SOUTH WAIRARAPA DISTRICT COUNCIL

18 MAY 2016

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 information.

1. Group Manager highlights

The predominate focus at present are the works required in the development of the two wastewater consents and the continuation of the work for the water supply in Woodside. This has been looking at the consent conditions required in the initialisation of the wastewater consents and the best way forward in achieving them. The site meetings and initial consent conditions around the formation of committees and the items such as confirmation of staff etc. are all underway.

There have been numerous transport meetings from looking at the One Network Road Classifications (ONRC) to the future funding of the Cape Palliser Road and to the structure of the Wellington transport modes being work shopped. Luckily the new Roading Manager starting at the end of May, has a good understanding of the region as a local.

Projects are generally in the completion phases with the last footpaths being done at present, rehabilitation contracts being completed and maintenance contracts such as reseals and line marking already completed. The final works for the year will be underway over the next few weeks including the Oxford Street works and the amenities projects which are yet to be completed.

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 2015/16	СОМР	LAINTS	INCI	DENTS
		March	YTD	March	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt	691	741		
Compliance with resource consent conditions/water permit conditions to "mainly complying" or better	95%				
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%				
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%				
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	0.75 per 1000 connections (3 complaints)	0	3
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.25 per1000 connections (1 complaint)	3.6 per 1000 connections (14 complaints)	0	14
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.75 per1000 connections (3 complaints)	4 per1000 connections (16 complaints)	3	16
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0	2 per1000 connections (8 complaint)	0	8
Ratepayers and residents satisfied with level of service for water	75%				
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	(4/5) 83%	-	5	36
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	(5/5) 100%	-	5	36
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	38/38 (100%)	-	38	266
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	36/38 (95%)	-	38	266
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	0%	0%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%				

2.2 Services

2.2.1. Water supply capital improvements Featherston

A water main renewal started on Revans Street, Featherston. The main is failing and has had a number of repairs. Higgins started on site 2 May and is scheduled to finish before June 2016.

With regard to the Alterative Supply Project, Stage 1 contract works which include the bore field and pipeline works as reported earlier are substantially complete.

The programming of the controls occurred last week and testing of the system is scheduled for this week. It is planned to use this source to supply the UF plant, to check the operation of the bores and reduce the maintenance with the improved water supplied. The system will then be subject to a 12 month maintenance period.

Stage 2 Design and Documentation is not yet available but it is expected that this work will be able to be publicly tendered in early June 2016. Completion and commissioning of the new upgrade plant is expected before December 2016.

2.3 Water treatment plants

The Waiohine, Greytown and Martinborough plants operated routinely over the period.

Martinborough Bore 4 has been refurbished in March and is back on-line and operating well. Pump 4 was sent away to assess the condition of it and the supplier has reported that it is not fit to refurbish. A replacement will be assessed when Bore 1 is refurbished later in the year.

2.4 Water reticulation

There were 16 reticulation repairs reported and rectified during the period.

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by council contractors, City Care Ltd, to maintain satisfactory flows. There were 7 accounts for blockage clearing or no water flow for the Moroa and 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 2015/16	СОМР	LAINTS	INCIDENTS		
		March	YTD	March	YTD	
Number of blockages per 1000 connections	<10	3 complaint	34 complaints	0.7 per 1000 connections (3 blockage)	8.5 per 1000 connections	
Ratepayers and residents satisfaction with waste water services	70%	Annual survey	Annual survey	Annual survey	Annual survey	
Number of dry weather sewerage overflows per 1000 connections	<10	-	-	0 per 1000 connections (0 overflow)	1.5 per 1000 connections (6 overflows)	
Attendance time: from notification to arrival on site	< 1 Hr	-	-	5/5 (100%)	29	

WASTE WATER Key Performance Indicators	Target 2015/16	СОМР	LAINTS	INCIDENTS		
		March	YTD	March	YTD	
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	5/5 (100%)	39	
% of resource consent conditions complied with to mainly complying or better*	90%					
No. of abatement notices	<2					
No. of infringement notices	0					
No. of enforcement notices	0					
No. of convictions	0					
No. of complaints per 1000 connections received about sewage odour	< 15	0	1 per 1000 connections (4 complaints)	0	4	
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.5 per 1000 connections (2 complaint)	2 per 1000 connections (8 complaints)	1	6	
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.7 per 1000 connections (3 complaint)	34 8.25 per 1000 connections	3	34	
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0.2 per 1000 connections (1 complaint)	0	1	
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	5/5 100%	-	5/5 (100%)	39	

3.2 Waste water treatment plants

3.2.1. Capital and consents

The preliminary design inputs for the improvement works at the Greytown and Martinborough sites are underway. The objective is to deliver the initial stages of the land treatment infrastructure for each site by next summer at the earliest. These works will be delivered ahead of the resource consent time frame.

The Featherston wastewater discharge consent is due to be lodged on 4 June 2016.

3.2.2. Operational

Lake Ferry, Greytown and Martinborough plants operated routinely during the period with no reported issues. Featherston wastewater treatment plant stopped discharging for a lengthy period of 3 weeks due to the low flows. It started discharging at the beginning of May.

The trade waste discharger identified in July is working with Officers now to reduce the contamination in their waste. They have proposed a 3 phase separator to remove solids and oil. The discharge load will be monitored and assessed when the plant starts operating at the end of May.

3.2.3. Waste water 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 2015/16	COMP	LAINTS	INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	54%	Annual survey	Annual survey	Annual survey	Annual survey
% 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 abatements 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

There has been very little rain over the period so all systems operated routinely and within available capacity during the period.

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 2015/16	COMPLAINTS				INCIE	DENTS
		MONTH	YTD	MONTH	YTD		
Number of communities with recycling centres	6						
Volume of waste disposed out of district	Decreasing by 2.5%	Decreased by 17% for December	-	-	-		
% of ratepayers and residents satisfied with the level of service	80%	Annual survey	Annual survey	Annual survey	Annual survey		

5.2 Waste management

Routine services have been delivered successfully over the period.

There was a fire in the Featherston Transfer Station in the green waste on 23 April, which was extinguished by the fire service. This has caused some damage to the fence, which will have to be repaired. The transfer station opened as usual the next day.

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.

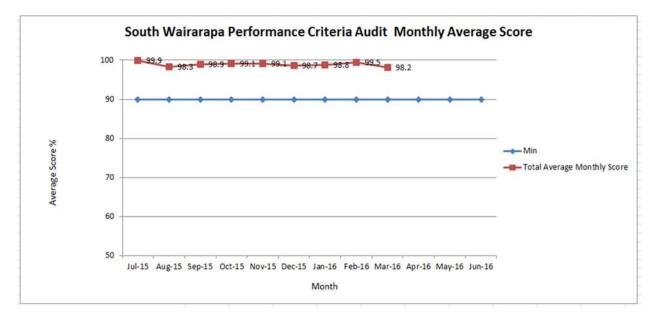
6.1 Key Performance Indicators

LAND TRANSPORT Key Performance Indicators	Target 2015/16	СОМРІ	LAINTS	INCIDENTS		
		MARCH	YTD	MARCH	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	78					
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	68%					
Availability of footpaths on at least one side of the road down the whole street	87%					
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%	21/24 (88%)	173/188 (92%)	24	188	
Meet annual plan footpath targets	Yes					

6.2 Roading maintenance – Fulton Hogan

In conjunction with mowing, spraying of noxious weeds has been done on rural roads. Ngawi village culverts and drainage have been done.

Resealing programme looks good against budget. A formal programme for next year is being arranged.



6.3 Other contracts

The Sealed Road Rehabilitation Contract for 0.688 km of Lake Ferry Road and 0.447km of Bidwills Cutting Road has been awarded to Higgins Contractors Ltd and commencement is expected in early May.

Whatarangi Cliff dropout reinstatement on Cape Palliser Road has been awarded to Fulton Hogan Ltd, and commencement was in early April with works now underway.

Oxford Street lime footpath, kerb and channel and carriageway widening adjacent to the Martinborough Tennis Club has been awarded to Pope and Gray Contractors Ltd and commencement is expected to begin in early May.

7. Amenities

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.

AMENITIES Key Performance Indicators	Target 2015/16	COMPLAINTS		INCIE	DENTS
		MONTH	YTD	MONTH	YTD
Users satisfied with parks and reserves	90%				
Ratepayers and residents are satisfied with Council playgrounds	80%				
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	65%				
Occupancy of pensioner housing	99.8%				
Ratepayers and residents satisfied with town halls	74%				
Cycle strategy	Developed				
Ratepayers and residents satisfied with public toilet facilities	90%				
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%				

7.1 Key Performance Indicators

7.2 Parks and Reserves

7.2.1. Featherston

Work on the Town Square is over 20% completed. The west end pergola columns and supports were fabricated off-site and have now been installed.



The stone wall beside the Cross Creek Railway engine shed has been completed, and work on the central stone wall is well underway.



Work planned for the first half of May is continuing progress on the stone walls, paving of the western boardwalk slab, and the construction of the pergola rafters. The contractor notes that there has been considerable interest in the stone walls and generally positive feedback from passers-by now that they can see the shape of the features beginning to appear.

The rugby and soccer pitches have been marked out at Card Reserve and winter sport is underway. The rugby season started with the ground very hard and dry, so the field was irrigated using water stored in the main swimming pool, with the help of the fire brigade.

7.2.2. Greytown

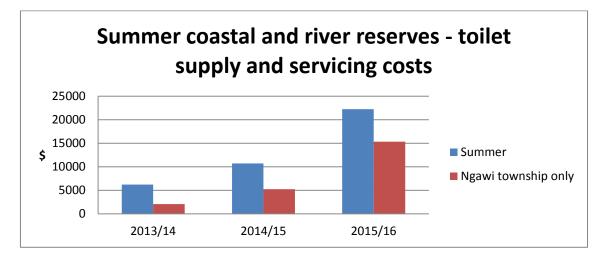
The trees around the playing fields at Soldiers' Memorial Park have been trimmed and lower branches removed – this is to prevent damage from the lawn mowing tractor, and also makes it easier for players now that the soccer season has started. Farley's Oak has had its 2016 annual inspection and was found to be continuing to improve in health. No change to the current management regime for the tree is proposed.

7.2.3. Martinborough

A large quantity of tree chip mulch has been spread over the garden beds at Considine Park, and plants for winter planting have been ordered. The trees have been trimmed at Coronation Park for winter sport.

7.2.4. Coastal reserves

The approximate costs for cleaning, servicing and emptying public toilets on the coastal and river reserves over summer 2015/16 was \$22,000. Of this, \$15,000 was for the toilets and Portaloos at Ngawi township. The chart below shows the growth in operating costs for managing the toilets at the reserves for the last three years. (Capital costs for the provision of new toilets are excluded.) The bulk of the costs for Ngawi in summer 2015/16 were for the provision of Portaloos (10 at the peak period) and emptying of these. These costs should decrease considerably once the new toilets are up and running at Ngawi, and the problems with the fire station septic tank are resolved.



7.3 Playgrounds

7.3.1. Featherston

The shrubs and bushes in the garden bed beside the west wall of the RSA building have all been removed and fresh mulch put in place. This area will be developed into a natural play area, with boulders, stepping stones and suitable plantings. This work is being done with the City Care contract, and donated materials are being sourced.

7.4 Properties

Additional sockets for temporary flagpoles have been installed in each town – in Featherston at the library, in Greytown at the old library, and in

Martinborough outside the SWDC office. These were first used to display the current and proposed alternative flags for the flag referendum. When not in use, the flagpoles are stored by City Care, and the sockets are capped. The additional flagpole locations enable SWDC to fly suitable flags for festive occasions and overseas visitors, although some advance warning is required for unusual flags.

7.4.1. Featherston

The repainting of the library and information centre has been completed, along with a number of minor building repairs. The replacement of the sports stadium roof is expected to get under way in the second week of May, weather permitting. The big roller door in the stadium has been repaired and serviced and is now working properly. Pricing has been received for the stormwater drainage work at Anzac hall, and a contractor will be appointed shortly. The 1962 hot water cylinder in the Anzac hall kitchen has finally expired; we are looking to replace it with an on-demand hot water system rather than another cylinder.

7.4.2. Greytown

A section of guttering is to be replaced on the Greytown Town Centre roof, and leaf protection will be installed throughout all the gutters. An audit of security access cards for the building indicates that rather too many are unaccounted for – a date will be set to cancel all existing cards and reissue new cards.

Marketing is under way for the sale of the Old Stella Bull park land on Pierce Street, with tenders closing on 24 May. Some tidying up work is being done on the various land titles making up the block, including a subdivision to separate the land for the dog park and wheels park.

7.4.3. Martinborough

Marketing for the sale of the old county yard on Kitchener Street continues, with good interest being shown from prospective purchasers. This property will be auctioned on site on 21 May. There is interest both from people looking at individual titles and the block as a whole.

7.5 Community Housing

There have been a number of enquiries from people who are on the waiting list asking 'how long' before a flat becomes available. There are no flats available at present. A number of application forms have been requested and sent out but have not been returned. Three applications have been added to the waiting list and one person has dropped off.

As of April 2016 the waiting list for: Martinborough (five applicants), Greytown (two applicants) and Featherston (10 applicants). Two applicants are happy to take the first available flat in any of the three towns.

We are currently working on housing a mobility scooter in one of the outside sheds (lockable) at Cicely Martin flat. A small ramp is being built to allow easy access for the scooter and arrangements have been made to install power (the shed next to it has power but is not suitable for the scooter to be stored). The guttering at Burling flats has been cleaned out before the bad weather sets in.

Tenants in the Community Housing have been contacted either by phone or personally visited to discuss the SWDC Annual Plan consultation document, and a number have already made submissions.

Six-monthly flat inspections have been scheduled for Thursday, 12 and Friday 13 May 2016.

7.6 Cemeteries

Cemetery capacity calculations have been revised, and assuming no change to the current death and interment rates, both Greytown and Martinborough cemeteries have considerable spare capacity for the foreseeable future. It is unlikely that the Featherston cemetery extension will be required for the next 12 years; however the development programme allows for burials from Year 7, 2022/23.

Ashes interments/burials April 2016

	Greytown	Featherston	Martinborough
Burial	1		1
Ashes inground			
Ashes wall	2	1	

7.7 Swimming pools

We have held the water in all the swimming pools as a fire fighting reserve for each town. Once river levels come back up for winter, those pools which need to be drained for maintenance work will be drained.

7.7.1. Swimmer numbers for all pools March (two weeks only)

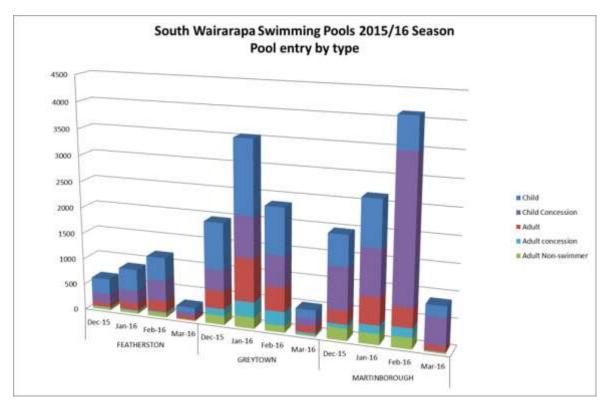
	Greytown	Featherston	Martinborough
March swimmer numbers	470	238	403
Concessions as % age of total swimmers	39%	32%	26%
Peak day – number of swimmers	05/03/2016: 151	06/03/16 : 92	05/03/16 : 150
Number of unattended days (no swimmers)	2	1	2

	FEATHE	RSTON				GREYTOWN					MARTI	NBORO	UGH		
	Dec-15	Jan-16	Feb-16	Mar-16	TOTAL	Dec-15	Jan-16	Feb-16	Mar-16	TOTAL	Dec-15	Jan-16	Feb-16	Mar-16	TOTAL
Child	269	367	430	96	1162	740	1174	774	134	2822	506	782	546	198	2032
Student	23	53	15	3	94	162	231	114	28	535	84	98	52	12	246
Adult	72	141	211	62	486	343	826	457	125	1751	250	521	372	110	1253
Adult Non-Swimmer	49	49	77	20	195	172	214	129	27	542	230	207	213	18	668
Holiday Park Tickets	0	0	0	0	0	0	0	0	0	0	77	141	2096	443	2757
Child Concession Visit	180	237	386	66	869	324	695	570	143	1732	734	746	644	72	2196
Student Concession Visit	15	2	22	11	50	71	98	32	3	204	2	1	18	1	22
Adult Concession Visit	5	15	21	0	41	135	292	267	37	731	75	155	175	10	415
GRAND TOTAL	613	864	1162	258	2897	1947	3530	2343	497	8317	1958	2651	4116	864	9589

7.7.2. Swimmer numbers for 2015/16 season

The total number of entrants to the pools during public hours 2015/16 was 20,803, including 1405 non-swimming adults supervising small children. Concession averaged 46% of all ticket sales – 33% at Featherston, 32% at Greytown and 56% at Martinborough. For Martinborough pool, 51% of concession ticket sales were to Martinborough Holiday Park, enabling them to provide 2757 free swims to children camping at the park.

All three pools were used in the mornings during January and February by local primary schools, and Featherston and Greytown pools were used throughout the season in the evenings by the swimming clubs.



7.8 Events

7.8.1. Featherston

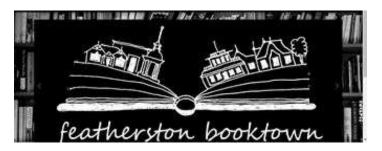


Farewell Zealandia – Forgotten Kiwi Songs from WWI – ANZAC Hall, 5 March to 25 April 2016

Completed events: Farewell Zealandia – Forgotten Kiwi Songs from WWI – ANZAC Hall – 5 March to 25 April 2016

School holiday programme, Card Reserve, 26-29 April 2016

Future events: Featherston Booktown 2016 (20-22 May 2016)



7.8.2. Greytown

Completed events: April Greytown Country Market at Stella Bull Park

Future events: October Greytown Country Market at Stella Bull Park

8. Civil defence and emergency management

SERVICE LEVEL – People are prepared for a civil defence emergency.

8.1 Key Performance Indicators

CIVIL DEFENCE AND EMERGENCY MANAGEMENT Key Performance Indicators	Target 2015/16	СОМРІ	LAINTS	INCIDENTS		
		MONTH	YTD	MONTH	YTD	
Ratepayers and residents prepared for an emergency	75%					
Regional Civil Defence Emergency Annual Plan achieved.	Yes					

8.2 Wellington Regional Emergency Management Office (WREMO)

8.2.1. Update

WREMO has been busy with the following initiatives for South Wairarapa:

- The first of a series of three workshops was held for the Community Response Plan (CRP) in Martinborough on 20 April. The next workshops are scheduled on Thursday 5 May and Thursday 19 May. This will then enable the CRP to be completed for the community.
- Papawai and Hau Ariki Marae's have both been assessed to find out the capabilities they offer their respective communities in the event of an emergency. The facilities at both Marae's were found to be valuable assets for emergency purposes. Current WREMO staff have now built up a substantial portfolio of the capability of most large facilities in the South Wairarapa district.
- The Civil Defence Centre at Anzac Hall in Featherston has had the radio antenna replaced on the roof.
- The Civil Defence Centre at Greytown Town Centre has had the radio tested, and a battery and battery charger replaced.
- An Aged Care symposium was held in Masterton for all owners and managers of aged care facilities on 5 April. This session was designed to help organisations put emergency plans in place for staff to care for their residents during an emergency. Staff from some South Wairarapa rest homes attended.

Future initiatives planned for South Wairarapa:

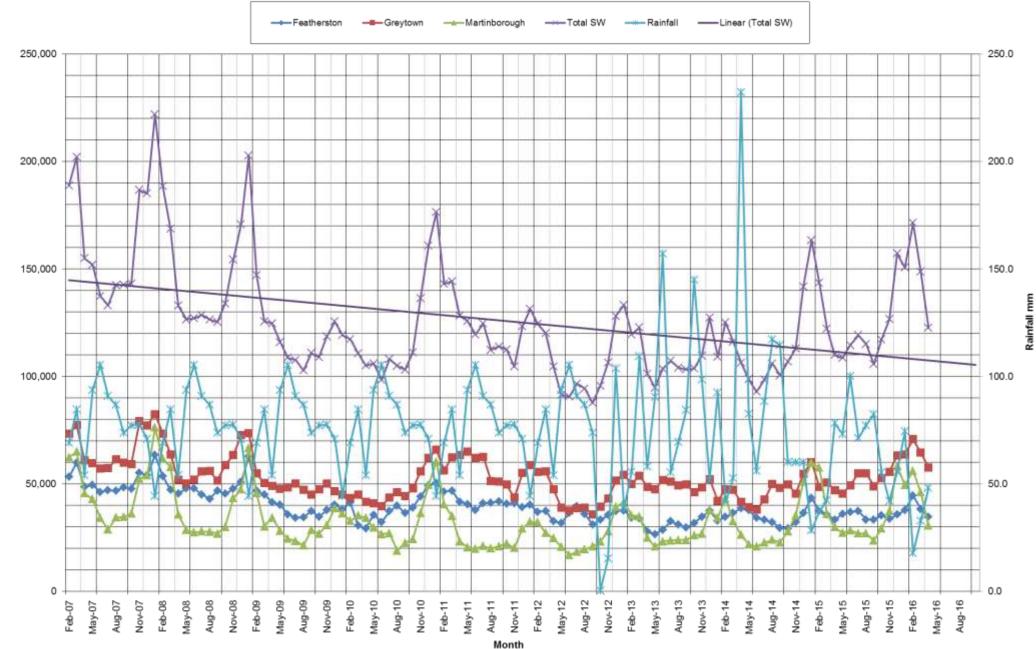
- A school workshop will be held at the Greytown Town Centre on
- 17 May. This is designed to educate Wairarapa educators and help them with emergency preparedness at school, as well as teachers educating students to be prepared. This will enable students to take the knowledge home and educate their families to be prepared at home.
- A business symposium is scheduled at the Copthorne Hotel and Resort at Solway in Masterton on 14 June. This is for small to medium businesses based in the Wairarapa. It will give them the tools to allow them to carry out business continuity planning which will make them more resilient after major emergencies.

9. Appendices

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

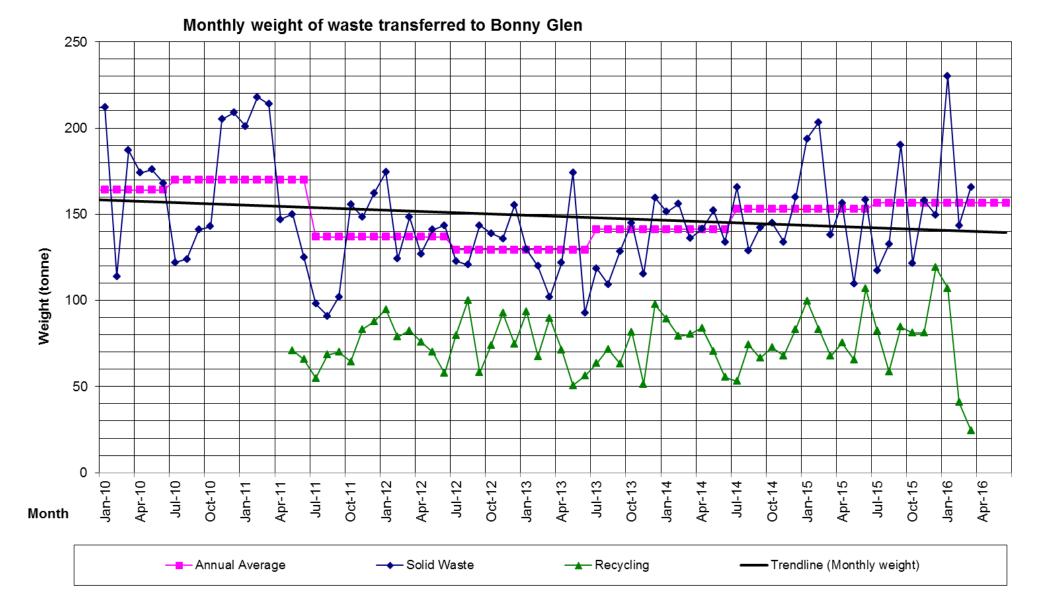
Contact Officer: Mark Allingham, Group Manager Infrastructure and Services Reviewed by: Paul Crimp, Chief Executive Officer

Appendix 1 - Monthly water usage



Water use South Wairarapa District Council

Appendix 2 -Waste exported to Bonny Glen



Appendix 3 – Library statistics

