

SOUTH WAIRARAPA DISTRICT COUNCIL

13 DECEMBER 2017

AGENDA ITEM D2

INFRASTRUCTURE AND SERVICES REPORT

Purpose of report

To update councillors on the Infrastructure and Services Group activities.

Recommendations

Officers recommend that the Council:

1. *Receive the Infrastructure and Services Report.*

1. Group Manager highlights

The last 6 weeks have seen the weather dry up which has impacted on the various contracts and works being undertaken. Vegetation spraying, road maintenance etc. schedules have commenced as a result of the dryer weather.

One highlight has been the commencement of the wastewater irrigation in Martinborough and as the grass elsewhere starts to dry off it will be good to see the areas irrigated make use of the waste water into a crop of bailing. Work is still ongoing with the other wastewater plants and the progress toward diverting wastewater out of the rivers is advancing. As the area starts to dry out and the river levels decrease, the clear benefits of this approach is self-evident.

With summer coming and the swimming pools opening, a lot of work has been done to pre-empt the "free pools" and expected increase in patronage. This is along with the general summer ramp up with irrigation and tasks relating to town amenities

The road contract is working well, and reseals should be almost complete by the time this report is tabled. The early start and hot weather will minimize the issues with bleeding and stripping seen elsewhere on the roads. The major rehabilitation contract currently being advertised is combined with Carterton District and should be completed over two years. This will line up with the maintenance contract allowing for more options in the future as well as gaining efficiencies with the two councils over the period.

The above approach has worked well and the recent commencement of footpath work is an example of the longer term (multi-year) contracts starting early and producing savings in unit rates. The Schedules have been received from the community boards and are being developed with costs for new works being calculated.

Work is being undertaken on asset management plans for Waters and Transport in line with the NZTA and LTP timelines as are budgets and other strategic plans such as roughness ratings on the road network.

The three Wairarapa Councils' Water Managers have attended workshops to discuss our roles in managing the region's drinking water quality standards. In conjunction with Wellington Water working together with South Wairarapa and Carterton Districts, a common approach to asset management and reporting is being improved.

On staffing, the new combined councils' Zero Waste Co-ordinator has been busy with works on community engagement and the waste survey. Both Tracy and Mel have now left with both positions having been filled with internal staff. Existing knowledge of Council systems and works will make for an easier transition for the roles.

2. Water supply

SERVICE LEVEL – Council provides reliable and safe drinking water supplies. Water provided is safe to drink and there is adequate water for urban firefighting.

2.1 Key Performance Indicators

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		605		
Compliance with resource consent conditions/water permit conditions to "mainly complying" or better	95%		100%		
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%		98%		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%		98%		
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.25 per1000 (1 complaints)	1.2 per1000 (5 complaints)	1	4
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.76 per1000 (3 complaint)	1.0 per1000 (4 complaint)	1	1
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.25 per1000 (1 complaints)	1.0 per1000 (4 complaint)	0	3
Ratepayers and residents satisfied with level of service for water	77%			NRB Survey:	59%
Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 1 Hr	(10/14) 71%	Median Time 48min	14	26

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
Resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	< 8 Hrs	(11/14) 77%	Median Time 3h 17m	14	26
Attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 2 working days	(27/44) 61%	Median Time 1h 17min	44	101
Resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm	< 5 working days	(31/44) 70%	Median Time 19h 31min	44	101
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	20%	20%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		38.5%		

2.2 Water supply capital improvements

2.2.1 Featherston water supply

The remaining subsidy claim has been lodged with the Ministry of Health.

2.2.2 Water reticulation renewal

Tenders for Stage 3 of the trunk main renewal contract from the railway line to the plant close on November 30th and is expected to be let before Christmas. More information will be available for the Council meeting.

2.3 Water treatment plants

The Martinborough plant operated routinely over the period with some replacement of monitoring equipment. The plant is due to have the controller upgraded (existing is obsolete) which will provide improved treatment and bacteriological compliance. The Waiohine plant has been having issues with air as highlighted above, which gives a false reading on the turbidity sensor and interrupts production. This has been covered by storage tank with no interruption of supply.

The extended Waiohine water treatment plant has now been commissioned and is in service for Featherston community. Greytown was supplied from Greytown Bore while a contractor stabilises Bore 1 at Woodside and the latest reports are promising. More information will be available for the Council meeting.

Pirinoa pipeline replacement has completed the 50mm main approximately 300m to improve the failure rate. Connections for the nine individual properties are ongoing but due to finish early in December.

2.4 Water reticulation

There were 50 reticulation repairs reported and rectified during the period.

A large leak on 10 October was caused by a washout of Boar Bush Gully Road. This was isolated and replaced back within the road over two days with a new 40m long section of PE pipe. Pressure fluctuations in the system at the same time are suspected to be the cause of 3 con-current leaks on 11 October. This caused a loss of approximately 500,000L and the contractors worked overnight to repair.

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by City Care Ltd (CCL) to maintain satisfactory flows. There were 6 accounts for blockage clearing or no water flow for the Moroa network. None were reported for the Longwood network over the period.

3. Waste water

SERVICE LEVEL – Council provides waste water services that effectively collect and dispose of waste water. Waste water does not create any smells, spill or health issues and causes minimal impact on the natural environment.

3.1 Key Performance Indicators

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
Number of blockages per 1000 connections	<10	0.49 per 1000 (10 complaint)	6.8 per1000 (28 complaint)	10	28
Ratepayers and residents satisfaction with waste water services	70%			NRB survey:	49%
Number of dry weather sewerage overflows per 1000 connections	<10	-	0.97	0.97 per 1000 connections (4 overflow)	0.97 per 1000 connections (4 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	8/12 (67%)	Median Time 50min	12	37
Resolution time: from notification to resolution of fault	< 4 Hrs	8/12 (67%)	Median Time 2h 19m	12	37
% of resource consent conditions complied with to mainly complying or better*	90%		98%		
No. of abatement notices	<2				0
No. of infringement notices	0				0
No. of enforcement notices	0				0
No. of convictions	0				0
No. of complaints per 1000 connections received about sewage odour	< 15	0	0	0	0
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.49per 1000 (2 complaint)	2.19 per 1000 (9 complaint)	4	7
No. of complaints per 1000 connections received about sewage system blockages	< 15	2.44per 1000 (10 complaint)	6.8 per1000 (28 complaint)	6	18
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	12/12 100%	-	12/12 (100%)	88% (22/25)

3.2 Waste water treatment plants

3.2.1. Capital and consents

Featherston Waste Water consent application

The consent application was lodged on 28 February 2017. Greater Wellington Regional Council (GWRC) has responded on the 19 April with an s92 request for information, which the Council replied to at the start of June. Subsequently further questions around stream clarity and land treatment methodologies have been received.

Currently our technical responses to this matter are now with the Regional Council and given the lapse of time it is unlikely that the application will be public notified before the holiday break.

Staged improvements at Martinborough and Greytown WWTPs

At Martinborough irrigation to land has commenced and commissioning is underway. Full completion of all systems, telemetry is not expected before middle December. At the Greytown site, contractual, design and cost finalisation are under discussion with Water Force NZ and site establishment and site works are anticipated to commence before the holiday break.

3.3 Operational

Featherston, Greytown, and Lake Ferry plants operated routinely during the period with no reported issues.

The equipment failure in July at Martinborough is due to be replaced and the plant has returned to normal operation, though the flows are still high compared to the last few years.

3.2.2. Wastewater reticulation

There were 2 pipeline blockages reported during the period.

4. Storm water drainage

SERVICE LEVEL – Stormwater drains are well operated and maintained by the Council.

4.1 Key Performance Indicators

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	55%			NRB survey:	57%
% of urgent (any blockage causing extensive flooding of buildings or other serious flooding) requests for service responded to within 5 hours	95%	0	0	0	0
No. of flooding events	0	0	0	0	0
No. of habitable floors affected per flooding event per 1000 properties connected	0	0	0	0	0
No. of abatement notices	0				
No. of infringement notices	0				
No. of enforcement notices	0				
No. of convictions	0				
Median Response time to flooding events (Notification to personnel reaching site in hrs)	3	-	-	0	0
No. of complaints about stormwater per 1000 properties connected	0	0	0	0	0

5. Solid waste management

SERVICE LEVEL – Recycling stations are accessible and maintained. Refuse and recycling collection services are provided and waste minimisation actively promoted.

5.1 Key Performance Indicators

SOLID WASTE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
Number of communities with recycling centres	6		6		
Volume of waste disposed out of district	Decreasing by 2.5%	Increase of 67% compared to Oct 2016	Current average month increased 41% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

5.2 Waste management

Routine services have been delivered successfully over the period. The recycling centres operated satisfactorily. High quantities of collections have been recorded on the coast with two additional runs required.

6. Land transport

SERVICE LEVEL – Roads are maintained to ensure they are safe and comfortable to travel on. Footpaths can be safely used to get around town.

6.1 Key Performance Indicators

LAND TRANSPORT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		SEPTEMBER	YTD	SEPTEMBER	YTD
Using the RAMM measurement system, average smooth travel exposure on urban roads to be 85% and rural roads 95% with maximum variation of 5%	95%				
Ratepayers and residents fairly/very satisfied with the roads	80%			NRB Survey:	73%
5% of sealed roads are resealed each year subject to availability of NZTA subsidy	100%				
The pavement condition index as measured by the NZTA pavement integrity index	95%				
The number of crashes causing injuries is reduced	Group and control average				
The number of fatalities and serious injury crashes on the local road network	<7				
Ratepayers and residents are satisfied with footpaths in the district	70%			NRB Survey:	63%
Availability of footpaths on at least one side of the road down the whole street	88%				
Footpath Condition rating 95% compliant with SWDC AMP Standard	95%				
The % of customer service requests relating to roads and footpaths responded to within 48 hours	95%	36/39 (92%)	115/154 (75%)	39	154
Meet annual plan footpath targets	Yes				

6.2 Roothing maintenance – Fulton Hogan

A major upgrade of Give Way and Stop signs within Martinborough has been completed. The pedestrian poles around the Martinborough are programmed for an upgrade to meet appropriate standards.

Bridge and box culvert painting has been completed along Lake Ferry Road.

Rural roadside markers and watertables have been sprayed, and berm mowing will be completed prior to Christmas.

A retaining wall has been completed on Haurangi Road, this was reinstatement following the July 2017 rain event.

Ongoing unsealed road maintenance grading is programmed to meet requirements.

6.3 Other activities

Reseals Contract is 80% complete with 100% completion by early December and works being carried out by Higgins Contractors.

The final stage of Whatarangi Cliffs protection has recommenced, Fulton Hogan have programmed completion prior to Christmas end of December.

A joint South Wairarapa Carterton District Council Sealed Pavement Rehabilitation contract inclusive of Shooting Butts seal extension has been advertised and closes 1st December 2017. The contract is for 2 years.

Fulton Hogan plan to commence the final year of the Footpath renewal contract in December, works in all 3 towns will carry over into the new year.

7. Amenities

The Amenities team is responsible for the management of Council's parks, reserves and other amenities. The team looks after 12 parks, 31 reserves, 41 buildings, five sports facilities, four cemeteries, seven public toilets and 22 other properties. The Amenities Manager is the contract manager for the City Care parks and reserves contract, and also for the management of the libraries.

SERVICE LEVEL – Parks and reserves enhance the quality of life in our communities. Our playgrounds are safe and enjoyed by the community. Clean safe public swimming pools can be accessed in the District. Provision of some low cost housing for the elderly (or in line with Council policy) in each town. Well maintained hall facilities that are available for the public to book. Public toilets are convenient, clean and safe. There is a wide range of library stock including up to date material.

7.1 Key Performance Indicators

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Users satisfied with parks and reserves	90%			NRB Survey:	94%
Ratepayers and residents are satisfied with Council playgrounds	80%			NRB Survey:	82%
Council playground equipment that meets national standards	100%				
Council pools comply with NZ swimming pool water testing standards	100%				
Ratepayers and residents satisfaction with Council swimming pools	67%				
Occupancy of pensioner housing	94%			Actual:	99.8%
Ratepayers and residents satisfied with town halls	76%			NRB Survey:	74%
Cycle strategy	Developed				
Ratepayers and residents satisfied with public toilet facilities	90%			NRB Survey:	85%
Taking programmes out into the community and providing a wide variety of programmes in the library	>3 per library				
% of ratepayers and residents satisfied with libraries	90%			NRB Survey:	91%

7.2 Parks and reserves

Card Reserve in Featherston is busy with summer sport, which includes athletics, touch rugby and a summer soccer league. Other parks and reserves have been busy with events, and many more events are lined up for over the summer.

7.3 Community housing

The Matthews flats have been surveyed for the presence of asbestos prior to plumbing work being carried out in two of the flats. No asbestos was detected. The plumbing repairs will now get underway. One vacant flat is ready to be let, and in the process of going through the waiting list, it was found that a number of people now no longer require accommodation.

7.4 Cemeteries

7.4.1. Purchases of burial plots/niches 10 October to 28 November 2017

	Greytown	Featherston	Martinborough
Niche	1		
In-ground ashes Beam			
Burial plot	1	4	2
Total			

7.4.2. Ashes interments/burials 10 October to 28 November 2017

	Greytown	Featherston	Martinborough
Burial		2	
Ashes in-ground		1	
Ashes wall			
Total			

7.5 Events

7.5.1. Featherston

Completed events:

NZ Trio: Exotica and Tapas (part of Kokomai Creative Festival) held Saturday, 14 October 2017 – ANZAC hall, Featherston



The Wine Project & Tell Me My Name (part of Kokomai Creative Festival) held Saturday, 21 October 2017 – ANZAC hall, Featherston



Future events:

Featherston Christmas Parade being held Saturday, 9 December 2017 – Revans, Fitzherbert & Lyon Streets, Featherston

Cross Creek Railway Ride the Rail – Friday Nights, Saturday, Sundays & Public Holidays being held from 22 September 2017 – April 2018



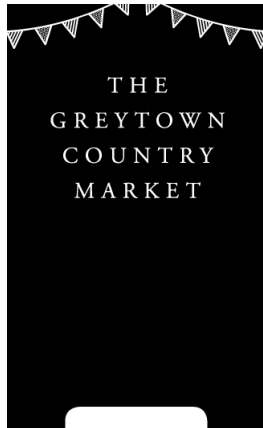
Featherston 1st Fridays being held from 1 December 2017, 5 January, 2 February & 2 March 2017

7.5.2. Greytown

Completed events:

Future events:

The Greytown Country Market being held every third Sunday of the month starting from Sunday, 15 October 2017 through to Sunday, 18 March 2018 – Stella Bull Park, Greytown



Greytown Christmas Market being held Saturday 16 December 2017

Greytown Christmas Parade being held Saturday 16 December 2017

7.5.3. Martinborough

Completed events:

Rotary Martinborough Charity Fun Ride held Sunday 29 October 2017



Friends of Martinborough Library – Family Movie Night held Friday 3 November 2017

Martinborough Community Guy Fawkes Display held Saturday 4 November 2017



Toast Martinborough held Sunday 19 November 2017



Te Heke Tuna Ki Onoke Whanau Day held Saturday, 28 October 2017 at Lake Ferry Reserve

Future events:

Martinborough Madcaps Christmas Parade & Carols in the Park being held Saturday, 16 December 2017

Pick Your Own Lavender being held 6-7 January 2018

Cruise Martinborough being held between 25-28 January 2018, Saturday, 27 January 2018 – Street Show & Shine around the Martinborough Square



Rotary Martinborough Fair being held on Saturday, 3 February and 3 March 2018



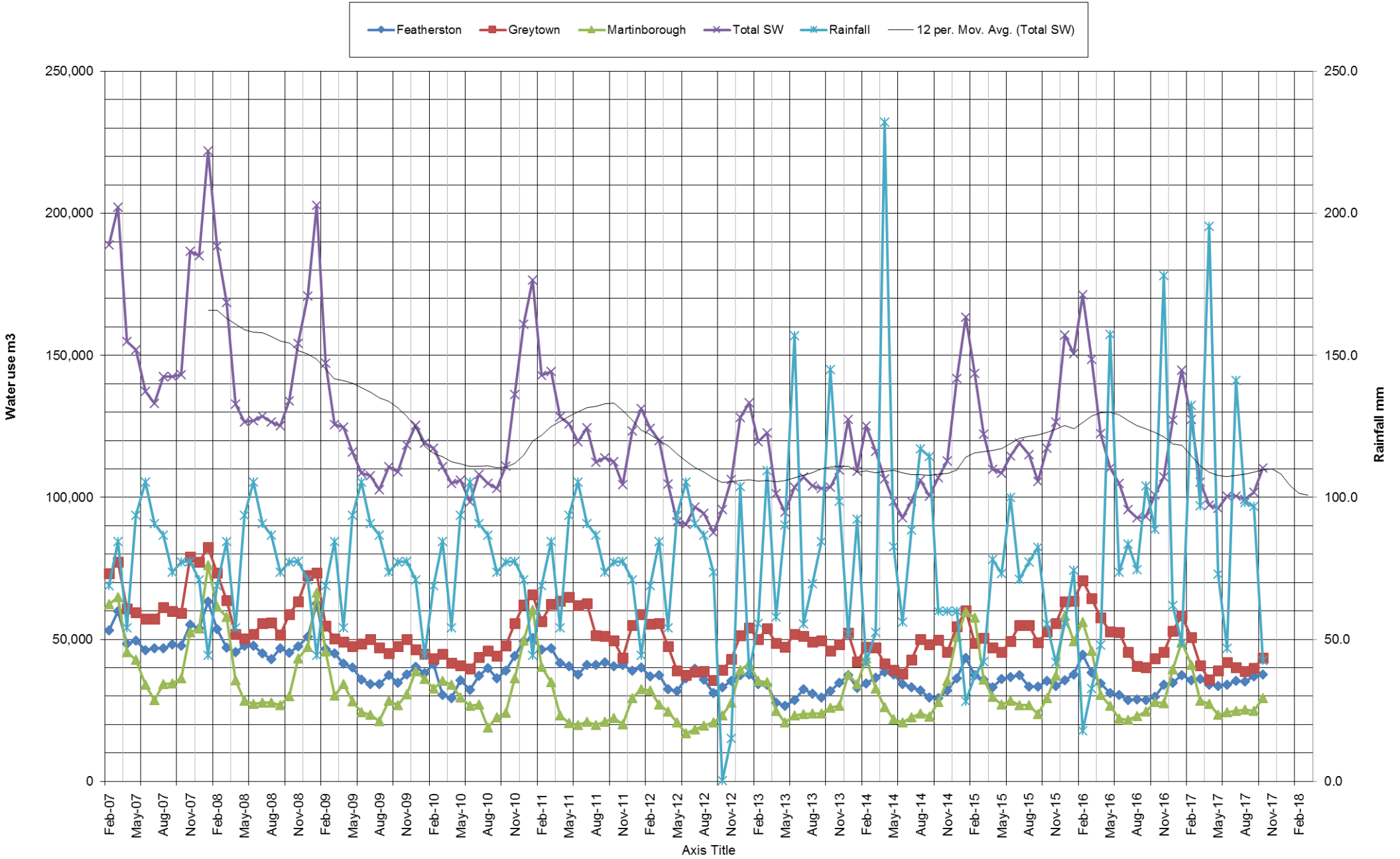
8. Appendices

- Appendix 1 Monthly water usage
- Appendix 2 Waste exported to Bonny Glen
- Appendix 3 Library statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

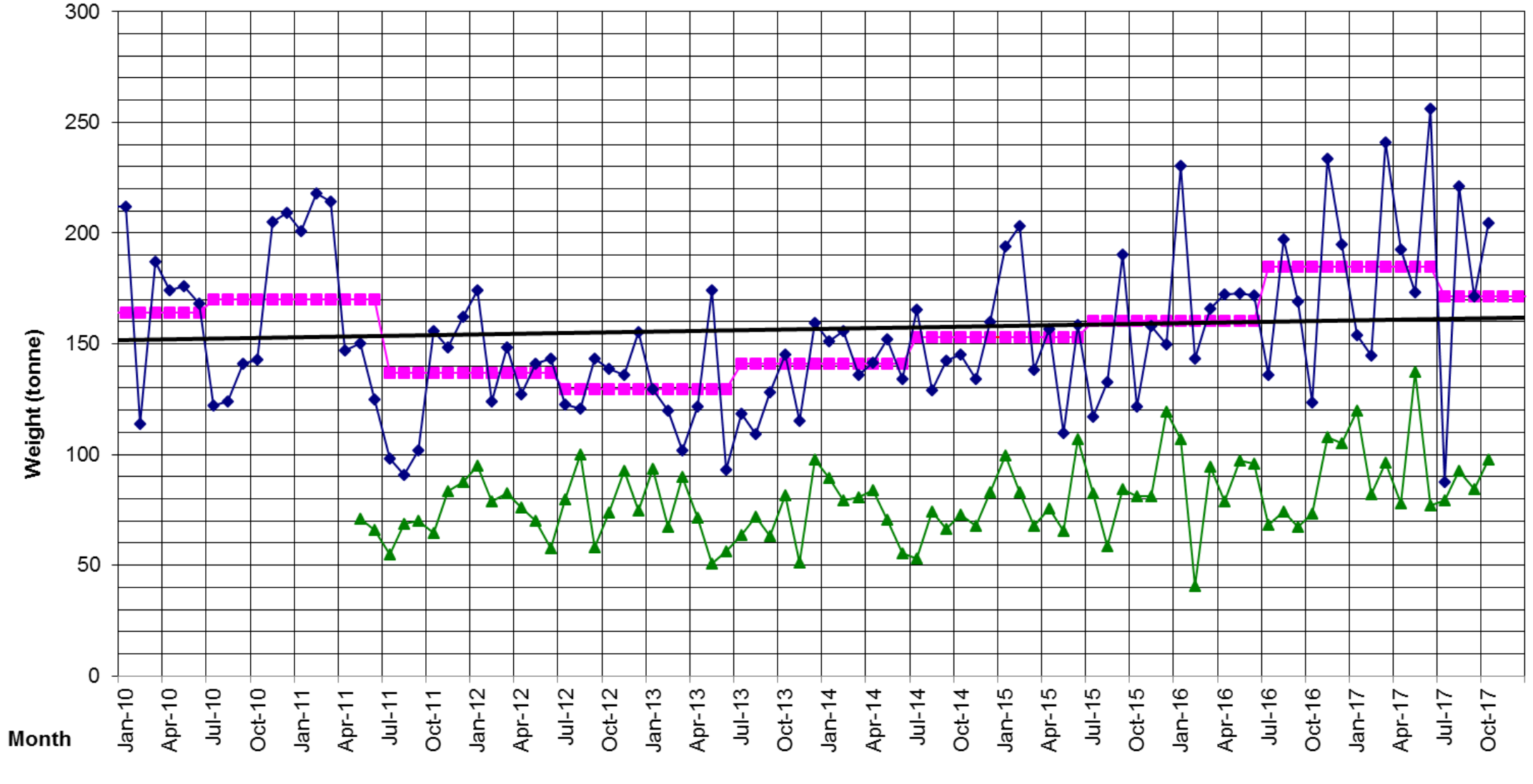
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



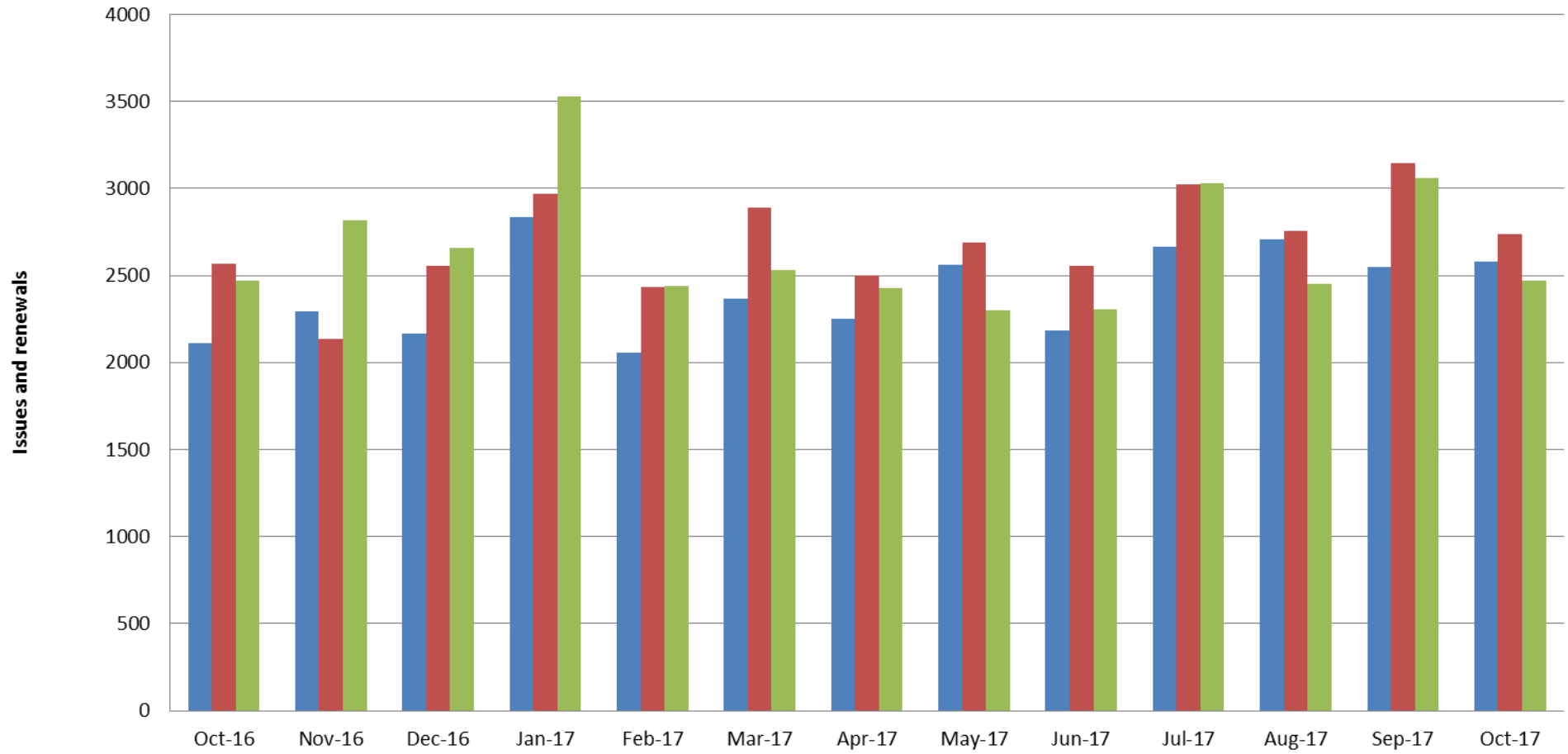
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



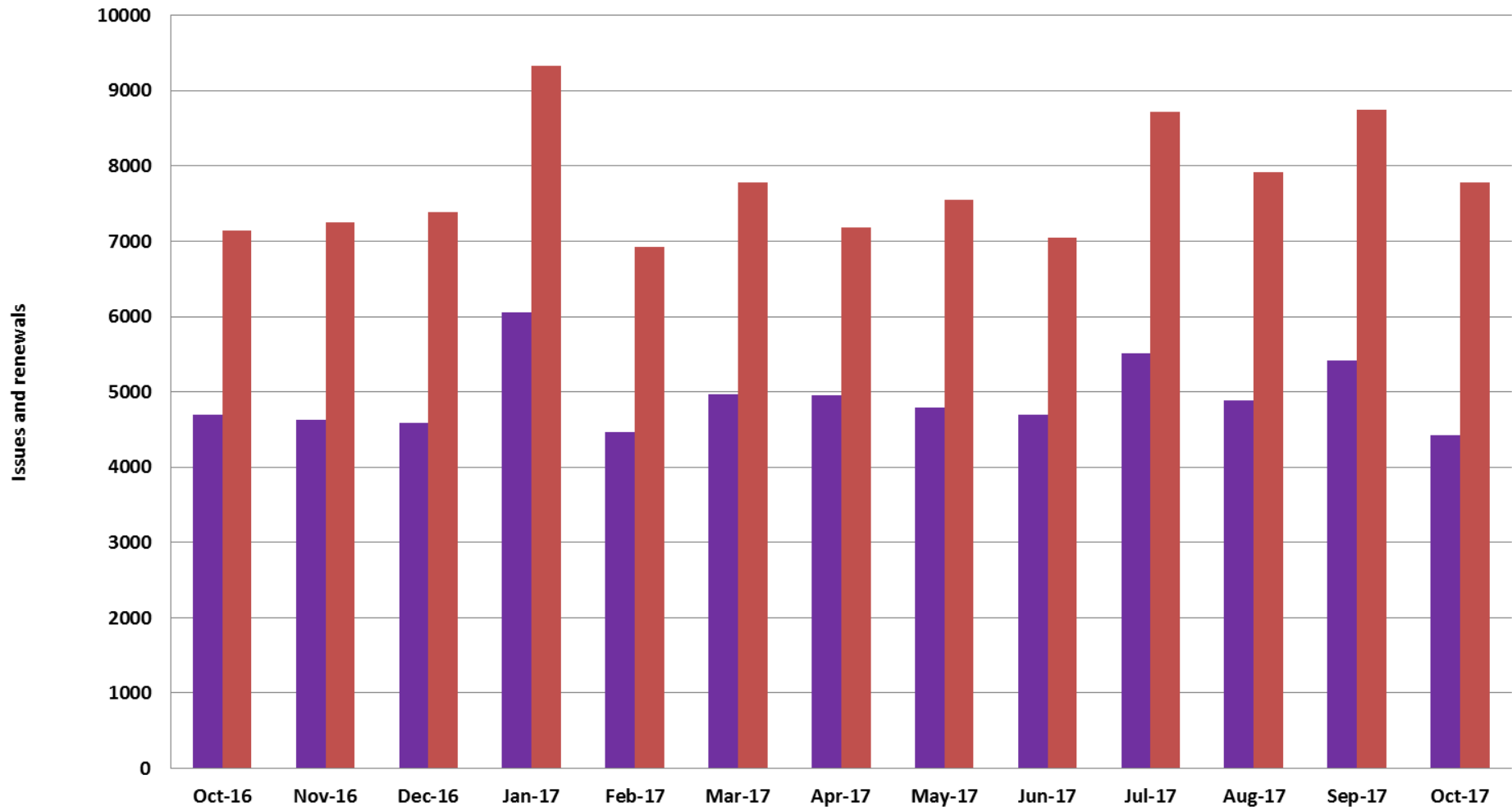
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to October 2017



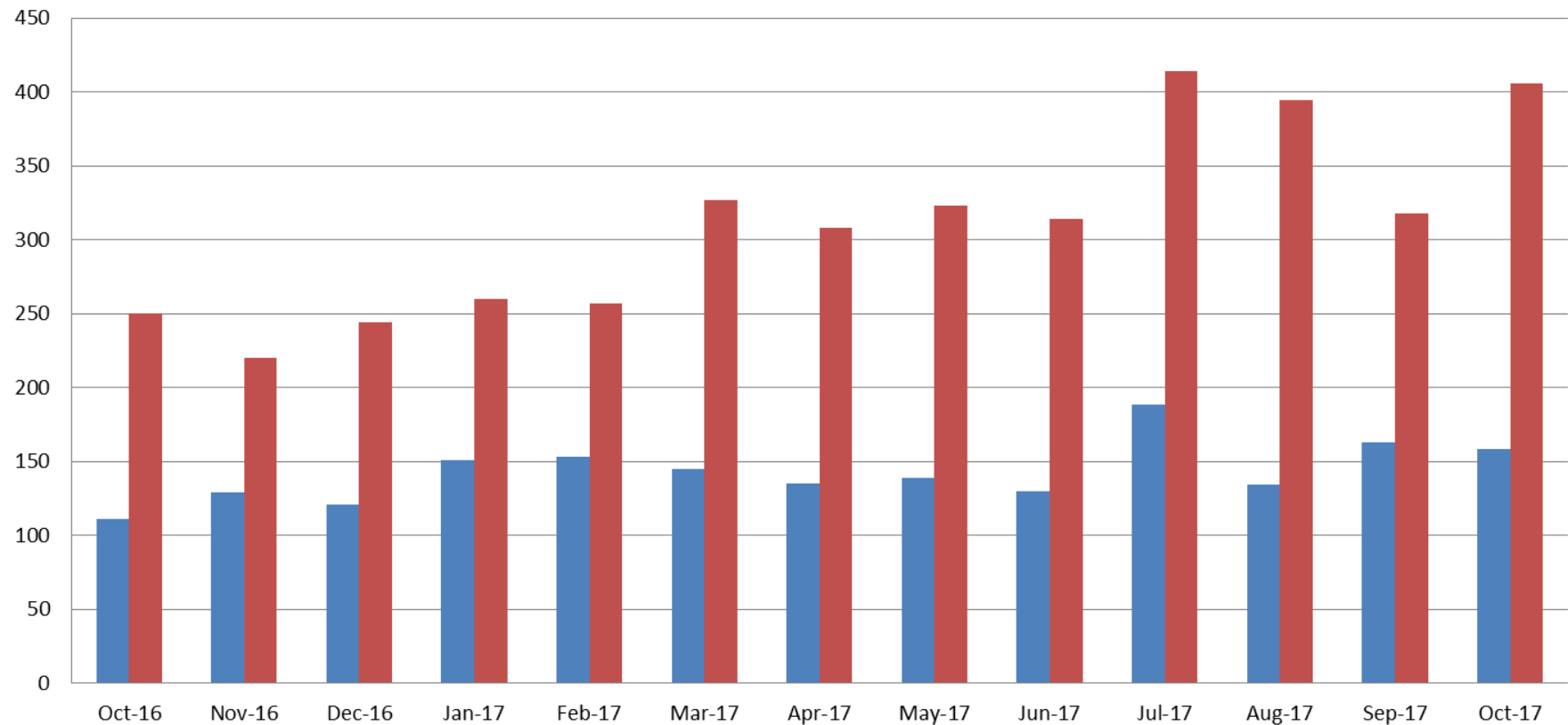
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
■ Featherston	2113	2296	2167	2836	2057	2369	2254	2563	2186	2663	2707	2550	2577
■ Greytown	2567	2136	2556	2967	2432	2888	2503	2687	2558	3023	2756	3143	2738
■ Martinborough	2467	2819	2661	3526	2442	2529	2427	2302	2306	3027	2451	3058	2468

Wairarapa Library Service - issues and renewals to October 2017



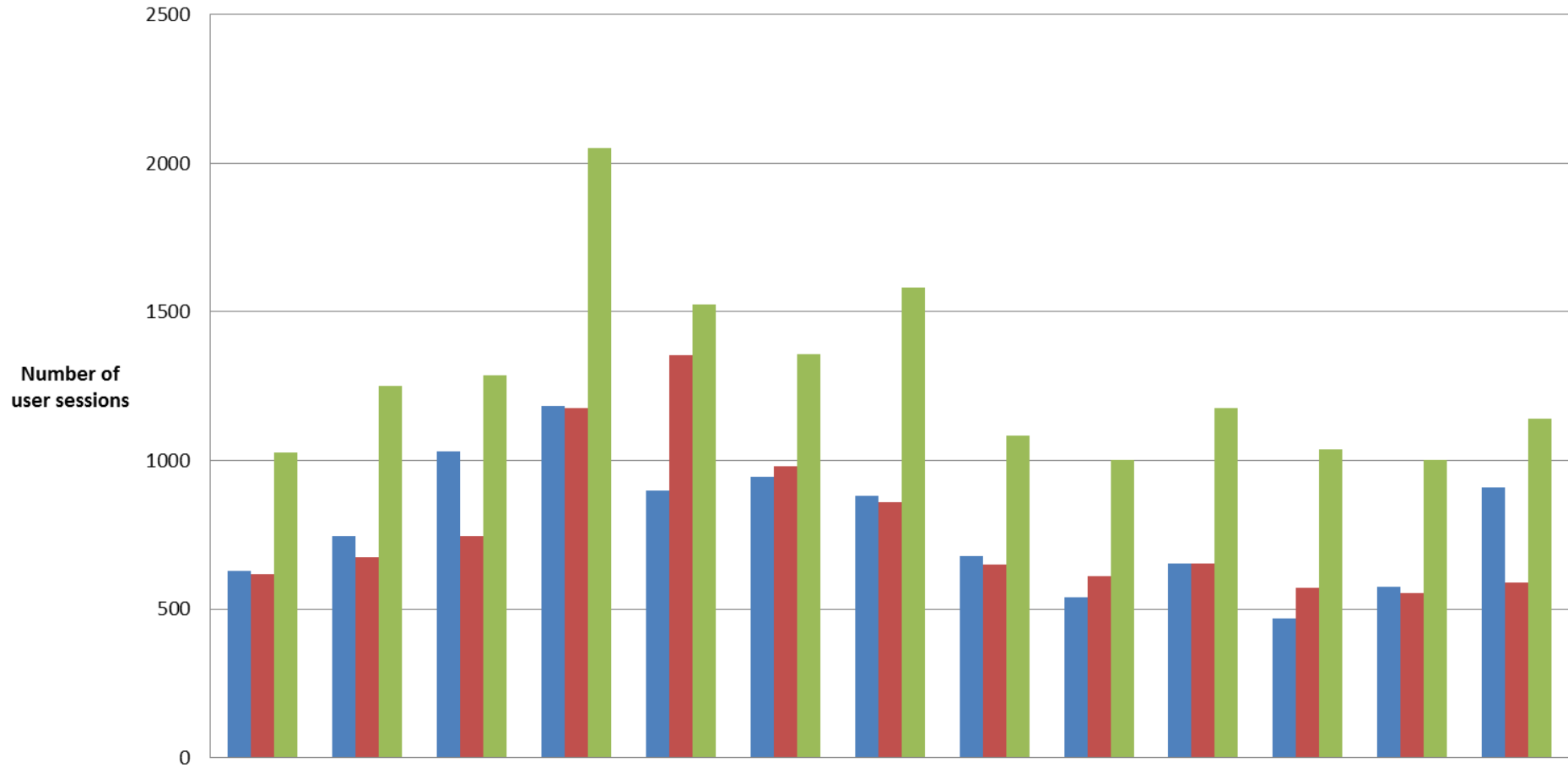
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Carterton	4698	4629	4586	6051	4468	4972	4951	4794	4694	5505	4887	5422	4418
South Wairarapa	7147	7251	7384	9329	6931	7786	7184	7552	7050	8713	7914	8751	7783

Wairarapa Library Service - audio and e-book issues to October 2017



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Audiobooks	111	129	121	151	153	145	135	139	130	188	134	163	158
E-books	250	220	244	260	257	327	308	323	314	414	394	318	406

APNK Wi-fi user sessions to October 2017



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
■ Featherston	628	745	1030	1183	900	945	882	678	540	655	469	576	911
■ Greytown	617	675	745	1177	1354	979	861	650	610	653	572	555	590
■ Martinborough	1026	1251	1288	2050	1524	1356	1581	1085	1003	1177	1036	1001	1142

Library wi-fi user sessions October 2017

