

4.3 **CONFIDENTIAL - REPORT ON THE FLOOD EVENT OF 10 JANUARY 2011**

The following resolution arising from the confidential report/closed meeting session was put without further debate.

MOTION:

Moved by Cr. C. Taylor, seconded by Cr. Glasheen

That the contents of the confidential report be noted and that further reports will be provided on a timely basis.

Carried

At 10.53 a.m., Councillors McVeigh, Strohfled and Williams returned to the Meeting.

QFCI

JM

Date:

19/4/11

Exhibit Number:

82

Portfolio: Strategic Services

REPORT TITLE **CONFIDENTIAL - REPORT ON THE FLOOD EVENT OF 10 JANUARY 2011 - RAIN-EVENT SYNOPSIS**

AUTHOR Director, Finance and Business Strategy (Arun Pratap) - 17 January 2011

REASON FOR RECOMMENDATION TO CONSIDER IN A MEETING CLOSED TO THE PUBLIC

The confidential report and accompanying information (including visual presentations) being provided contain sensitive material as well as giving Councillors an insight into the potential financial impact this event will have on the Region and the Council and therefore, It is recommended that the confidential report be considered in a closed meeting in accordance with Section 72(1) (c), (e) and (h) of the *Local Government (Operations) Regulations 2010* to discuss:

- (c) the Council's budget.
- (e) contracts proposed to be made by Council.
- (h) other business for which a public discussion would be likely to prejudice the interests of Council or someone else, or enable a person to gain a financial advantage.

PURPOSE OF REPORT

The purpose of this report is to provide Council with information primarily relevant to the Toowoomba region flood-event during the period Monday, 10 January to Sunday, 16 January 2011.

It is acknowledged that the impacts of this event extend before and beyond the mentioned timeframe and it is envisaged that this report will be the first of a series, which seek to provide Council with timely and relevant information on issues and actions in response to these impacts.

Visual Resources and Infrastructure Impact

To assist in the readability of this report and comprehension of the extent of infrastructure damage across the region, a number of visual presentations will be provided at the Ordinary Meeting of Council, including the following:

- Online photo images from across the region;
- Radar images from the Bureau of Meteorology;
- Video footage from the City Safe camera network;
- Time lapse images from the City Safe camera network;
- Geographical Information System display featuring:
 - Local Disaster Control Centre response and activities;
 - Road conditions and closures;

- Infrastructure damage;
- Waste collection activities; and
- Inundation impacts.

BACKGROUND

During the month of December 2010, most areas of the Toowoomba region experienced significant rainfall. The Bureau of Meteorology recorded numerous measurements across the Toowoomba region as illustrated below:

• North Toowoomba	544 mm
• East Toowoomba	517 mm
• Kearneys Spring	453 mm
• Pittsworth	434 mm
• Highfields	434 mm
• Harristown	381 mm
• Greenmount	369 mm
• Toowoomba Airport	339 mm
• Yarraman	332 mm
• Cambooya	325 mm
• Millmerran	325 mm
• Crows Nest	307 mm
• Oakey	304 mm
• Quinalow/Maclagan	276 mm

Local media reported December 2010 as the wettest December in 68 years. It is generally acknowledged that the December rains saturated most parts of the region and in fact was the cause of flooding (and commencement of infrastructure damage) in the western areas of Millmerran and northern areas of the region including Yarraman. The extent of flooding was recognised at State level culminating in the activation of the Natural Disaster Relief and Recovery Arrangements (NDRRA) on 30 December by the Minister for Police, Corrective Services and Emergency Services. These arrangements evoked and/or entitled Council to the following:

- Counter disaster operations;
- Personal hardship assistance scheme;
- Restoration of essential public assets;
- Concessional loans for small business;
- Concessional loans for primary producers; and
- Freight subsidies for primary producers.

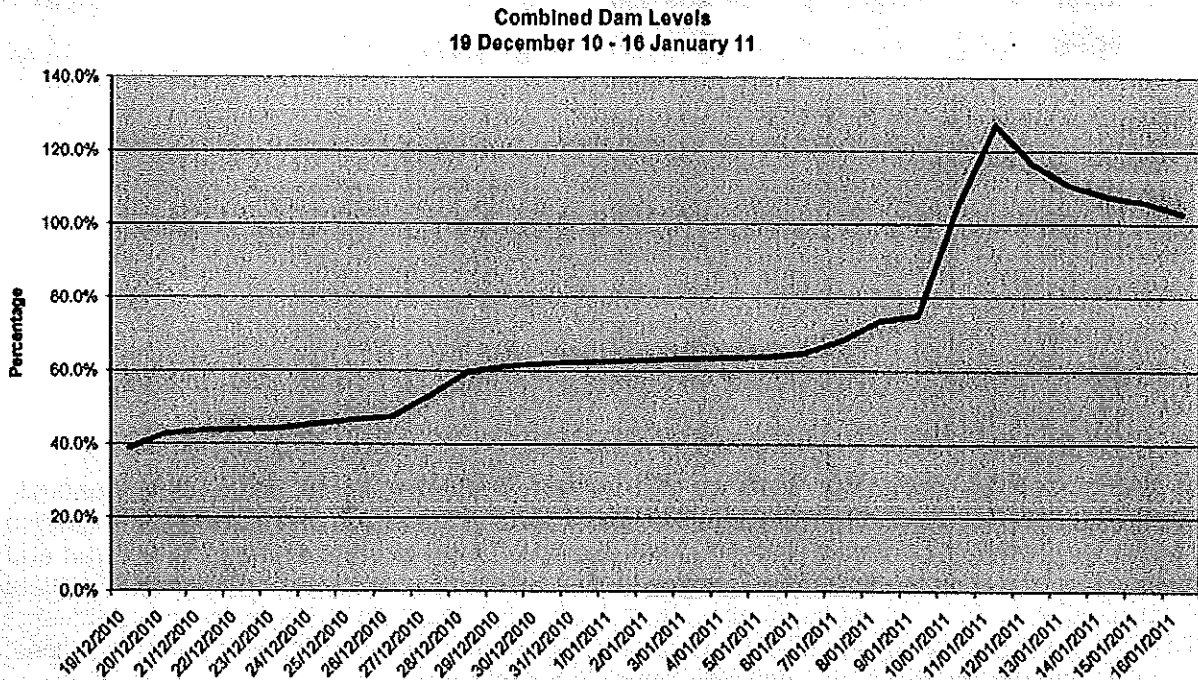
On 5 January 2011, Premier Anna Bligh announced that flood assistance grants for primary producers and small businesses would be extended to the Local Government Areas of Rockhampton, Toowoomba and parts of Isaac. That meant primary producers and small businesses became eligible to receive grants of up to \$25,000 for clean-up and recovery.

Even further evidence of the level of saturation across the region is supported by Council's own rainfall data analysis which suggests that saturation levels in the catchments prior to 10 January event were very high.

Antecedent Moisture Conditions (AMC) in a catchment prior to a flood event is normally expressed as a condition from 1 (dry) to 4 (saturated). It is not uncommon to adopt a condition of 3 for estimating large flood events. Based on the rainfall prior to 9 January and the flow rate at Cranley Gauge prior to the event, there is no doubt that the AMC was 4 in this case.

Therefore, in retrospect, the rainfall experienced in December and its impact on ground and catchment conditions served only as a precursor for the extreme weather event which was yet to occur over 9 and 10 January 2011.

Whilst the saturated ground conditions were conducive for a flooding event, it is interesting to note that, during the same period, the combined dam levels remained below 50%. An illustration of combined level increases over December 2010 and early January 2011 is provided below:



As illustrated, whilst steadily increasing, the combined dam levels remained in the 40% range as they had done for the previous two months. However, for the seven day period between 20 and 27 December combined dam levels escalated to 53.2%. For the subsequent twelve days ending 9 January, the dam levels rose to a combined 75.2%. During this period, both Cooby and Perseverance Dams individually reached 100% capacity which was marked by the organisation, community and media as milestone events.

In the mid afternoon on Sunday, 9 January following heavy rain during the day, the Director Water Services activated the Dams Emergency Action Plans for around-the-clock monitoring of the inflow events. As part of this activation, a Dams Flood Event Management Room was set up at the James Cook Centre and Water Services staff were stationed at each dam.

The rainfall experienced over December 2010 and up to the 9 January 2011 was sufficient to consider the activation of the Local Disaster Control Centre (LDCC) and the Local Disaster Management Group (LDMG). A determination for LDCC and LDMG activation was the subject of a

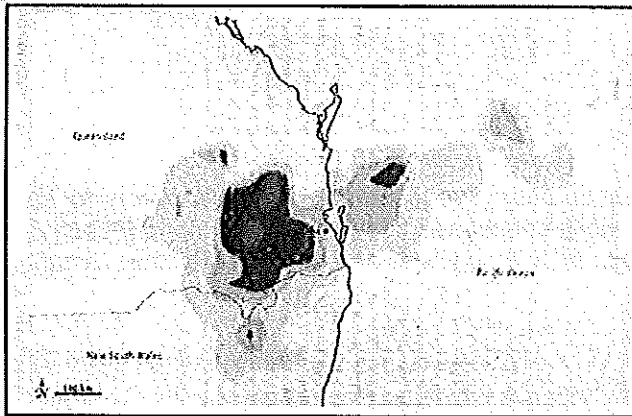
meeting scheduled on 10 January 2011, where it was indeed agreed to activate the LDMG and place the LDCC on standby. Coincidentally, during this meeting the extreme rainfall of 10 January 2011 had commenced, thereby changing the LDCC status from standby to full activation.

The roles and responsibilities of the LDCC and LDMG are included as Attachment 1 to this report. The activities of both bodies during the high-state activation period are specifically discussed in Issues and Responses section of this report.

The Rain Event

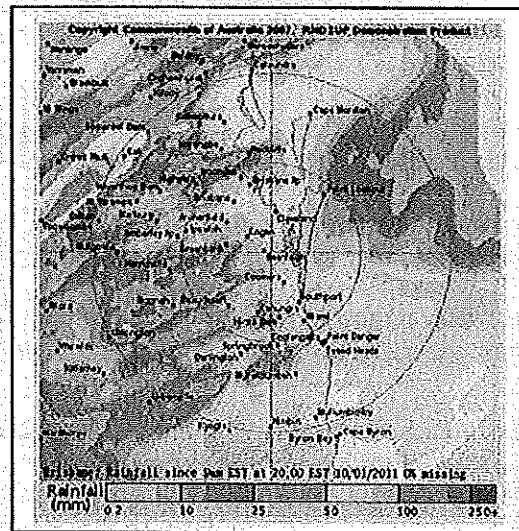
As previously mentioned, an intense rain-storm descended upon the Toowoomba region commencing late morning and extending to mid afternoon on Monday, 10 January 2011. The intensity of the event, that is, the quantity of rain falling within a period of time, has been described by experienced Bureau of Meteorology (BOM) professionals as 'extreme'. At the time of the event, BOM were publishing radar and satellite imagery which clearly illustrated this intensity.

In addition to intensity, the images below also illustrate the extent of coverage of the rain event across the Toowoomba region:



LEFT: Satellite Image demonstrating intense rainfall areas across the Toowoomba region

RIGHT: Bureau of Meteorology Image showing the rainfall over Toowoomba and surrounding areas on 10 January 2011.



The combined dam level and specifically the speed at which the level increased, continued to act as an indicator of the significant impact of this rain event. For example, over the 48 hour period to 7.30 am on 11 January, the combined dam level increased from 75.2% to 127.2%. This amounts to 64,413 mega litres being poured onto an already saturated region in 48 hours.

By way of illustration, the peak combined dam level of 127.2% means that for the period 19 December 2010 to 10 January 2011, the combined dam levels increased from 39% to 127.2%, which is a rise of almost 88.2% in just 24 days.

Rainfall Information and Analysis (as gathered by Toowoomba Regional Council)

Council operates a number of pluviographs within the Toowoomba City area, normally associated with water supply and sewerage infrastructure. Information from various station instruments has been assessed and returned the following draft results:

Creek	Station Location	Estimated 1 hour duration return period
East Creek	Picnic Point	1 in 3.5 years
	Gabbinbar	1 in 16 years
	Eastern Valley	1 in 225 years
	Prince Henry Drive	1 in 1,620 years
Shared	Middle Ridge Park	1 in 210 years
West Creek	Alderley Street	1 in 150 years
	Goggs Street	1 in 305 years
Gowrie Creek	Wetalla	1 in 18 years
Reference	Alrport	1 in 47 years

Notes:

- *These results are only presented for the 1 hour duration event. Further analysis needs to be conducted for other durations which may prove more critical with respect to peak flood levels. A spot check for Eastern Valley showed that the rainfall intensity was above 1 in 100 for all events from 45 mins to 3 hours;*
- *Some of the locations are not strictly within the catchments (e.g. Prince Henry Drive), but may provide indicative figures for the edge of the catchment;*
- *The return period is based on the official 1 in 100 rainfall intensities for Toowoomba, remembering that the official recording station has always been located in the west of the City;*
- *By the very nature of statistical analysis, the addition of a significant event to the 100 years or so of data will now alter the estimation of 1 in 100.*

Based on the above figures, it is estimated that a rainfall event in the order of 1 in 200 to 1 in 250 year average return interval (ARI) occurred in most parts of the East and West Creeks catchments with a lesser intensity (perhaps 1 in 50-year ARI) event in the Gowrie Creek catchment. Further analysis is required, potentially using radar information, to spatially distribute the recorded rainfall.

Based on the Gowrie Creek System Flood Risk and Mapping Study (BMT WBM 2007) anecdotally the flood levels experienced in Toowoomba on 10 January 2011 appear to be relatively consistent with a 1 in 500 year event. This may appear surprising given that the rainfall intensities varied significantly between catchment measuring points and returned indications that the event was more in the order of a 1 in 200 year event.

The outcomes of continuing data analysis will be the subject of further reports to be presented to Council on a timely basis.

CONSULTATION UNDERTAKEN

This report has been prepared in consultation with the following Departments and Branches within the organisation:

- Office of the Chief Executive Officer
- Executive Management Team
- Manager, Information Management Branch
- Manager, Community and Business Planning
- Manager, Corporate Communications
- Manager, Customer Service.

Statistics and commentary within this report have been captured (and continues to be captured) throughout the duration of the disaster management response and includes contributions from a variety of State and Federal Government agencies, media outlets and community organisations.

ISSUES AND RESPONSES

At the time of the rain-event, a number of major response activities were engaged which included the following:

- Local Disaster Control Centre activation;
- Local Disaster Management Group activation;
- District Disaster Group Management activation;
- Executive Management Team response; and
- Media engagement and communication coordination.

To assist in readability, a précis of the activities for each is provided separately below:

Local Disaster Control Centre (LDCC)

Whilst the specific roles and responsibilities are provided in Attachment A to this report, generally membership of the LDCC included the following:

- Queensland Police Service;
- Queensland Fire and Rescue Service;
- Queensland Ambulance Service;
- State Emergency Service;
- Emergency Management Queensland;
- Toowoomba Regional Council;

The LDCC was formally operational by 3.45pm on Monday, 10 January having been previously placed on 'standby' only approximately 2 hours prior - in response to the wet weather up to and including 9 January. The LDCC's operating hours were 24 hours/day for the next four days and modified according to demand for services thereafter as represented below:

Monday, 10 January	3.45 pm to 12.00 pm
Tuesday, 11 January	12.00 am – 12.00 pm
Wednesday, 12 January	12.00 am – 12.00 pm
Thursday, 13 January	12.00 am – 12.00 pm
Friday, 14 January	12.00 am – 8.00 pm
Saturday, 15 January	6.00 am – 7.00 pm
Sunday, 16 January	6.00 am – 7.00 pm
Monday, 17 January	6.00 am – 6.00 pm

Council staff participated in the LDCC in shifts according to a roster which ensured adequate resources were made available to support the key operations of Call Centre, Priority Assessment, Service Delivery and Co-ordination and Control. Approximately 80 Council staff took part in the direct operation of the LDCC with many more indirectly involved as required.

LDCC - Call Centre

The Call Centre is a critical component to the operations of the LDCC. The receipt of disaster related information via telephone was captured in Council's corporate information system and subsequently analysed by an experienced team for the purposes of determining priority level and facilitating an appropriate response.

As part of the LDCC activation, several key telephone numbers were established to provide assistance to affected community members and published through appropriate media channels:

Emergency	Ph: 000	For emergency life-threatening situations
Local Disaster Control Centre	Ph: 1300 655 833	Other flood related matters
Customer Service	Ph: 4688 6611	Ordinary Council business matters

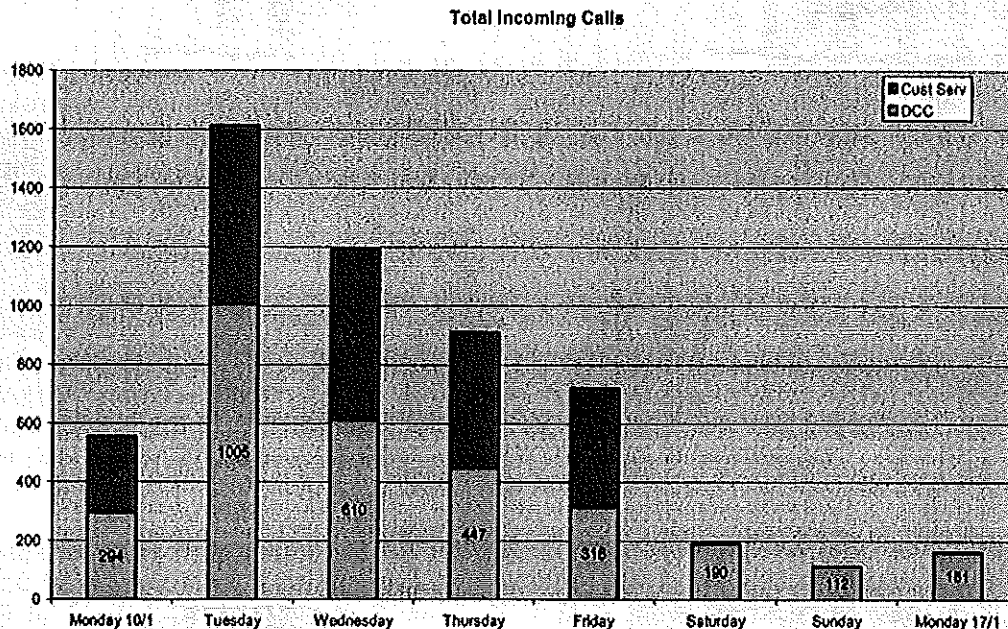
The following information represents the final disaster full event summary of call traffic and activity for the combined LDCC telephone and Customer Service "Switch" queue from 4.00pm, Monday, 10 January through to 7.00pm on Monday, 17 January:

Incoming Calls	5,447
Outbound Calls	824
Total Calls	6,271

From 4.30pm on Monday, 10 January, both the LDCC and Customer Service queues were well resourced and maintained, largely due to the many offers of support from staff. After the LDCC was established, it is our understanding that throughout the crisis, the vast majority of customers were able to speak to a Council staff member without delay, very few repeat calls were experienced and a high level of service provided.

Call volumes peaked between 9.00 am and 11.00 am Tuesday, 11 January, the day following the flash flooding in Toowoomba. Call traffic then decreased steadily each day during the week of the event although overall volumes remained significant through to Friday evening. The queue was quieter over the weekend with a relatively small call spike between 8.00 am and 9.00 am on both Saturday and Sunday mornings.

The following graph provides a view of total inbound call traffic by day for the combined LDCC and Customer Service queues from 4.00 pm Monday, 10 January through to 7.00 pm Monday, 17 January:



Call Types

The types of calls being received changed as the crisis evolved. The major call types received initially by the Customer Service queue on Monday, 10 January for example, related mostly to loss of water supply. (Significant areas in the region had been affected by a broken water main caused by the flash-flooding). Once this issue had been resolved late Monday night (10 January), call types shifted towards:

- Sandbag enquiries;
- Requests for assistance;
- Seeking information regarding location of family and friends;
- Water-consumption enquiries (i.e. is water suitable to drink);
- Reporting road/footpath damage;
- Fallen trees;
- Debris on road;
- Sewage on properties;
- Wandering animals; and
- Rumours relating to pending Dam Infrastructure failure.

From Tuesday, 11 January, the major call types had changed to enquiries regarding:

- Offers of help, food, shelter and other services;
- Volunteer work;
- Concerns regarding food supplies in Toowoomba (milk, bread etc);

- CBD and road closures and particularly, Toowoomba Range closure details;
- Kerbside rubbish collection; and
- Refuse tips open/closed.

By Monday, 17 January, 'business as usual' calls to the Council's 4688 6611 number had increased to form a significant proportion of the total workload. The Council "switch" has now been reinstated with overflow support from the Customer Service Project Team. Extended business hours and additional after-hours support were being maintained until Wednesday, 19 January for the main TRC queue.

Website traffic

Council's Disaster Management website was also operational shortly after the LDCC activated. This site runs in parallel to Council's normal operational website and is also strongly promoted from there. Daily visits to the site peaked on Tuesday, 11 January with 3,100 hits. Total unique visitors up until Monday, 17 January numbered approximately 11,600. Total visits to the site for the same period totalled 18,400. The number of different pages viewed by those visiting the site totalled 42,300.

Council's main operational website continued to operate for the period and also carried some supporting disaster response content. Prior to the event, average daily visits numbered between 3,000 and 5,000. After the disaster event, daily visits peaked on Monday, 10 January at 14,400. Total unique visitors up until Monday 17 January numbered approximately 43,200. Total visits to the site for the same period totalled 73,400. The number of different pages viewed totalled 198,000.

Twitter

Prior to the event, Council's Twitter account had approximately 460 followers. As of Monday, 17 January, this had increased to 682. A total of 74 messages ("tweets") were issued during the event (up until Monday, 17 January) with each corresponding to an issued media release or road conditions update.

Facebook

Prior to the event, Council's Facebook page had approximately 120 active followers. As of Monday, 17 January, total active followers numbered 2,950.

Data Capture, Storage and Analysis

During the early stages of the event, the LDCC received a high volume of data on a continuous basis from a variety of sources including the dedicated Call Centre, radio, television, websites, staff operations, emergency service agency networks and informal networks. The LDCC employed Council's corporate information systems as the means of capturing this data which included Property System; Geographical Information System (GIS); Financial Reporting System and a variety of smaller supporting applications where necessary.

In many instances, data received could be translated almost immediately into useful information that supported the decision-making capability of the LDCC, for example, plotting road conditions and closures; and spatially recognising infrastructure damage on the GIS. In other cases, data collected will serve the longer-term planning capability of Council, for example, analysing flood levels and overland water flow to assist future hydrological modelling.

Most importantly, the key message is that this data was captured. Further examples of this data being turned into rainfall information (for review and understanding purposes), will be demonstrated to Council during the Ordinary Meeting of Council scheduled for Tuesday, 25 January.

Evacuation Centre

Establishing a disaster evacuation centre at the Toowoomba Grammar School was also achieved by the LDCC on Monday, 10 January. Administration of the centre's capability and the co-ordination of evacuees was a combined effort of the LDCC controller and the school's management. The number of evacuee's utilising the facility over the period is mentioned below:

Monday, 10 January	12
Tuesday, 11 January	100
Wednesday, 12 January	86
Thursday, 13 January	19
Friday, 14 January	15
Saturday, 15 January	8

The school ceased operations as an evacuation centre on Sunday, 16 January.

Situation Reports (SITREPS)

As a means of promoting effective communication between the various organisations involved in the response, the LDCC prepared SITREPS to the District Disaster Management Group and other relevant stakeholders on a regular basis. Generally, two SITREPS were prepared and circulated each day which consisted of status information reported under template groups namely: Weather; Damage Overview; Media Issues; Summary of previous 24 Hours; Projected operation for next 24 Hours; Response; Population; Evacuations; Community Recovery Centres; Health; and Transport.

A summary of the SITREP information which provides Council with a consolidated chronological order of the event response is included as **Attachment 2** to this report.

Executive Management Team Response

On the afternoon of the event, Council's Executive Management Team (EMT), chaired by the Chief Executive Officer, activated an operational monitoring and support group which met twice each day. The group consisted of the Mayor, Directors and selected specialised managerial and operational staff. The role of the group consisted of monitoring LDCC activities to ensure that Council resources were made available in an effective and timely manner. This forum also provided real-time access to information updates that were subsequently used for communication purposes.

Media Engagement and Communication

As mentioned elsewhere in this report, the role of the media featured prominently in facilitating the effectiveness of the LDCC and the overall disaster management response. The communication of LDCC messages was primarily directed through two structured channels:

- Regular media release broadcasts; and
- Public address by Mayor and/or LDMG Chair (Cr Noel Strohfeld)

A summary of media release information is provided in **Attachment 3** to this report.

In addition to the 'operational' media broadcasts that were specifically aimed at supporting the community throughout the crisis, a 'strategic' media approach was adopted for the purposes of ensuring accurate and consistent corporate disaster management messages were being conveyed to the multitude of local, regional, state, national and international media outlets.

The Mayor, Chair of the LDMG and Chief Executive Officer were appointed spokespersons for strategic messaging and were supported by a strategic media advisor. It is estimated that in excess of fifteen formal media interviews were conducted and a range of dignitary visitations were co-ordinated.

RESOURCE IMPLICATIONS

The extent to which this event will impact on the Social, Environmental, Governance and Financial aspects of the Toowoomba Regional Council, and the region generally, are currently subject to intense investigation. This includes the performance of a structured inspection program involving staff and in many cases Councillors, focusing on the essential infrastructure types of roads, water, sewerage, storm water and buildings.

Council officers are dedicated to both infrastructure and service restoration activities (that is, level of service impacts) and damage discovery activities concurrently. Preliminary results of the latter will be provided to Council during the presentation of this report and be subject to further Council reports as previously mentioned.

CONCLUSION

The impact of the flood event on the Toowoomba region is extensive. Damage to physical infrastructure, whilst at the date of this report is still being quantified, is known to be significant with rural and urban areas affected equally.

Once the infrastructure damage discovery phase is complete, Council will be confronted with a variety of decisions that are very likely to challenge the previously agreed strategic and operational direction.

The associated implications of this event on the 2010/2011 budget and the longer term financial sustainability strategy are cause for a heightened sense of consideration.

RECOMMENDATION

That Council note the contents of the report and is cognisant of the intention to provide further information on a timely basis.

ACTION TO BE TAKEN

Rec. No.	Action Officer	Action	Nominated Achievement Date
	Directors	Please co-ordinate future reports to Council, as appropriate.	

Attachment A
Ordinary Meeting of Council - 25 January 2011
ATTACHMENT 1 - ROLES AND RESPONSIBILITIES

Structure	Roles and Responsibilities
District Control Centre (LDCC)	<ul style="list-style-type: none"> • Manage information collection, analysis and dissemination; • Develop intelligence and strategic planning capability; • Manage the acquisition and deployment of resources as requested; and • Develop and maintain an overall record of the event.
Local Disaster Management Group (LDMG)	<ul style="list-style-type: none"> • Ensure that disaster management and disaster operations in the area are consistent with the State Group's strategic policy framework for disaster management for the State; • To develop effective disaster management, and regularly review and assess the disaster management; • To help the local government for its area to prepare a local disaster management plan; • To identify and provide advice to the relevant district group about, support services required by the local group to facilitate disaster management and disaster operations in the area; • To ensure that the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster; • To manage disaster operations in the area under policies and procedures decided by the State group; • To provide reports and make recommendations to the relevant district group about matters relating to disaster operations; • To identify, and coordinate the use of resources that may be used for disaster operations in the area; • To establish and review communications systems in the group and with relevant district group and other local groups in the disaster district group for use when a disaster happens; • To ensure information about a disaster in the area is promptly given to the relevant district group; • To perform other functions given to the group under the Disaster Management Act 2003; and • To perform a functional incidental to a function mentioned in sub-paragraphs (1) to (11) above.
Elected Members	<ul style="list-style-type: none"> • Unless Councillors are actively involved as part of the LDMG, their primary role is to communicate with their constituents and assist in the passage of information to the Local Disaster Management Group. Having effective knowledge and understanding of the local disaster management plan and arrangements is necessary to undertake this important role.

Attachment A
Ordinary Meeting of Council - 25 January 2011
ATTACHMENT 2 - SITUATION REPORTS (SUMMARY)

(Note: Reports 001 and 002 are outside the reporting period)

Date	Time	Summary
10/01/2011 (Report 003)	5.45 pm	<ul style="list-style-type: none"> • Toowoomba area suffered a large rain storm which caused major flash flooding in the City and surrounding areas; • Substantial damage expected; • LDMG & LDCC activated; • Two deceased persons; • Numerous road closures.
11/01/2011 (Report 004)	11.00 am	<ul style="list-style-type: none"> • Substantial damage identified throughout Toowoomba City including major infrastructure damage along East and West Creeks; • Warrego Highway closed due to landslips. Numerous road closures; • Flooding of area adjoining Oakey Creek; • Repairs to trunk main underway to restore water supply to Western areas of Toowoomba City; • Power restored to most houses; • Extensive road damage identified; • Evacuation Centre at Toowoomba Grammar School operational; • Internet and email outages. Limited capacity for mobile calls on Telstra network; • Dams at capacity.
11/01/2011 (Report 005)	11.00 pm	<ul style="list-style-type: none"> • Heavy rain eased to showers; • LDCC fully operational; • Many offers of support and assistance received; • 100 people evacuated to Toowoomba Grammar School; • Numerous road closures;

Attachment A
Ordinary Meeting of Council - 25 January 2011

Date	Time	Summary
12/01/2011 (Report 006)	9.00 pm	<ul style="list-style-type: none"> • Recovery stage commenced; • Numerous media releases, interviews conducted; • Cecil Plains air resupply; • 86 people housed at Toowoomba Grammar evacuation centre; • Ongoing road closures and repairs; • Major clean up of houses and businesses underway; • Cressbrook Dam 3 metres over capacity but decreasing; • Internet and email access re-established; • 200 Oakley residents without power, along with 137 residents in Bowenville. Repairs underway. 70 customers in CBD without power until electrical inspection is conducted; • Property owners encouraged to remove waste to landfill. Landfill charges waived and assistance will be provided to the elderly through LDCC.
13/01/2011 (Report 007)	7.00 pm	<ul style="list-style-type: none"> • Weather clear but overcast; • LDCC continues to operate 24 hrs/day; • Repair of damage in CBD well underway; • Offers of support continuing to flow through LDCC; • Various surrounding SES groups deployed to Toowoomba to assist with clean up; • 21 SES personnel from Cairns deployed to Oakley to assist with clean up; • 20 SES personnel deployed to assist Police with search for missing persons; • 19 people housed at the Toowoomba Grammar School evacuation centre; • Ongoing road closures and repairs, New England Highway (Twba to Warwick) open with caution, Warrego Highway (Twba to Withcott) open for local traffic only.

Attachment A
Ordinary Meeting of Council - 25 January 2011

Date	Time	Summary
14/01/2011 (Report 008)	7.00 pm	<ul style="list-style-type: none"> • Fine weather; • Continuing media releases and interviews conducted; • Repair of Toowoomba CBD nearing completion, cleaning of Oakey residences complete; • Continuing assessment, mapping and repair of infrastructure in TRC area; • 21 SES personnel from Cairns deployed to Lockyer Valley Regional Council area; • 3 confirmed deceased persons in the area (one adult female, one male child and one male adult) • 15 people housed at Toowoomba Grammar evacuation centre; • Provision of reticulated water to Lockyer Valley Regional Council; • Numerous road closures continue. Warrego Highway (Twba to Withcott) is open to local traffic with one lane in each direction. Westbound traffic by traffic escort; • Bedford Street landfill receives 495 trailer loads and 161 truck loads of waste. Prison workforce providing assistance with waste services.
15/01/2011 (Report 009)	7.00 pm	<ul style="list-style-type: none"> • Air resupply of food stocks to Cecil Plains conducted; • Condamine River at Cecil Plains rising; • LDCC continues to operate between the hours of 6.00 am to 7.00 pm over the weekend. Normal after hours arrangements then continue for disaster related calls; • Evacuation centre at Toowoomba Grammar continues to operate with reduced numbers; • SES groups on standby; • Continue to supply reticulated water to Lockyer Valley Regional Council. • Warrego Highway (Twba to Withcott) is open to local traffic with one lane in each direction.
16/01/2011 (Report 010)	7.00 pm	<ul style="list-style-type: none"> • Continuing assessment, mapping and repair of infrastructure in TRC area; • LDCC operating between the hours of 6.00 am and 7.00 pm, with the number of calls decreasing; • Ongoing clean up of the areas most affected in Toowoomba CBD and Oakey area; • Opening of local roads continues to be monitored; • Evacuation centre at Toowoomba Grammar school closed; • Continue to supply reticulated water to Lockyer Valley Regional Council.

Attachment A
Ordinary Meeting of Council - 25 January 2011

Date	Time	Summary
18/01/2011 (Report 011)	6.00 pm	<ul style="list-style-type: none"> • Air resupply of food to Cecil Plains area. Mayor and others to visit area; • Aerial investigation of damaged infrastructure; • LDCC continues to operate between the hours of 6.00 am and 7.00 pm; • Warrego Highway open (one lane each way from Toowoomba to Withcott), New England Highway Toowoomba to Warwick open, Toowoomba/Milneran to Cecil Plains closed; • Condamine River at Cecil Plains decreasing.

Attachment A
Ordinary Meeting of Council - 25 January 2011
ATTACHMENT 3 - MEDIA RELEASE SUMMARY

Item #	Date	Title
1.	10/01/2011	City Clean Up and road assessments start
2.	10/01/2011	Residents advised to boil water
3.	10/01/2011	Cressbrook Creek residents warned of flooding
4.	10/01/2011	Aquatic Centre and Library out of action
5.	10/01/2011	Clifton area road damage (Monday, January 10)
6.	10/01/2011	Access to all Toowoomba Dams restricted
7.	10/01/2011	Possible flooding in Oakley
8.	10/01/2011	Mayor pleads with residents to stay at home
9.	10/01/2011	Warrego Highway on Toowoomba Range closed
10.	10/01/2011	All access restricted as Cooby Dam overflows
11.	10/01/2011	Waste Transfer Stations closed
12.	10/01/2011	Cockatoo Creek Bridge (Quinalow – Peranga Rd) closed to all traffic
13.	11/01/2011	Update on waste collection services
14.	11/01/2011	TRC Water infrastructure update
15.	11/01/2011	Messages that we ask to be repeated by the media
16.	11/01/2011	CBD detours in place while clean up continues
17.	11/01/2011	Residents reminded of emergency numbers
18.	11/01/2011	Burst water main – Toowoomba (Western area) update
19.	11/01/2011	Burst water main – Highfields
20.	11/01/2011	21 Cairns SES personnel to reinforce Toowoomba Unit
21.	11/01/2011	TRC reviewing Toowoomba's East-West traffic routes
22.	11/01/2011	Mayor Peter Taylor implores residents to stay away from water, off roads
23.	11/01/2011	Mayor Peter Taylor appreciates all offers of help
24.	11/01/2011	Homeowners urged to delay dumping flood damaged goods

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Item #	Date	Title
25.	11/01/2011	Condamine River alert for properties downstream of Tummaville
26.	12/01/2011	Rumours dispelled
27.	12/01/2011	Road maintenance crews continue cleanup and repairs
28.	12/01/2011	TRC Oakley Office to facilitate flood damage assistance
29.	12/01/2011	Return recovered waste bins to JJ Richards and Sons
30.	12/01/2011	Residents urged to dispose of waste at landfill
31.	13/01/2011	Milne Bay Aquatic Centre pools remained closed
32.	13/01/2011	Warning to stay away from TRC Dams
33.	13/01/2011	Yarraman water supply concerns
34.	13/01/2011	Mayor Taylor appeals for patience during cleanup
35.	13/01/2011	Residents urged to drop storm or flood damaged items at landfill sites
36.	13/01/2011	No further need to boil water
37.	13/01/2011	Opportunity for QFRS assistance
38.	13/01/2011	Gradual opening of Toowoomba City centre streets
39.	13/01/2011	Residents urged to drop storm or flood damaged items at landfill sites
40.	13/01/2011	Milne Bay Aquatic Centre pools remain closed
41.	13/01/2011	Toowoomba CBD cleanup continues; TRC assessing damage
42.	13/01/2011	Dent Street now open to traffic
43.	13/01/2011	Old Goombungee Road closed at Highfields
44.	13/01/2011	Extended hours for quarry
45.	13/01/2011	Yarraman Water Supply alert
46.	13/01/2011	Volunteers can register with Volunteering Queensland
47.	14/01/2011	Discoloured water notice
48.	14/01/2011	Motorists urged to watch for stray stock
49.	14/01/2011	Residents urged to destroy mozzie breeding grounds

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Item #	Date	Title
50.	14/01/2011	Toowoomba Library remains closed
51.	14/01/2011	Milne Bay Aquatic Centre partially opened
52.	14/01/2011	LDCC to operate over the weekend
53.	14/01/2011	Dams closed to sightseers and fishermen
54.	14/01/2011	Toowoomba water supply plentiful and safe
55.	16/01/2011	Yarraman water supplies fully restored
56.	16/01/2011	Mayor praises and thanks volunteers across the region
57.	17/01/2011	Deputy Premier inspects flood damage
58.	17/01/2011	Roads closed across the region
59.	17/01/2011	Take storm or flood damaged items to landfill sites but Council assistance is available
60.	17/01/2011	Public warned to stay away from TRC Dams