the Accelerated Kerb and Channel Program.

BACKGROUND:

Council has, as part of the 2012–2013 Budget, endorsed a long-term Accelerated Kerb and Channel Program as part of a city wide focus for the capital portfolio. Accordingly, it is prudent that consideration be given to both the guiding principles and roll-out strategy for the overall program and the immediate commencement of the first year of the program.

It is acknowledged that a final on ground audit process is underway and being strongly supported by the divisional Councillors. While this audit will provide a finer level of detail as to specific projects and locations it will not alter the total required investment or project distribution at a material level. Recognising this audit activity the following discussion and options will not change to any significant level.

2012–2013 PLAN:

To ensure that the roll-out of the first year for the accelerated kerb and channel program can be fully delivered, it is proposed that projects previously identified by the relevant divisional Councillors form the basis of the 2012–2013 program (Attachment A).

That is, the 2012–2013 program has been developed as the initial focus for the Program and is based on the current/existing requests of commitments from Councillors for kerb and channel related projects. As such, the proposed 2012–2013 program simply reflects the previously identified and endorsed priorities for the coming year.

Should this be endorsed it is proposed that a full five year program (2013–2014 – 2017–2018) will be prepared for Council’s consideration during September 2012.

GUIDING PRINCIPLES:

To ensure that maximum value can be achieved from the program the following guiding principles are proposed to guide the selection, bundling and delivery of the entire program.

Program Delivery:

1. The program is delivered in five year periods or sub programs.
2. The preferred delivery model is a bundled contract to maximise delivery efficiencies.

Project selection ([following consultation with divisional Councillor](#)):

1. Areas where there is a reasonable expectation that future developers will be required to deliver the kerb and channel in the foreseeable (say next ten years) be made a lower priority
2. To the extent possible the kerb and channel program be linked to the road rehabilitation program
3. The kerb and channel program be prioritised on the basis of known drainage or maintenance issues where kerb and channel and associated drainage construction will resolve the issues
4. Priority be given to kerb and channel installation where it will resolve known safety issues
5. Consideration be given to any possible associated stormwater mitigation requirements as a result of the installation of kerb and channel
6. Achieve economies of scale through geographic bundling of projects and multi-year programming and procurement
7. An appropriate spread of projects across the City is achieved over each four year block of the program
8. An annual audit be undertaken to inform and update the ongoing priorities for the remaining life of the current program period.

Project Distribution/Allocation:

There is a need to determine how the total program is distributed across the City as a whole while also recognising the local, district and divisional needs. This needs to be balanced with the ability to achieve the efficiencies and productivity expectations from the strategic city wide program.

Three options are presented for discussion regarding the allocation of projects across the program periods. These are:

1. Pro-rata of total amount of program by Division based on total program of work.

Simply provides a distribution of investment as a direct percentage of the total program within each Division over the life of the program (e.g. If say a Division has 10% of the total program then 10% of the total available funds are applied to projects in that Division)

2. Division of total program value across the ten divisions

Straight one tenth of any available funds applied to each Division.

3. Use a base of \$500,000 per Division and the remaining funds pro-rata based on total program of works

Provides a minimum base of \$500,000 (similar amount to the initial reallocation of the previous Divisional Allocation) and then the remaining available funds are provided as a direct percentage of the total program within each Division over the life of the program (e.g. a base of \$500,000 and then if say a Division has 10% of the total program then an additional 10% of the remaining available funds are applied to projects in that Division).

These three options are modelled in Attachment B which indicates the total amount invested per Division under each option.

There are obvious advantages and disadvantages of each option and these are briefly summarised below to assist the discussion:

Option 1

- provides a direct nexus between the number/value of projects and the overall total investment
- ensures that the program will be delivered equitably over the life of the entire program
- differing investment amounts per division.

Option 2

- provides an equal amount of investment per division
- does not recognise the differences in required investment across the city
- may not deliver the strategic intent of the overall program
- may see the program completed in some divisions prior to the entire program being completed across the city
- may see some later years with no required investment in some divisions while other divisions are still exhibiting large amounts of remaining projects

Option 3

- a combination of Options 1 and 2
- provides a two part combination of a base investment amount and a variable amount to acknowledge the total program distribution across the City
- ensures a minimum floor for the level of investment in each division
- recognises the differences in the distribution of the projects across the city by way of the allocation of the second part of the available investment



It is suggested that while Option 1 for Project Distribution/Allocation provides the strongest nexus between need and investment. However, it is suggested that Option 3 provides a compromise to ensure a minimum level of investment while addressing the overall city wide distribution of the projects within the total program.

CONCLUSION:

To ensure the timely delivery of the 2012–2013 accelerated kerb and channel program it is proposed that the projects previously identified by Council (provided they meet the criteria previously considered by Council) be delivered in 2012–2013.

A full five year program be developed on the basis of the guiding principles, including Option 3 for Project Distribution/Allocation, as outlined in this report and be submitted for Councils consideration during September 2012.

ATTACHMENT/S:

| Name of Attachment | Attachment |
|--|---|
| List of Proposed Accelerated K&C Project for 2012-2013 |  Attachment A |
| Options modelling |  Attachment B |

RECOMMENDATION:

- A. That Council endorse the guiding principles for the roll-out of the accelerated Kerb and Channel Program as detailed in the report by the Chief Operating Officer (Works Parks and Recreation) dated 16 July 2012.

- B. That Council endorse the 2012–2013 Kerb and Channel projects as detailed in Attachment A of the report by the Chief Operating Officer (Works Parks and Recreation) dated 16 July 2012.
- C. That Council endorse Option 3 for Project Distribution/Allocation for the roll-out of the accelerated Kerb and Channel Program as detailed in the report by the Chief Operating Officer (Works Parks and Recreation) dated 16 July 2012.

Craig Maudsley
CHIEF OPERATING OFFICER (WORKS, PARKS & RECREATION)

KERB AND CHANNEL SUB-PROGRAM Workshop

Presenter – Scott Fenn
Infrastructure and Environment Department (IED)



Overview and Purpose

- **Provide background into how we got here**
- **Identify streets considered under the kerb and channel sub-program**
- **Update the framework used for the ongoing prioritisation of projects**
- **Identify top priority projects**
- **Estimate total cost of remaining projects**

Background

- **Grass table drains were common**



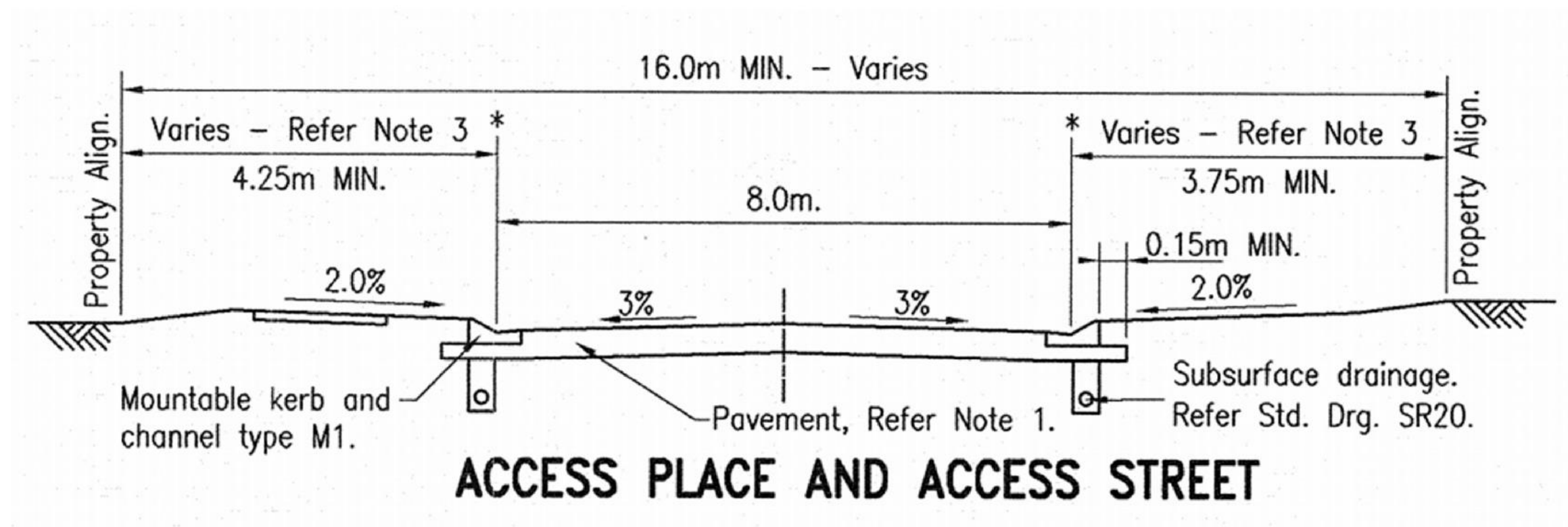
Background

- **AC kerbs installed in some areas as a cheap alternative**



Background

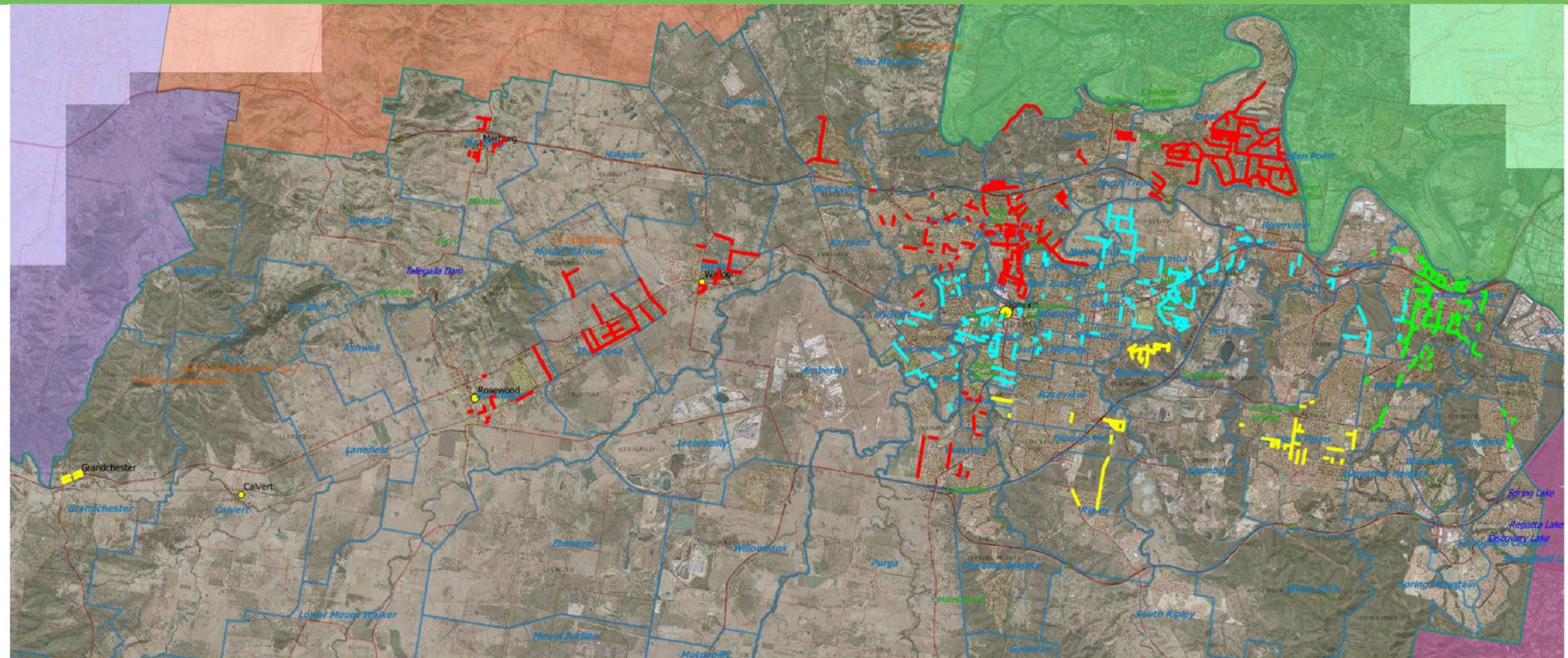
- Development standards have evolved over time



Background

- **2012/2013 strategic decision to begin Accelerated Kerb and Channel sub-program funded by consolidated divisional allocation**
- **70 projects constructed since inception**
- **17 projects with design completed proposed to make up next 4-5 year sub-program**
- **450 remaining streets separated into 1400 line segments and prioritised via Multi-Criteria Analysis**

Streets considered - Overview



Streets considered - Segments



Multi-Criteria Analysis

Principles Included

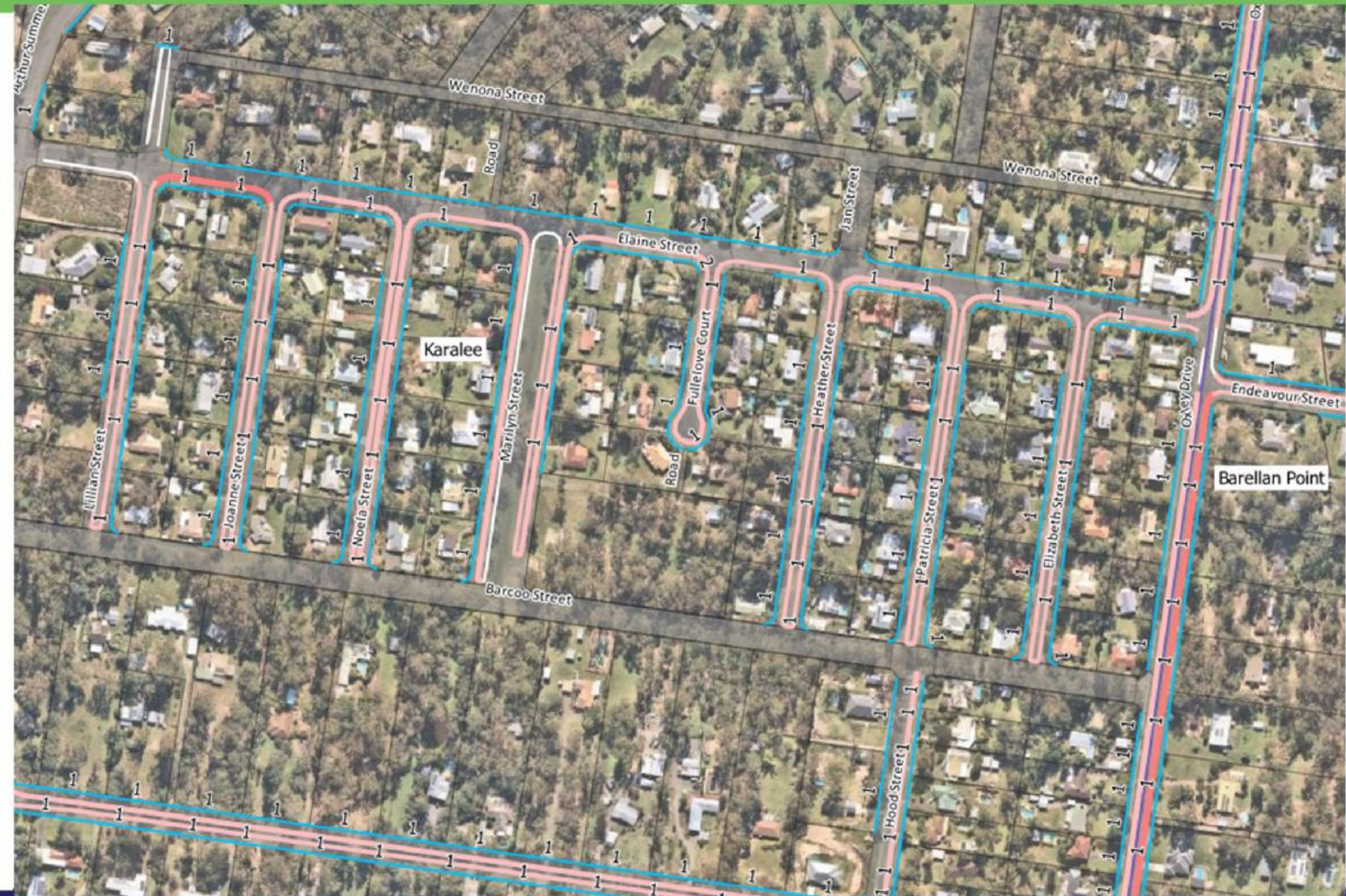
- **Waste Services Per Metre (WSPM)***
- **Boundary/Kerb Height Relation (BKR)***
- **Road Hierarchy (RH)**
- **Adjacent Bus Stops (BS)**
- **Adjacent Schools (AS)**
- **Adjacent Character Planning Zone (PZ)**
- **Adjacent Parks (AP)**
- **Distance to CBD (CBD)***
- **Future LGIP Projects Trigger***

Principles Excluded

- **Drainage Issues**
- **Safety Issues**
- **Maintenance Issues**
- **Traffic Count**
- **Road Construction Date**
- **Alignment with Road Rehabilitation**

Multi-Criteria Analysis – Principles Included

- **Waste Services Per Metre**



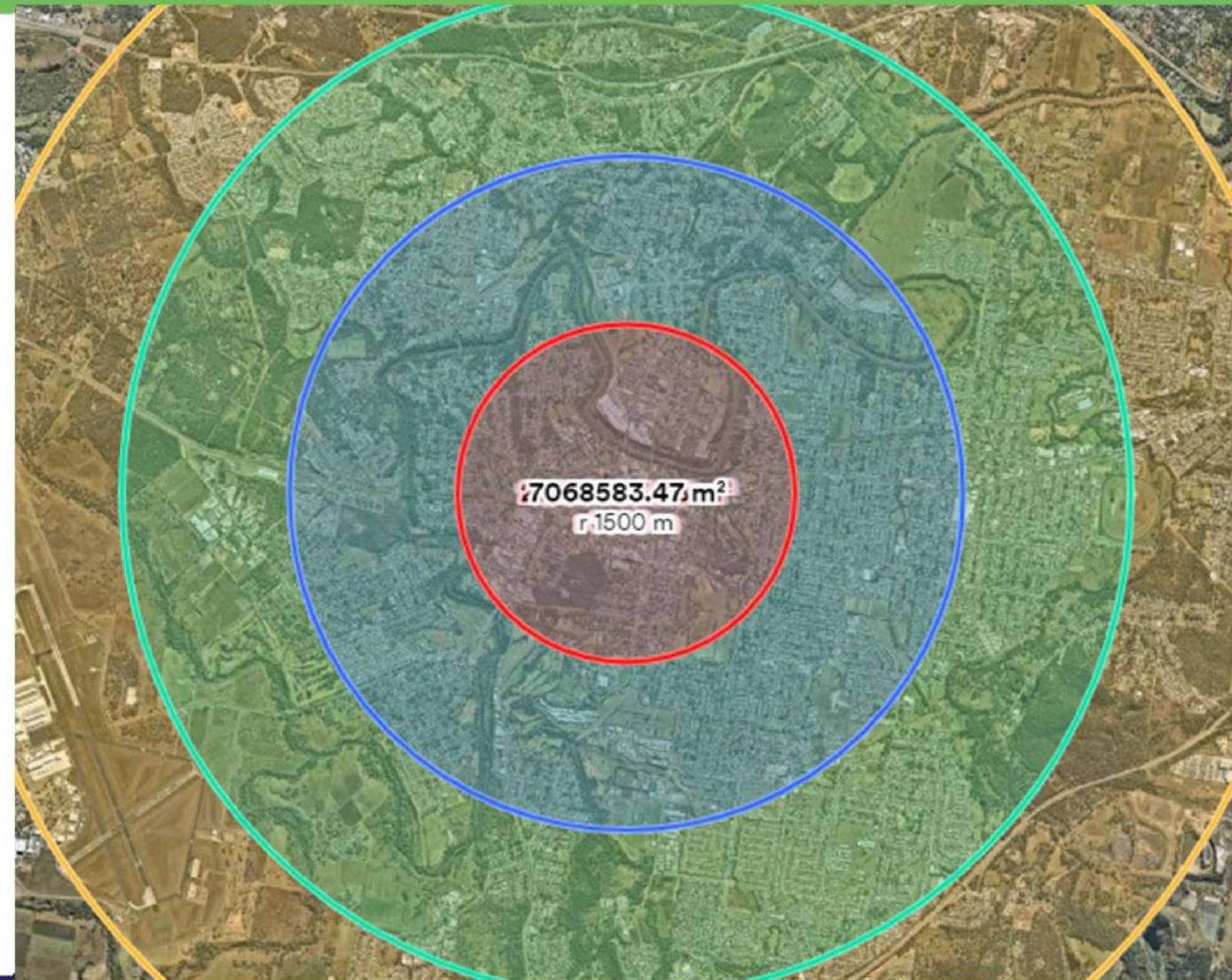
Multi-Criteria Analysis – Principles Included

- **Boundary/Kerb Relation**



Multi-Criteria Analysis – Principles Included

- **Distance to CBD**



Multi-Criteria Analysis – Principles Included

- **Future LGIP Projects Trigger**



Multi-Criteria Analysis – Top Priority Outputs

1. Moores Pocket Road, Moores Pocket

WSPM: 35
BKR: 0
RH: 4
BS: 4
AS: 0
PZ: 0
AP: 0
CBD: 9
Total: 52



Multi-Criteria Analysis – Top Priority Outputs

2. Moores Pocket Road, Moores Pocket

WSPM: 35
BKR: 0
RH: 5
BS: 2
AS: 0
PZ: 0
AP: 0
CBD: 9
Total: 51



Multi-Criteria Analysis – Top Priority Outputs

3. Cemetery Road, Ipswich

WSPM: 30
BKR: 0
RH: 6
BS: 0
AS: 0
PZ: 3
AP: 0
CBD: 9
Total: 48



Multi-Criteria Analysis – Top Priority Outputs

4. Smith Street, North Ipswich

WSPM: 30
BKR: 0
RH: 4
BS: 0
AS: 0
PZ: 3
AP: 0
CBD: 9
Total: 46



Multi-Criteria Analysis – Top Priority Outputs

5. Salisbury Road, Ipswich

WSPM: 15
BKR: 2
RH: 4
BS: 0
AS: 10
PZ: 3
AP: 0
CBD: 9
Total: 43

*** LGIP trigger**

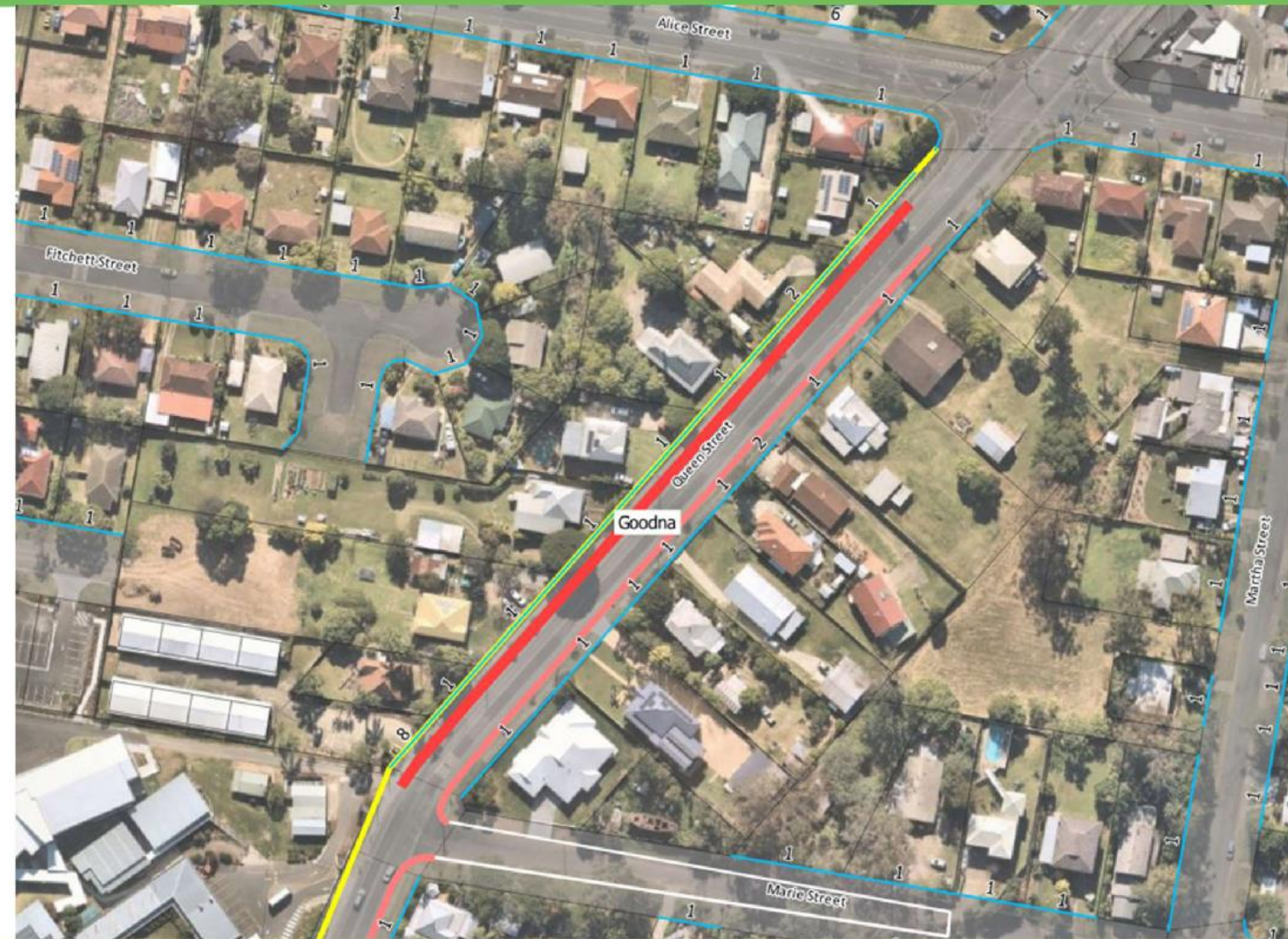


Multi-Criteria Analysis – Top Priority Outputs

6. Queen Street, Goodna

WSPM: 20
BKR: 0
RH: 7
BS: 0
AS: 10
PZ: 0
AP: 0
CBD: 5
Total: 42

*** LGIP trigger**



Multi-Criteria Analysis – Top Priority Outputs

7. Hastie Street, Tivoli

WSPM: 25
BKR: 2
RH: 4
BS: 0
AS: 0
PZ: 0
AP: 0
CBD: 9
Total: 40



Multi-Criteria Analysis – Top Priority Outputs

9. Mary Street, Blackstone

WSPM: 15
BKR: 2
RH: 7
BS: 4
AS: 0
PZ: 3
AP: 0
CBD: 8
Total: 39

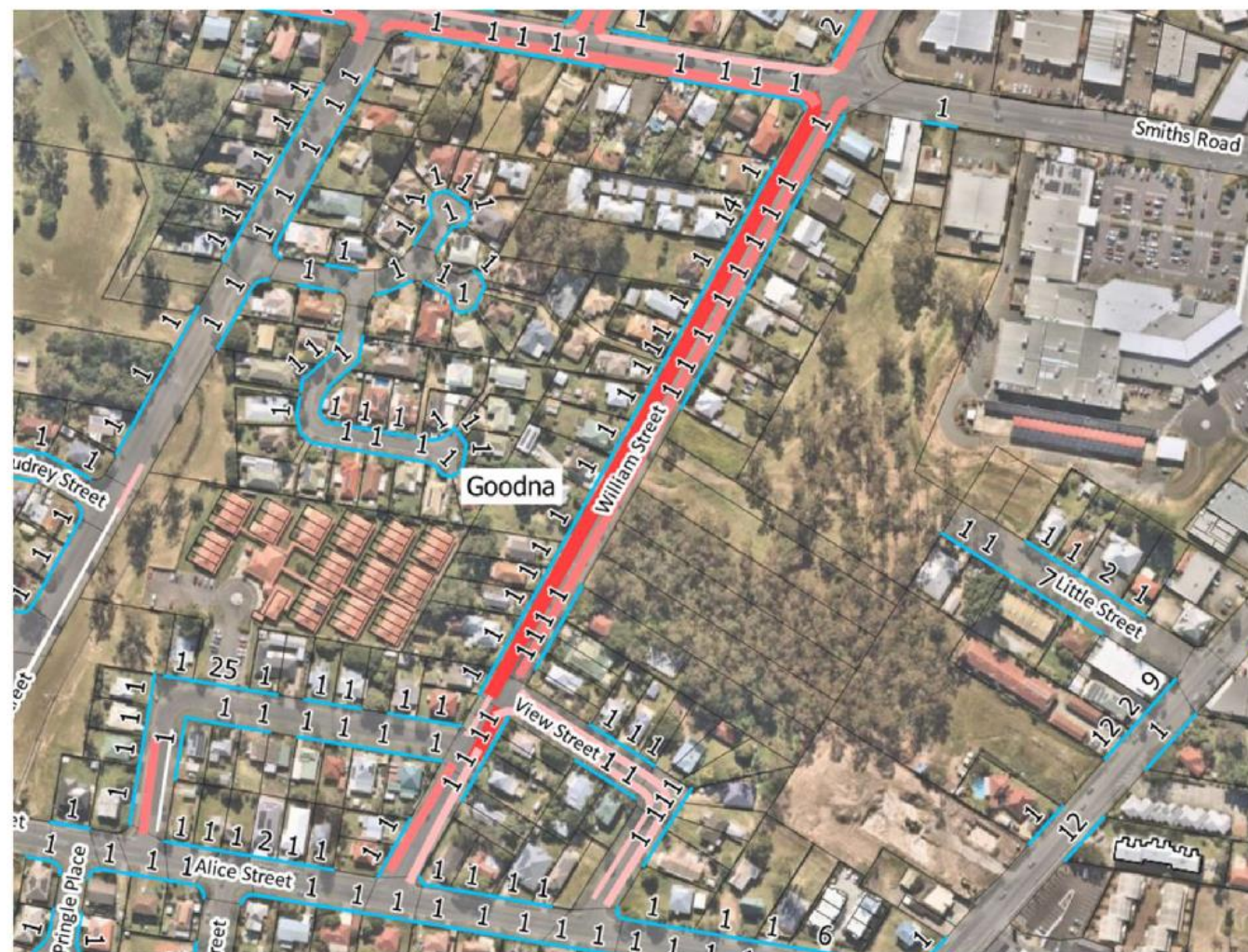
* LGIP trigger



Multi-Criteria Analysis – Top Priority Outputs

10. William Street, Goodna

WSPM: 25
BKR: 0
RH: 5
BS: 0
AS: 0
PZ: 3
AP: 0
CBD: 5
Total: 38



High-Level Estimate

- **Recent project costs averaged \$1,300 per lineal metre**
- **250km streets identified without kerb and channel**
- **High-level cost estimate of \$325M to complete all streets**





Summary

- **70 projects completed since sub-program inception in 2012/2013**
- **450 streets totalling 250km identified without kerb and channel**
- **17 streets with designs completed to make up next 4-5 years' capital projects**
- **Multi-criteria analysis to be used to identify priority sites to follow**
- **High-level cost estimate of \$325M to complete all streets**

| | |
|---|----------|
| City Infrastructure and Emergency Management Committee | |
| Mtg Date: 14.08.2017 | OAR: YES |
| Authorisation: Charlie Dill | |

SF:MT

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27 July 2017

MEMORANDUM

TO: INFRASTRUCTURE PLANNING MANAGER

FROM: ENGINEER (HYDRAULICS)

RE: KERB AND CHANNEL SUB-PROGRAM – 2018/19 – 2021/22

INTRODUCTION:

This is a report by the Engineer (Hydraulics) dated 27 July 2017 concerning the second round of Council's kerb and channel sub-program.

BACKGROUND:

There are many older urban areas of Ipswich where streets do not have kerb and channel. This is historical where the provision of kerb and channel was not specified as part of the design and construction of streets to service new subdivisions and estates. In turn, this has created less than standard amenity and drainage functionality for some residents and a financial and operational legacy for Council to maintain and rectify.

New kerb and channel projects are funded in the annual Capital Portfolio and grouped together in the 'kerb and channel sub-program'. As part of the 2012/2013 budget development process, Council made the strategic decision to accelerate the construction of kerb and channel across the city by taking a longer term focus of increasing funds allocated to the kerb and channel sub-program over and above historical investment levels. This initiative is colloquially referred to as the 'Accelerated kerb and channel sub-program'.

The first round of the accelerated kerb and channel sub-program commenced in 2012/13 and will be completed in 2017/18. Approximately 45 sites will be completed across the city as part of this sub-program (refer Attachment A).

PROPOSED 2018/19 – 2021/22 ACCELERATED KERB AND CHANNEL SUB-PROGRAM:

At its Ordinary Meeting on 4 September 2012 [refer Item 2 tabled at the Policy & Administration Board Meeting 2012(06)], Council endorsed the guiding principles for the delivery of the accelerated kerb and channel initiative, as per Attachment B.

The previously adopted guiding principles endorsed by Council have been followed in the development of the second round of the kerb and channel sub-program, resulting in a consolidated list of 109 priority projects across the City (approximately 10 per division), as per Attachment C. Not all of these projects will necessarily be delivered in the second round of the sub-program, as this will very much depend on detailed design estimates.

Funds have been allocated in the 2017/18 Capital Portfolio Budget to undertake detailed design and cost estimates of the priority projects, which will allow a delivery schedule for the sub-program to be submitted as part of the 2018/19 budget considerations.

Council has proposed to increase funding for the sub-program to approximately \$15M per year over the four-year program, to better align with Council's vision to provide all residential streets in urban areas with kerb and channel.

CONCLUSION:




The original accelerated kerb and channel sub-program adopted by Council in 2012/13 and which concludes in 2017/18 has resulted in 45 projects delivered. This sub-program has delivered many benefits to the community including aesthetic, drainage and safety improvements to streets across the City.

It is therefore proposed to continue with a kerb & channel sub-program through the adoption of the next four-year sub-program. This is to be based on the following key elements:

- Follow the previously endorsed guiding principles;
- Councillor liaison with prioritisation integrated with drainage, maintenance and asset rehabilitation sub-programs;
- Multi-year delivery model (based generally on a plan, design and construction 3 year cycle);
- A proposed increased investment of approximately \$15M per year; and
- Scope optimisation.

This approach will result in better project identification and prioritisation, more projects constructed per year and greater value for money outcomes.

ATTACHMENTS:

| Name of Attachment | Attachment |
|---|---|
| <i>Attachment A</i> 2012/13 – 2017/18 Accelerated kerb and channel projects |  Attachment A |
| <i>Attachment B</i> Report from Policy & Administration Board Meeting 2012(06) regarding the accelerated kerb and channel sub-program |  Attachment B |
| <i>Attachment C</i> 2018/19 – 2021/22 Kerb and channel projects priority listing |  Attachment C |

RECOMMENDATION:

- A. That the 2018/19 – 2021/22 Accelerated Kerb and Channel Sub-Program, as outlined in the report by the Engineer (Hydraulics) dated 27 July 2017, be adopted.
- B. That the projects listed in Attachment C of the report by the Engineer (Hydraulics) dated 27 July 2017 be designed as part of the 2017/18 capital portfolio and a delivery schedule for the 2018/19 – 2021/22 Accelerated Kerb and Channel Sub-Program be submitted to Council as part of the 2018/19 budget process.

Scott Fenn
ENGINEER (HYDRAULICS)

I concur with the recommendation contained in this report.

Tony Dileo
INFRASTRUCTURE PLANNING MANAGER

I concur with the recommendation contained in this report.

Charlie Dill
CHIEF OPERATING OFFICER (INFRASTRUCTURE SERVICES)

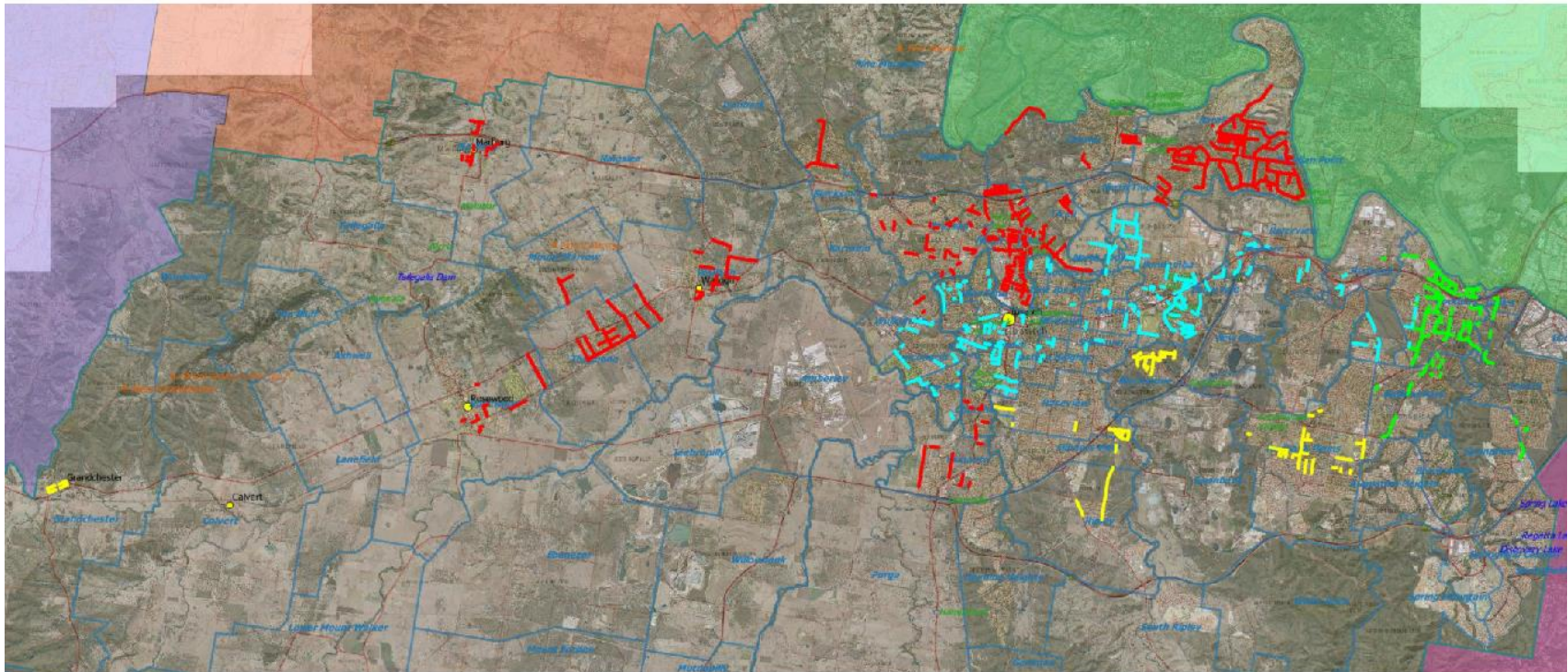
FIRST ROUND 2012/13 - 2017/18

| LOCATION | YEAR DELIVERED |
|--------------------------------|----------------|
| Crescent Street, Leichhardt | 2012/2013 |
| Philip Street, Redbank Plains | 2012/2013 |
| Woodend Road, Woodend | 2012/2013 |
| Meyers Street, Churchill | 2012/2013 |
| Waight Street, Rosewood | 2012/2013 |
| Chilcot Street, Silkstone | 2012/2013 |
| Torrens Street, Karalee | 2012/2013 |
| Meier Road, Camira | 2012/2013 |
| Clifton Street, Booval | 2012/2013 |
| Sherlock Street, Brassall | 2012/2013 |
| Schelbach Street, Booval | 2013/2014 |
| Shirley Street, Redbank Plains | 2013/2014 |
| Newtown Street, East Ipswich | 2013/2014 |
| Halletts Road, Redbank Plains | 2013/2014 |
| Harry Street, Bellbird Park | 2013/2014 |
| Old Logan Road, Gales | 2014/2015 |
| Harvey Street, Churchill | 2014/2015 |
| Kingsley Street, Walloon | 2014/2015 |
| Bell Street, Walloon | 2014/2015 |
| Alice Street, Goodna | 2015/2016 |
| Bridson Avenue, East Ipswich | 2015/2016 |
| Calvin Sreett, Walloon | 2015/2016 |
| George Street, Blackstone | 2015/2016 |
| O'Sullivan Street, Woodend | 2015/2016 |
| Robertson Road, Raceview | 2015/2016 |
| Old Logan Road, Camira | 2015/2016 |
| Balaclava Street, Churchill | 2016/2017 |
| Bremer Parade, Basin Pocket | 2016/2017 |
| Harding Street, Raceview | 2016/2017 |
| Hawthorne Street, Coalfalls | 2016/2017 |
| Verrall Street, Riverview | 2016/2017 |
| Wearne Street, Booval | 2016/2017 |
| Mill Street, Booval | 2016/2017 |
| Guilfoyle Street, Churchill | 2016/2017 |
| Joseph Street, Dinmore | 2016/2017 |
| Simmons Road, North Ipswich | 2016/2017 |
| Barclay Street, Bundamba | 2017/2018 |
| Child Street, Riverview | 2017/2018 |
| Franklin Street, Camira | 2017/2018 |
| Pat Lane, Camira | 2017/2018 |
| Roy Lane, Camira | 2017/2018 |
| McMillian Street, Churchill | 2017/2018 |
| Oak Street, Bundamba | 2017/2018 |
| Rice Road, Redbank Plains | 2017/2018 |
| Waghorn Street, Woodend | 2017/2018 |

SECOND ROUND 2018/19 - 2020/21

| LOCATION | YEAR DELIVERED |
|---------------------------------|----------------|
| Preece Lane, Camira | 2018/2019 |
| Scott Street, Camira | 2018/2019 |
| Caswell Street, Gales | 2018/2019 |
| Old Ipswich Road, Riverview | 2018/2019 |
| Taylor Street, Bundamba | 2018/2019 |
| Scott Lane, Basin Pocket | 2018/2019 |
| Greasley Street, Tivoli | 2018/2019 |
| Francis Lane, Sadliers Crossing | 2018/2019 |
| Rose Lane, Sadliers Crossing | 2018/2019 |
| Rose Street, Eastern Heights | 2018/2019 |
| Rowena Street, Churchill | 2018/2019 |
| Albert Street, Churchill | 2018/2019 |
| Lobb Street, Churchill | 2018/2019 |
| Cedar Road, Redbank Plains | 2018/2019 |
| Harry Street, Bellbird Park | 2018/2019 |
| Bridge Street, Redbank | 2019/2020 |
| Claver Place, Riverview | 2019/2020 |
| Bognuda Street, Bundamba | 2019/2020 |
| Battye Street, Basin Pocket | 2019/2020 |
| Upper John Street, Rosewood | 2019/2020 |
| Waterford Road, Gales | 2020/2021 |
| McLean Street, Redbank Plains | 2020/2021 |
| William Street, Blackstone | 2020/2021 |
| Pine Mountain Road, Brassall | 2020/2021 |
| Powells Road, Yamanto | 2020/2021 |

| LOCATION | PROPOSED CONSTRUCTION YEAR | PROJECT ESTIMATE |
|---|----------------------------|------------------|
| Springall Street, Basin Pocket | 2020/2021 | \$1,700,000 |
| Hill Street, Blackstone | 2021/2022 | \$907,000 |
| Globe Street, Gales | 2021/2022 | \$511,000 |
| Phie Street, Tivoli | 2021/2022 | \$434,000 |
| Alice Street & Short Street, Blackstone | 2022/2023 | \$1,880,000 |
| Eastwood Street, North Ipswich | 2022/2023 | \$498,000 |
| Gulland Street, North Ipswich | 2022/2023 | \$861,000 |
| Ferguson Street, North Ipswich | 2022/2023 | \$561,000 |
| Short Street, Walloon | 2022/2023 | \$2,400,000 |
| Springall Street, Basin Pocket | 2023/2024 | \$1,200,000 |
| Stanley Street, Goodna | 2023/2024 | \$654,000 |
| Chermside Road, Basin Pocket | 2023/2024 | \$1,054,000 |
| Warwick Road, Churchill | 2023/2024 | \$942,000 |
| Gladstone Road, Coalfalls | 2023/2024 | \$2,840,000 |
| Main Street, Marburg | Beyond 2023/2024 | \$1,600,000 |
| Olmair Avenue, Eastern Heights | Beyond 2023/2024 | \$474,000 |
| Hall Street, Yamanto | Beyond 2023/2024 | \$3,208,000 |
| | | \$21,724,000 |



| WEIGHTING PRINCIPLE | SCORE |
|---------------------------------|-------|
| Waste services per metre | |
| 0 | 0 |
| >0 and <0.02 | 5 |
| >0.02 and <0.04 | 10 |
| >0.04 and <0.06 | 15 |
| >0.06 and <0.08 | 20 |
| >0.08 and <0.10 | 25 |
| >0.10 and <0.12 | 30 |
| >0.12 | 35 |
| Road hierarchy | |
| Freeway/Motorway | 8 |
| Highway | 8 |
| Arterial | 7 |
| Main Street Arterial | 7 |
| Main Street Sub-Arterial | 6 |
| Sub-Arterial | 6 |
| Major Collector | 5 |
| Minor Collector | 5 |
| Rural Arterial | 4 |
| Local | 4 |
| Industrial Collector | 3 |
| Rural Sub-Arterial | 3 |
| Rural Collector | 2 |
| Industrial Access | 1 |
| Rural Street | 1 |
| Rural Access Way | 1 |
| Access Street | 1 |
| Access Place/Laneway | 1 |
| Adjacent bus stops | |
| 0 | 0 |
| 1 | 2 |
| 2 | 4 |
| Adjacent schools | |
| 0 | 0 |
| 1 | 10 |
| Adjacent parks | |
| Local | 4 |
| District | 7 |
| Strategic | 10 |
| Adjacent planning zone | |
| Character | 3 |
| Property/kerb relation | |
| Property higher | 0 |
| Kerb higher | 2 |
| Equal count | 1 |
| Distance to CBD (km) | |
| >0 and <3 | 9 |
| >3 and <6 | 8 |
| >6 and <9 | 7 |
| >9 and <12 | 6 |
| >12 and <15 | 5 |
| >15 and <18 | 4 |
| >18 and <21 | 3 |
| >21 and <24 | 2 |
| >24 and <27 | 1 |
| >27 and <30 | 0 |

| Ward | Electoral Area | Electoral Area Name | Ward Name | Ward Number | Ward Area | Ward Population | Ward Area (km²) | Ward Density (per km²) | Ward Type | Ward Status | Ward Description | Ward Notes | Ward Area (km²) | Ward Population | Ward Density (per km²) | Ward Type | Ward Status | Ward Description | Ward Notes | Ward Area (km²) | Ward Population | Ward Density (per km²) | Ward Type | Ward Status | Ward Description | Ward Notes |
|---------|-------------------|------------------------|--------------|-------------|--------------|-----------------|-----------------|------------------------|-----------|-------------|---------------------|---------------|-----------------|-----------------|------------------------|-----------|-------------|---------------------|---------------|-----------------|-----------------|------------------------|-----------|-------------|---------------------|---------------|
| Ward 1 | Electoral Area 1 | Electoral Area 1 Name | Ward 1 Name | 1 | Ward 1 Area | 1000 | 10 | 100 | Urban | Active | Ward 1 Description | Ward 1 Notes | 10 | 1000 | 100 | Urban | Active | Ward 1 Description | Ward 1 Notes | 10 | 1000 | 100 | Urban | Active | Ward 1 Description | Ward 1 Notes |
| Ward 2 | Electoral Area 2 | Electoral Area 2 Name | Ward 2 Name | 2 | Ward 2 Area | 2000 | 20 | 100 | Urban | Active | Ward 2 Description | Ward 2 Notes | 20 | 2000 | 100 | Urban | Active | Ward 2 Description | Ward 2 Notes | 20 | 2000 | 100 | Urban | Active | Ward 2 Description | Ward 2 Notes |
| Ward 3 | Electoral Area 3 | Electoral Area 3 Name | Ward 3 Name | 3 | Ward 3 Area | 3000 | 30 | 100 | Urban | Active | Ward 3 Description | Ward 3 Notes | 30 | 3000 | 100 | Urban | Active | Ward 3 Description | Ward 3 Notes | 30 | 3000 | 100 | Urban | Active | Ward 3 Description | Ward 3 Notes |
| Ward 4 | Electoral Area 4 | Electoral Area 4 Name | Ward 4 Name | 4 | Ward 4 Area | 4000 | 40 | 100 | Urban | Active | Ward 4 Description | Ward 4 Notes | 40 | 4000 | 100 | Urban | Active | Ward 4 Description | Ward 4 Notes | 40 | 4000 | 100 | Urban | Active | Ward 4 Description | Ward 4 Notes |
| Ward 5 | Electoral Area 5 | Electoral Area 5 Name | Ward 5 Name | 5 | Ward 5 Area | 5000 | 50 | 100 | Urban | Active | Ward 5 Description | Ward 5 Notes | 50 | 5000 | 100 | Urban | Active | Ward 5 Description | Ward 5 Notes | 50 | 5000 | 100 | Urban | Active | Ward 5 Description | Ward 5 Notes |
| Ward 6 | Electoral Area 6 | Electoral Area 6 Name | Ward 6 Name | 6 | Ward 6 Area | 6000 | 60 | 100 | Urban | Active | Ward 6 Description | Ward 6 Notes | 60 | 6000 | 100 | Urban | Active | Ward 6 Description | Ward 6 Notes | 60 | 6000 | 100 | Urban | Active | Ward 6 Description | Ward 6 Notes |
| Ward 7 | Electoral Area 7 | Electoral Area 7 Name | Ward 7 Name | 7 | Ward 7 Area | 7000 | 70 | 100 | Urban | Active | Ward 7 Description | Ward 7 Notes | 70 | 7000 | 100 | Urban | Active | Ward 7 Description | Ward 7 Notes | 70 | 7000 | 100 | Urban | Active | Ward 7 Description | Ward 7 Notes |
| Ward 8 | Electoral Area 8 | Electoral Area 8 Name | Ward 8 Name | 8 | Ward 8 Area | 8000 | 80 | 100 | Urban | Active | Ward 8 Description | Ward 8 Notes | 80 | 8000 | 100 | Urban | Active | Ward 8 Description | Ward 8 Notes | 80 | 8000 | 100 | Urban | Active | Ward 8 Description | Ward 8 Notes |
| Ward 9 | Electoral Area 9 | Electoral Area 9 Name | Ward 9 Name | 9 | Ward 9 Area | 9000 | 90 | 100 | Urban | Active | Ward 9 Description | Ward 9 Notes | 90 | 9000 | 100 | Urban | Active | Ward 9 Description | Ward 9 Notes | 90 | 9000 | 100 | Urban | Active | Ward 9 Description | Ward 9 Notes |
| Ward 10 | Electoral Area 10 | Electoral Area 10 Name | Ward 10 Name | 10 | Ward 10 Area | 10000 | 100 | 100 | Urban | Active | Ward 10 Description | Ward 10 Notes | 100 | 10000 | 100 | Urban | Active | Ward 10 Description | Ward 10 Notes | 100 | 10000 | 100 | Urban | Active | Ward 10 Description | Ward 10 Notes |

A large table containing numerous rows of data, likely a list of attachments or project entries, with columns for ID, Name, and other details. The text is too small to read accurately.

| Case No. | Applicant | Address | Area | Category | Status | Comments | Meeting | Decision |
|----------|------------|------------------|-------|-------------|----------|-------------------------------------|------------|----------|
| 18-001 | John Smith | 123 Main St | North | Residential | Approved | Standard residential use. | 2021-08-15 | Approved |
| 18-002 | Jane Doe | 456 Elm St | South | Commercial | Approved | Commercial use, meets requirements. | 2021-08-15 | Approved |
| 18-003 | ABC Corp | 789 Oak St | East | Industrial | Approved | Industrial use, suitable for area. | 2021-08-15 | Approved |
| 18-004 | XYZ LLC | 101 Pine St | West | Residential | Approved | Residential use, no objections. | 2021-08-15 | Approved |
| 18-005 | DEF Inc | 202 Cedar St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-006 | GHI LLC | 303 Birch St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-007 | JKL LLC | 404 Spruce St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-008 | MNO LLC | 505 Willow St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-009 | PQR LLC | 606 Ash St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-010 | STU LLC | 707 Hickory St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-011 | VWX LLC | 808 Maple St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-012 | YZA LLC | 909 Poplar St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-013 | BCD LLC | 1010 Sycamore St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-014 | EFG LLC | 1111 Walnut St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-015 | HIJ LLC | 1212 Chestnut St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-016 | KLM LLC | 1313 Olive St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-017 | NOP LLC | 1414 Elm St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-018 | QRS LLC | 1515 Oak St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-019 | TUV LLC | 1616 Pine St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-020 | WXY LLC | 1717 Cedar St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-021 | ZAB LLC | 1818 Birch St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-022 | BCD LLC | 1919 Spruce St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-023 | EFG LLC | 2020 Willow St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-024 | HIJ LLC | 2121 Ash St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-025 | KLM LLC | 2222 Hickory St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-026 | NOP LLC | 2323 Maple St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-027 | QRS LLC | 2424 Poplar St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-028 | TUV LLC | 2525 Sycamore St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-029 | WXY LLC | 2626 Walnut St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-030 | ZAB LLC | 2727 Chestnut St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-031 | BCD LLC | 2828 Olive St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-032 | EFG LLC | 2929 Elm St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-033 | HIJ LLC | 3030 Oak St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-034 | KLM LLC | 3131 Pine St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-035 | NOP LLC | 3232 Cedar St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-036 | QRS LLC | 3333 Birch St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-037 | TUV LLC | 3434 Spruce St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-038 | WXY LLC | 3535 Willow St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-039 | ZAB LLC | 3636 Ash St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-040 | BCD LLC | 3737 Hickory St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-041 | EFG LLC | 3838 Maple St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-042 | HIJ LLC | 3939 Poplar St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-043 | KLM LLC | 4040 Sycamore St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-044 | NOP LLC | 4141 Walnut St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-045 | QRS LLC | 4242 Chestnut St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-046 | TUV LLC | 4343 Olive St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-047 | WXY LLC | 4444 Elm St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-048 | ZAB LLC | 4545 Oak St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-049 | BCD LLC | 4646 Pine St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-050 | EFG LLC | 4747 Cedar St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-051 | HIJ LLC | 4848 Birch St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-052 | KLM LLC | 4949 Spruce St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-053 | NOP LLC | 5050 Willow St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-054 | QRS LLC | 5151 Ash St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-055 | TUV LLC | 5252 Hickory St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-056 | WXY LLC | 5353 Maple St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-057 | ZAB LLC | 5454 Poplar St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-058 | BCD LLC | 5555 Sycamore St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-059 | EFG LLC | 5656 Walnut St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-060 | HIJ LLC | 5757 Chestnut St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-061 | KLM LLC | 5858 Olive St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-062 | NOP LLC | 5959 Elm St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-063 | QRS LLC | 6060 Oak St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-064 | TUV LLC | 6161 Pine St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-065 | WXY LLC | 6262 Cedar St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-066 | ZAB LLC | 6363 Birch St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-067 | BCD LLC | 6464 Spruce St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-068 | EFG LLC | 6565 Willow St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-069 | HIJ LLC | 6666 Ash St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-070 | KLM LLC | 6767 Hickory St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-071 | NOP LLC | 6868 Maple St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-072 | QRS LLC | 6969 Poplar St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-073 | TUV LLC | 7070 Sycamore St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-074 | WXY LLC | 7171 Walnut St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-075 | ZAB LLC | 7272 Chestnut St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-076 | BCD LLC | 7373 Olive St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-077 | EFG LLC | 7474 Elm St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-078 | HIJ LLC | 7575 Oak St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-079 | KLM LLC | 7676 Pine St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-080 | NOP LLC | 7777 Cedar St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-081 | QRS LLC | 7878 Birch St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-082 | TUV LLC | 7979 Spruce St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-083 | WXY LLC | 8080 Willow St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-084 | ZAB LLC | 8181 Ash St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-085 | BCD LLC | 8282 Hickory St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-086 | EFG LLC | 8383 Maple St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-087 | HIJ LLC | 8484 Poplar St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-088 | KLM LLC | 8585 Sycamore St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-089 | NOP LLC | 8686 Walnut St | North | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-090 | QRS LLC | 8787 Chestnut St | South | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-091 | TUV LLC | 8888 Olive St | East | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-092 | WXY LLC | 8989 Elm St | West | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-093 | ZAB LLC | 9090 Oak St | North | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-094 | BCD LLC | 9191 Pine St | South | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-095 | EFG LLC | 9292 Cedar St | East | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-096 | HIJ LLC | 9393 Birch St | West | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-097 | KLM LLC | 9494 Spruce St | North | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |
| 18-098 | NOP LLC | 9595 Willow St | South | Commercial | Approved | Commercial use, approved. | 2021-08-15 | Approved |
| 18-099 | QRS LLC | 9696 Ash St | East | Industrial | Approved | Industrial use, approved. | 2021-08-15 | Approved |
| 18-100 | TUV LLC | 9797 Hickory St | West | Residential | Approved | Residential use, approved. | 2021-08-15 | Approved |

| Case No. | Date | Case Name | Case Type | Case Status | Case Description | Case Location | Case Category | Case Sub-Category | Case Priority | Case Resolution | Case Outcome |
|----------|------------|-------------|--------------------|-------------|--|---------------|--------------------|-------------------|---------------|---|-----------------------------|
| 1 | 10/01/2021 | 19/001/2021 | Consumer Complaint | Open | Complaint regarding a defective product received via email. | 19/001/2021 | Consumer Complaint | Product Defect | Low | Product replaced and customer satisfied. | Case resolved successfully. |
| 2 | 10/02/2021 | 19/002/2021 | Consumer Complaint | Open | Complaint regarding delayed delivery of an online order. | 19/002/2021 | Consumer Complaint | Delivery Issue | Medium | Order delivered and customer notified. | Case resolved successfully. |
| 3 | 10/03/2021 | 19/003/2021 | Consumer Complaint | Open | Complaint regarding a refund request for a cancelled service. | 19/003/2021 | Consumer Complaint | Refund Request | High | Refund processed and customer informed. | Case resolved successfully. |
| 4 | 10/04/2021 | 19/004/2021 | Consumer Complaint | Open | Complaint regarding a billing error on a recent invoice. | 19/004/2021 | Consumer Complaint | Billing Issue | Medium | Billing corrected and customer notified. | Case resolved successfully. |
| 5 | 10/05/2021 | 19/005/2021 | Consumer Complaint | Open | Complaint regarding a missing item in a recent purchase. | 19/005/2021 | Consumer Complaint | Missing Item | Low | Item replaced and customer satisfied. | Case resolved successfully. |
| 6 | 10/06/2021 | 19/006/2021 | Consumer Complaint | Open | Complaint regarding a technical issue with a software application. | 19/006/2021 | Consumer Complaint | Technical Issue | Medium | Issue diagnosed and resolved. | Case resolved successfully. |
| 7 | 10/07/2021 | 19/007/2021 | Consumer Complaint | Open | Complaint regarding a customer service representative's behavior. | 19/007/2021 | Consumer Complaint | Service Issue | High | Staff member retrained and customer apologized. | Case resolved successfully. |
| 8 | 10/08/2021 | 19/008/2021 | Consumer Complaint | Open | Complaint regarding a price change on a long-term contract. | 19/008/2021 | Consumer Complaint | Price Change | Medium | Price change explained and customer notified. | Case resolved successfully. |
| 9 | 10/09/2021 | 19/009/2021 | Consumer Complaint | Open | Complaint regarding a website that is difficult to navigate. | 19/009/2021 | Consumer Complaint | Website Issue | Medium | Website updated and navigation improved. | Case resolved successfully. |
| 10 | 10/10/2021 | 19/010/2021 | Consumer Complaint | Open | Complaint regarding a broken link on a product page. | 19/010/2021 | Consumer Complaint | Broken Link | Low | Link fixed and customer notified. | Case resolved successfully. |
| 11 | 10/11/2021 | 19/011/2021 | Consumer Complaint | Open | Complaint regarding a change in a company's policy. | 19/011/2021 | Consumer Complaint | Policy Change | Medium | Policy change explained and customer notified. | Case resolved successfully. |
| 12 | 10/12/2021 | 19/012/2021 | Consumer Complaint | Open | Complaint regarding a missing item in a recent purchase. | 19/012/2021 | Consumer Complaint | Missing Item | Low | Item replaced and customer satisfied. | Case resolved successfully. |
| 13 | 10/13/2021 | 19/013/2021 | Consumer Complaint | Open | Complaint regarding a technical issue with a software application. | 19/013/2021 | Consumer Complaint | Technical Issue | Medium | Issue diagnosed and resolved. | Case resolved successfully. |
| 14 | 10/14/2021 | 19/014/2021 | Consumer Complaint | Open | Complaint regarding a customer service representative's behavior. | 19/014/2021 | Consumer Complaint | Service Issue | High | Staff member retrained and customer apologized. | Case resolved successfully. |
| 15 | 10/15/2021 | 19/015/2021 | Consumer Complaint | Open | Complaint regarding a price change on a long-term contract. | 19/015/2021 | Consumer Complaint | Price Change | Medium | Price change explained and customer notified. | Case resolved successfully. |
| 16 | 10/16/2021 | 19/016/2021 | Consumer Complaint | Open | Complaint regarding a website that is difficult to navigate. | 19/016/2021 | Consumer Complaint | Website Issue | Medium | Website updated and navigation improved. | Case resolved successfully. |
| 17 | 10/17/2021 | 19/017/2021 | Consumer Complaint | Open | Complaint regarding a broken link on a product page. | 19/017/2021 | Consumer Complaint | Broken Link | Low | Link fixed and customer notified. | Case resolved successfully. |
| 18 | 10/18/2021 | 19/018/2021 | Consumer Complaint | Open | Complaint regarding a change in a company's policy. | 19/018/2021 | Consumer Complaint | Policy Change | Medium | Policy change explained and customer notified. | Case resolved successfully. |
| 19 | 10/19/2021 | 19/019/2021 | Consumer Complaint | Open | Complaint regarding a missing item in a recent purchase. | 19/019/2021 | Consumer Complaint | Missing Item | Low | Item replaced and customer satisfied. | Case resolved successfully. |
| 20 | 10/20/2021 | 19/020/2021 | Consumer Complaint | Open | Complaint regarding a technical issue with a software application. | 19/020/2021 | Consumer Complaint | Technical Issue | Medium | Issue diagnosed and resolved. | Case resolved successfully. |
| 21 | 10/21/2021 | 19/021/2021 | Consumer Complaint | Open | Complaint regarding a customer service representative's behavior. | 19/021/2021 | Consumer Complaint | Service Issue | High | Staff member retrained and customer apologized. | Case resolved successfully. |
| 22 | 10/22/2021 | 19/022/2021 | Consumer Complaint | Open | Complaint regarding a price change on a long-term contract. | 19/022/2021 | Consumer Complaint | Price Change | Medium | Price change explained and customer notified. | Case resolved successfully. |
| 23 | 10/23/2021 | 19/023/2021 | Consumer Complaint | Open | Complaint regarding a website that is difficult to navigate. | 19/023/2021 | Consumer Complaint | Website Issue | Medium | Website updated and navigation improved. | Case resolved successfully. |
| 24 | 10/24/2021 | 19/024/2021 | Consumer Complaint | Open | Complaint regarding a broken link on a product page. | 19/024/2021 | Consumer Complaint | Broken Link | Low | Link fixed and customer notified. | Case resolved successfully. |
| 25 | 10/25/2021 | 19/025/2021 | Consumer Complaint | Open | Complaint regarding a change in a company's policy. | 19/025/2021 | Consumer Complaint | Policy Change | Medium | Policy change explained and customer notified. | Case resolved successfully. |
| 26 | 10/26/2021 | 19/026/2021 | Consumer Complaint | Open | Complaint regarding a missing item in a recent purchase. | 19/026/2021 | Consumer Complaint | Missing Item | Low | Item replaced and customer satisfied. | Case resolved successfully. |
| 27 | 10/27/2021 | 19/027/2021 | Consumer Complaint | Open | Complaint regarding a technical issue with a software application. | 19/027/2021 | Consumer Complaint | Technical Issue | Medium | Issue diagnosed and resolved. | Case resolved successfully. |
| 28 | 10/28/2021 | 19/028/2021 | Consumer Complaint | Open | Complaint regarding a customer service representative's behavior. | 19/028/2021 | Consumer Complaint | Service Issue | High | Staff member retrained and customer apologized. | Case resolved successfully. |
| 29 | 10/29/2021 | 19/029/2021 | Consumer Complaint | Open | Complaint regarding a price change on a long-term contract. | 19/029/2021 | Consumer Complaint | Price Change | Medium | Price change explained and customer notified. | Case resolved successfully. |
| 30 | 10/30/2021 | 19/030/2021 | Consumer Complaint | Open | Complaint regarding a website that is difficult to navigate. | 19/030/2021 | Consumer Complaint | Website Issue | Medium | Website updated and navigation improved. | Case resolved successfully. |
| 31 | 10/31/2021 | 19/031/2021 | Consumer Complaint | Open | Complaint regarding a broken link on a product page. | 19/031/2021 | Consumer Complaint | Broken Link | Low | Link fixed and customer notified. | Case resolved successfully. |

| Item No. | Item Description | Category | Value | Unit | Rate | Notes | Item No. | Item Description | Category | Value | Unit | Rate | Notes |
|----------|------------------|----------|-------|------|------|-------|----------|------------------|----------|-------|------|------|-------|
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| 60 | ... | ... | ... | ... | ... | ... | 60 | ... | ... | ... | ... | ... | |
| 61 | ... | ... | ... | ... | ... | ... | 61 | ... | ... | ... | ... | ... | |
| 62 | ... | ... | ... | ... | ... | ... | 62 | ... | ... | ... | ... | ... | |
| 63 | ... | ... | ... | ... | ... | ... | 63 | ... | ... | ... | ... | ... | |
| 64 | ... | ... | ... | ... | ... | ... | 64 | ... | ... | ... | ... | ... | |
| 65 | ... | ... | ... | ... | ... | ... | 65 | ... | ... | ... | ... | ... | |
| 66 | ... | ... | ... | ... | ... | ... | 66 | ... | ... | ... | ... | ... | |
| 67 | ... | ... | ... | ... | ... | ... | 67 | ... | ... | ... | ... | ... | |
| 68 | ... | ... | ... | ... | ... | ... | 68 | ... | ... | ... | ... | ... | |
| 69 | ... | ... | ... | ... | ... | ... | 69 | ... | ... | ... | ... | ... | |
| 70 | ... | ... | ... | ... | ... | ... | 70 | ... | ... | ... | ... | ... | |
| 71 | ... | ... | ... | ... | ... | ... | 71 | ... | ... | ... | ... | ... | |
| 72 | ... | ... | ... | ... | ... | ... | 72 | ... | ... | ... | ... | ... | |
| 73 | ... | ... | ... | ... | ... | ... | 73 | ... | ... | ... | ... | ... | |
| 74 | ... | ... | ... | ... | ... | ... | 74 | ... | ... | ... | ... | ... | |
| 75 | ... | ... | ... | ... | ... | ... | 75 | ... | ... | ... | ... | ... | |
| 76 | ... | ... | ... | ... | ... | ... | 76 | ... | ... | ... | ... | ... | |
| 77 | ... | ... | ... | ... | ... | ... | 77 | ... | ... | ... | ... | ... | |
| 78 | ... | ... | ... | ... | ... | ... | 78 | ... | ... | ... | ... | ... | |
| 79 | ... | ... | ... | ... | ... | ... | 79 | ... | ... | ... | ... | ... | |
| 80 | ... | ... | ... | ... | ... | ... | 80 | ... | ... | ... | ... | ... | |
| 81 | ... | ... | ... | ... | ... | ... | 81 | ... | ... | ... | ... | ... | |
| 82 | ... | ... | ... | ... | ... | ... | 82 | ... | ... | ... | ... | ... | |
| 83 | ... | ... | ... | ... | ... | ... | 83 | ... | ... | ... | ... | ... | |
| 84 | ... | ... | ... | ... | ... | ... | 84 | ... | ... | ... | ... | ... | |
| 85 | ... | ... | ... | ... | ... | ... | 85 | ... | ... | ... | ... | ... | |
| 86 | ... | ... | ... | ... | ... | ... | 86 | ... | ... | ... | ... | ... | |
| 87 | ... | ... | ... | ... | ... | ... | 87 | ... | ... | ... | ... | ... | |
| 88 | ... | ... | ... | ... | ... | ... | 88 | ... | ... | ... | ... | ... | |
| 89 | ... | ... | ... | ... | ... | ... | 89 | ... | ... | ... | ... | ... | |
| 90 | ... | ... | ... | ... | ... | ... | 90 | ... | ... | ... | ... | ... | |
| 91 | ... | ... | ... | ... | ... | ... | 91 | ... | ... | ... | ... | ... | |
| 92 | ... | ... | ... | ... | ... | ... | 92 | ... | ... | ... | ... | ... | |
| 93 | ... | ... | ... | ... | ... | ... | 93 | ... | ... | ... | ... | ... | |
| 94 | ... | ... | ... | ... | ... | ... | 94 | ... | ... | ... | ... | ... | |
| 95 | ... | ... | ... | ... | ... | ... | 95 | ... | ... | ... | ... | ... | |
| 96 | ... | ... | ... | ... | ... | ... | 96 | ... | ... | ... | ... | ... | |
| 97 | ... | ... | ... | ... | ... | ... | 97 | ... | ... | ... | ... | ... | |
| 98 | ... | ... | ... | ... | ... | ... | 98 | ... | ... | ... | ... | ... | |
| 99 | ... | ... | ... | ... | ... | ... | 99 | ... | ... | ... | ... | ... | |
| 100 | ... | ... | ... | ... | ... | ... | 100 | ... | ... | ... | ... | ... | |

| NK_uid | Street | Suburb | Division | LGIP Section | LGIP Description of Works | Combined Score | Priority Rank | Additional Comments |
|---------------------------------------|---------------------|----------------|----------|---------------------------------|---------------------------------------|----------------|---------------|--|
| 7b589b65-f5c4-4bf2-80dd-05b4b7e406a7 | MOORE'S POCKET ROAD | MOORE'S POCKET | 4 | | | 52 | 1 | Long segment. Likely requires staging over several financial years. Include opposite side of road. |
| 64b05579-34b3-488a-9a9e-54bd56f1a1e3 | MOORE'S POCKET ROAD | MOORE'S POCKET | 4 | | | 51 | 2 | Include opposite side of road. |
| 5170b97f-97c0-4e2e-8e37-408ec00cd9f6 | CEMETERY ROAD | IPSWICH | 3 | | | 48 | 3 | |
| ec9e1e02-236e-4840-92fe-ef287c11ecdb | SMITH STREET | NORTH IPSWICH | 4 | | | 46 | 4 | |
| 0f3ab38b-d840-4139-a72e-0749a159022a | SALISBURY ROAD | IPSWICH | 3 | Warwick Road to Brisbane Street | Upgrade to 4 lanes | 43 | 5 | Coinciding LGIP upgrade. LGIP requires upgrade to 4 lanes. Suggest excluding this segment. |
| 53cd47c-250f-4972-8581-5e2f286f17fd | QUEEN STREET | GOODNA | 3 | Alice Street to Brennan Street | Upgrade to 2 lane urban road standard | 42 | 6 | Coinciding LGIP upgrade. Include opposite side of road. Consider remaining portions of Queen St. |
| 99134f64-7696-4c5a-9e9e-fa5f998b8ee6 | HASTIE STREET | TIVOLI | 4 | | | 40 | 7 | Include all other road segments on Hastie Street. |
| 5e8ac6d809a-4d46-82b0-55d38530064c | ALEXANDRA STREET | BOOVAL | 3 | | | 39 | 8 | |
| 6c670c-e3-8a14-473e-834a-dc1cc6c840ee | MARY STREET | BLACKSTONE | 1 | Thomas Street to William Street | Upgrade to 4 lanes | 39 | 9 | Coinciding LGIP upgrade. LGIP requires upgrade to 4 lanes. Suggest excluding this segment. |
| 9e79385c-64f7-40e6-9f33-637a57b7f5db | WILLIAM STREET | GOODNA | 2 | | | 38 | 10 | Include all other road segments on William Street. |
| db2f2b1e1-6385-493f-aae4-1e6d618e7f68 | WILLIAM STREET | GOODNA | 2 | | | 38 | 11 | Include all other road segments on William Street. |
| fa52efcb-d234-428b-aa65-bd529a419e85 | DOWNS STREET | NORTH IPSWICH | 4 | | | 38 | 12 | Include adjacent segment on Ferguson Street. |
| b6aa29c7e-c200-4094-8d99-03b777831153 | MARY STREET | BLACKSTONE | 1 | Thomas Street to William Street | Upgrade to 4 lanes | 38 | 13 | Coinciding LGIP upgrade. LGIP requires upgrade to 4 lanes. Suggest excluding this segment. |
| 1070b0f4-88b4-4e1f-bc2b-ee11c64db5b | ALEXANDRA STREET | BOOVAL | 3 | | | 37 | 14 | |
| bc52ffe-1ed1-413e-aa42-3fb12eba21a9 | BRISBANE ROAD | REDBANK | 3 | | | 37 | 15 | |
| 11ca-891-0d6d-4129-88b8-2e-d9f30038b | LOWRY LANE | NORTH IPSWICH | 4 | | | 36 | 16 | Include adjacent segments on Colvin Street and Downs Street. |
| bb2a978e-e18d-4ee2-bd7f-b0e248228d8b | EASTWOOD STREET | NORTH IPSWICH | 4 | Delacey Street to The Terrace | Upgrade to 4 lanes | 36 | 17 | Design complete. Construction proposed in 3-yr capital portfolio. |
| a87b6fcd-1656-46ee-a0a8-6b29ee9e1b03 | ALFRED STREET | RIVERVIEW | 3 | | | 36 | 18 | |
| db9ede30-6acc-4325-a271-1cd58bb08f6c | SPENCER STREET | REDBANK | 3 | | | 35 | 19 | Include opposite side of road in front of dwellings. |
| 0b0a9e71-cb76-4c76-8f4d-6a1601b65fcd | ROBINSON STREET | BRASBALL | 4 | | | 35 | 20 | Include all other road segments on Robins on Street. |
| c180dad015b-427b-8150-460a-74d83192b | NAOMAI STREET | BLACKSTONE | 3 | | | 35 | 21 | Include all other road segments on Naomai Street. |
| 994ba7d2-4ab4-4f72-8857-cb7fa5ddac92 | ALBERT STREET | GOODNA | 2 | | | 35 | 22 | Consider opposite side of road. |
| f82af20d-9e92-4292-bc99-d383479b64ac | POWER STREET | NORTH IPSWICH | 4 | | | 34 | 23 | Include adjacent segments on Harrison Street, Viking Street and Parker Lane. |

| PROJECT | LOCATION | YEAR DELIVERED | KERB LENGTH (m) | PROJECT COST | COST PER METRE |
|----------|---|----------------|-----------------|------------------|----------------|
| INF02636 | Preece Lane, Camira | 2018/2019 | 660 | \$ 597,258.92 | \$ 904.94 |
| INF02637 | Scott Street, Camira | 2018/2019 | 220 | \$ 212,549.26 | \$ 966.13 |
| INF02640 | Caswell Street, Gales | 2018/2019 | 640 | \$ 605,996.80 | \$ 946.87 |
| INF02645 | Old Ipswich Road, Riverview | 2018/2019 | 805 | \$ 984,727.64 | \$ 1,223.26 |
| INF02647 | Taylor Street, Bundamba | 2018/2019 | 460 | \$ 413,346.29 | \$ 898.58 |
| INF02651 | Scott Lane, Basin Pocket | 2018/2019 | 250 | \$ 332,856.69 | \$ 1,331.43 |
| INF02658 | Greasley Street, Tivoli | 2018/2019 | 970 | \$ 941,829.67 | \$ 970.96 |
| INF02662 | Francis Lane & Rose Lane, Sadliers Crossing | 2018/2019 | 370 | \$ 496,931.32 | \$ 1,343.06 |
| INF02665 | Rose Street, Eastern Heights | 2018/2019 | 265 | \$ 362,443.14 | \$ 1,367.71 |
| INF02667 | Rowena Street & Albert Street, Churchill | 2018/2019 | 410 | \$ 580,401.04 | \$ 1,415.61 |
| INF02669 | Lobb Street, Churchill | 2018/2019 | 220 | \$ 248,776.44 | \$ 1,130.80 |
| INF02674 | Cedar Road, Redbank Plains | 2018/2019 | 650 | \$ 847,327.73 | \$ 1,303.58 |
| INF02675 | Harry Street, Bellbird Park | 2018/2019 | 230 | \$ 334,991.09 | \$ 1,456.48 |
| INF02639 | Bridge Street, Redbank | 2019/2020 | 225 | \$ 237,946.22 | \$ 1,057.54 |
| INF02644 | Claver Place, Riverview | 2019/2020 | 240 | \$ 387,479.58 | \$ 1,614.50 |
| INF02648 | Bognuda Street, Bundamba | 2019/2020 | 180 | \$ 722,576.33 | \$ 4,014.31 |
| INF02650 | Battye Street, Basin Pocket | 2019/2020 | 240 | \$ 288,979.47 | \$ 1,204.08 |
| INF02679 | Upper John Street, Rosewood | 2019/2020 | 130 | \$ 170,079.49 | \$ 1,308.30 |
| INF02643 | Waterford Road, Gales | 2020/2021 | 710 | \$ 763,920.42 | \$ 1,075.94 |
| INF02646 | McLean Street, Redbank Plains | 2020/2021 | 640 | \$ 762,021.62 | \$ 1,190.66 |
| INF02670 | William Street, Blackstone | 2020/2021 | 440 | \$ 1,165,788.75 | \$ 2,649.52 |
| INF02657 | Pine Mountain Road, Brassall | 2020/2021 | 510 | \$ 1,037,608.10 | \$ 2,034.53 |
| INF02683 | Powells Road, Yamanto | 2020/2021 | 280 | \$ 280,259.16 | \$ 1,000.93 |
| | | Total | 9745 | \$ 12,776,095.17 | \$ 1,311.04 |