

# SOUTH WAIRARAPA DISTRICT COUNCIL

19 SEPTEMBER 2018

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## AGENDA ITEM D2

### INFRASTRUCTURE AND SERVICES REPORT

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#### **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**

Further work has been undertaken to enable the Council to make a decision on the future arrangements for the delivery of the Council's roading activities. This has included further workshops and CE/Mayoral decisions.

Meetings to develop the scope for planning have taken place. Speed limit setting under the new guidelines have also taken place and we hope to start the roll-out in the near future. However, coordination across the councils will be required to do this effectively on a regional basis. SWDC / NZTA State Highway Liaison Meetings continue to look at works regionally rather than individually between councils.

Opportunities to share knowledge and experience across the water sector have also been explored through meetings with Wellington Water and all the Wellington regional councils. With the waters space being dominated with reviews of resilience and future operations, this area will continue to be looked at as the landscape changes over time.

Featherston Waste Water Consent Meetings have been held with SWDC, Philip Milne, Al Cross and the Greater Wellington Team. Unfortunately, the hearing process has been delayed until early next year to allow additional work to be carried out on the implications of the proposed Natural Resources Regional Plan.

There has also been a review of issues for the Featherston commuters and discussions with Fab Feathy on works to be done within Featherston and assisting the rail commuters' parking and access.

The Wai Moana Management Team meeting covered several topics with presentations from The Waitua Committee on the relationship of the proposed investigation to the proposed treaty settlement and the proposed Natural Resources and Wairarapa Moana Bittern/Matuku Management Strategy. The details of assets and the associated asset management plans, as well as maintenance plans, will be required within SWDC to assist these processes going forward.

Meanwhile work on the actions from the Long Term Plan are being reviewed and implemented and general works busily ramping up for the new work season.

## 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	
		JULY	YTD	JULY	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		440		
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 2008*	FTN: Yes GYT: Yes MTB: Yes		FTN: No GYT: No MTB: No		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2008	FTN: Yes GYT: Yes MTB: Yes		FTN: No GYT: No MTB: No		
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 or flow per 1000 connections	<15	0	0.25 per 1000 (1 complaints)	1	1
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.75 per 1000 (3 complaints)	0.75 per 1000 (3 complaints)	3	3
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0	0 per 1000 (0 complaints)	0	0
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	(1/1) 100%	Median Time 2mins	1	1
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	(1/1) 100%	Median Time 2h 36mins	1	1
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	(21/24) 88%	Median Time 14h 16mins	24	24
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	(22/24) 92%	Median Time 20h 53mins	24	24
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	20%	20%		

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS	INCIDENTS
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%	41.3%	

## 2.2 Water supply capital improvements

### 2.2.1. Featherston water supply

Quotes have been received for an additional bore (approximately \$50k for bore); connection to pipe and pump install will need to be developed. Ongoing discussion with Greater Wellington Regional Council (GWRC) about consent to drill and the consent renewal (existing consent expires December 2019).

Request for proposal being prepared to convert one of the raw water storage ponds adjacent to the water treatment plant, which will give approximately 2 days storage at peak summer usage for both Featherston and Greytown.

### 2.2.2. Water reticulation renewal

Stage 3 of the trunk main renewal contract completed for Greytown water main to the Waiohine plant.

## 2.3 Water treatment plants

The Waiohine plant and Greytown Bore have operated routinely.

## 2.4 Water reticulation

There were 24 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 City Care Ltd (CCL) to maintain satisfactory flows. There were 5 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	
		JULY	YTD	JULY	YTD
Number of blockages per 1000 connections	<10	0.48 per 1000 (3 complaint)		3	3
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	0.97 per 1000 connections

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		JULY	YTD	JULY (4 overflows)	YTD (4 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	3/6 (50%)	Median Time 52min	6	6
Resolution time: from notification to resolution of fault	< 4 Hrs	4/6 (66%)	Median Time 2h 41m	6	6
% 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 per 1000 (0 complaint)	0 per 1000 (0 complaint)	0	0
No. of complaints per 1000 connections received about sewage systems faults	< 15	2	0.48 per 1000 (2 complaint)	0	2
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.72 per 1000 (3 complaint)	0.72 per 1000 (3 complaint)	3	3
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%	5/6 (83%)	83% (5/6)	6	6

## 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. GWRC notified on 16 May 2018. Delayed to allow discussion around proposed Natural Resources Plan interpretation.

Two further meeting organised with neighbour and Iwi to provide more information and answer questions.

#### Staged improvements at Martinborough and Greytown WWTPs

At Martinborough WWTP irrigation to land last irrigated to land in May. Since then the field has been too wet to irrigate.

At the Greytown site, Water Force NZ has established onsite with ground investigation completed. Bridge completed for access to ponds. Temporary UV system in place to meet the 1 September consent condition. Construction of the building on-going, with wet well construction well-underway.

#### Waite Street, Featherston Renewal

Perkinson Civil was awarded the contract to replace 1800m of the 375mm main from Revans Street to the wastewater treatment plant. Flow monitoring estimates that 25 % of the inflow and infiltration (I&I) occurs within this main. This is in line with the consent application and will reduce

the size of the storage pond that will be required for winter period when the ground is too wet for irrigation. Started on 3<sup>rd</sup> September.

### 3.3 Operational

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

#### 3.3.1. Wastewater reticulation

There were 3 pipeline blockages reported during the period, with increased rain increasing flow levels.

## 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 2016/17	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 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 was 1 storm water blockage reported 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 2016/17	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Number of communities with recycling centres	6		6		
Volume of waste disposed out of district	Decreasing by 2.5%	Increase of 1% compared to July 2017	Current average annual increased 21% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

## 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	
		APRIL	YTD	APRIL	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 Roading Maintenance – Fulton Hogan

133km of grading was carried out during August, 68 km of the graded length was completed with a tow behind roller. The rolling operation provided a tight smooth surface with less loose material. The roller was removed due to saturation of the unsealed road surface.

564 m<sup>3</sup> of maintenance metal was applied to various unsealed roads.

Permanent warning signs have been upgraded on Cape Palliser Road, along with the painting of sight rails.

Preseal repairs were carried out on the sealed road network, both urban and rural section were repaired

Slips and slumps were repaired on White Rock and Tora Roads.

Culverts were upsized on Haurangi Road in the area adjacent current logging operation to allow for anticipated increase runoff.

Edge marker posts were upgraded along Western Lake Road.

Litter was collected off 17 km of rural roads.

Greytown, Featherston and Martinborough had various Kerb and Channel swept as part of the monthly cycle.

Combined cycle/footpath was constructed along Johnston Street Featherston, as part of the Remutaka Trail to railway station connection.

Path work was also completed at the Japanese Memorial garden.

### **6.3 Other activities.**

#### **6.3.1. 2018/2019 Reseals**

The 2018/2019 reseal programme has been finalised and is identified below, and represents 18.96 kms of districts roads and streets. This figure is slightly less than 5% of sealed roads, and is estimated to be on budget.

<b>Road Name</b>	<b>Start RP m</b>	<b>Finish RP m</b>	<b>Start Name</b>	<b>End Name</b>
<b>Church Street</b>	<b>10</b>	<b>116</b>	SH 2	East St
<b>Church Street</b>	<b>126</b>	<b>225</b>	East St	Market Rd / Reading St
<b>Market Road</b>	<b>0</b>	<b>362</b>	Church St / Reading St	End Seal
<b>East Street</b>	<b>0</b>	<b>483</b>	Wakelin St	Papawai Rd
<b>Wakelin Street - East</b>	<b>0</b>	<b>84</b>	East St	End Seal
<b>Wakelin Street - West</b>	<b>0</b>	<b>80</b>	East St	End Seal
<b>Papawai Road</b>	<b>13</b>	<b>115</b>	SH2	East St
<b>Papawai Road</b>	<b>125</b>	<b>265</b>	East St	End K&C RHS
<b>Papawai Road</b>	<b>265</b>	<b>1984</b>	End K&C RHS	Fabians Rd
<b>Greytown-Woodside Road</b>	<b>0</b>	<b>3770</b>	Humphries St	End Seal
<b>Kahutara Road</b>	<b>3047</b>	<b>3132</b>	Seal Join	Seal Join
<b>Phillips Line</b>	<b>4829</b>	<b>4861</b>	Start Seal	SH 53
<b>Viles Road</b>	<b>3</b>	<b>1140</b>	Western lake Rd	Cattlestop
<b>Western Lake Road</b>	<b>28047</b>	<b>30947</b>	East West Access	Bridge Abut
<b>Oxford Street</b>	<b>0</b>	<b>88</b>	The Square	Cork St
<b>Oxford Street</b>	<b>88</b>	<b>444</b>	Cork St	Regent St
<b>Suez Street</b>	<b>4</b>	<b>146</b>	Strasbourg St	Oxford St
<b>Hinakura Rd</b>	<b>2186</b>	<b>3330</b>	Bridge	Seal Join
<b>Hinakura Rd</b>	<b>13286</b>	<b>14954</b>	Spooners Bridge	Seal Join
<b>White Rock Road</b>	<b>5907</b>	<b>7902</b>	Seal Join	Ruakokoputuna Rd
<b>Lake Ferry Road</b>	<b>27177</b>	<b>27843</b>	Short Whakatom	End Guardrail
<b>Cape Palliser Road</b>	<b>24464</b>	<b>26267</b>	Seal Join	Kawakawa Bridge

## 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, eleven public toilets and 22 other properties. The Amenities Manager is the contract manager for the City Care parks and reserves contract, and is also responsible 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:	
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

#### 7.2.1. Featherston

The gardens in front of the library and information centre have been refreshed, including replanting with Graham Thomas roses which are a golden yellow. The existing roses have been redistributed to other garden beds. An area of old garden on the east side of the Windgrass sculpture has been removed to allow for the relocation of the bus-stop to this location at the end of September. The gazebo in Cherry Tree Park has been repainted in colours to match the public toilet/library/information centre building colour schemes.



### **7.2.2. Greytown**

The stone fence at Soldiers' Memorial Park has been cleaned, as has the wall and seating area at the Arbour Reserve. The fence to the Croquet Club grounds at Soldiers' Park has been replaced with new colour steel, as has a section of the swimming pool boundary fence.



### **7.2.3. Martinborough**

The new bicycle stands have now been installed in the streets around Martinborough Square. The seats beside the skate park have been cleaned and repaired. Work is under way on the Boer War Memorial in Martinborough Square – the memorial itself has been cleaned and lettering touched up. New steps are being installed, and the new lamp pole is in position – the lantern will be installed shortly.



## **7.3 Community housing**

There are two vacant flats, one at Cicely Martin in Martinborough, and the other at Burling in Featherston. The Martinborough flat had been occupied by the same tenant since 2001, and the Featherston flat since 2010, so both are getting a freshen-up of paint etc.

## **7.4 Cemeteries**

### **7.4.1. Featherston cemetery**

The iron fence on the road frontage at Featherston cemetery has been repainted.

#### **7.4.2. Greytown cemetery**

People driving over graves, particularly in the newer part of the lawn cemetery has been an ongoing problem. City care cemetery staff are working through installing bollards to prevent casual vehicle access. Another rubbish bin has been added, adjacent to the ashes walls.



#### **7.4.3. Martinborough cemetery**

The latch on the pedestrian gate has been altered to make it accessible to wheel-chair users.

#### **7.4.4. Purchases of burial plots/niches 27 July to 10 September 2018**

	<b>Greytown</b>	<b>Featherston</b>	<b>Martinborough</b>
Niche	0	0	1
In-ground ashes Beam	0	0	0
Burial plot	0	2	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>1</b>

#### **7.4.5. Ashes interments/burials 27 July to 10 September 2018**

	<b>Greytown</b>	<b>Featherston</b>	<b>Martinborough</b>
Burial	3	2	0
Ashes in-ground	2	0	0
Ashes wall	0	0	1
<b>Total</b>	<b>5</b>	<b>2</b>	<b>1</b>

### **7.5 Events**

#### **7.5.1. Featherston**

*Completed events:*

**Ragin' Cajun Louisiana Hoedown** held on Saturday, 28 July 2018



ST MARKS CHURCH CARTERTON PROUDLY PRESENTS

# RAGIN' CAJUN LOUISIANA HOEDOWN

FEATURING

LAURA COLLINS AND THE BACK PORCH BLUES BAND



**Pangaea (New Delhi) NZ Tour** – held on Wednesday, 8 August 2018



**Turning Points – New Zealand String Quartet** held on Friday, 17 August 2018



*Future events:*

**Community Barn Dance & Pie Contest** - being held Saturday  
15 September 2018



**Featherston Expo** – being held on Sunday, 30 September 2018



**Featherston Festivals of Choirs** – being held Sunday, 18 November 2018

**Featherston Market** – being held every fourth Saturday: 27 October, 24 November, 22 December 2018, 26 January, 23 February and 23 March 2019

**Christmas in the Squire** – being held Saturday, 3 November 2018

#### **7.5.2. Greytown**

*Completed events: Nil*

*Future events: Nil*

#### **7.5.3. Martinborough**

*Completed events: Nil*

*Future events:*

**Martinborough Charity Fun Ride** – being held Sunday, 28 October 2018



**Toast Martinborough** – being held on Sunday, 18 November 2018



## **8. Libraries**

Library statistics for July and August 2018 are attached in Appendix 3. There are no statistics for wi-fi usage for August, as during August the network provider was changed. Wi-fi usage information is expected from the provider, although in a different format to that provided previously.

## **9. Appendices**

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

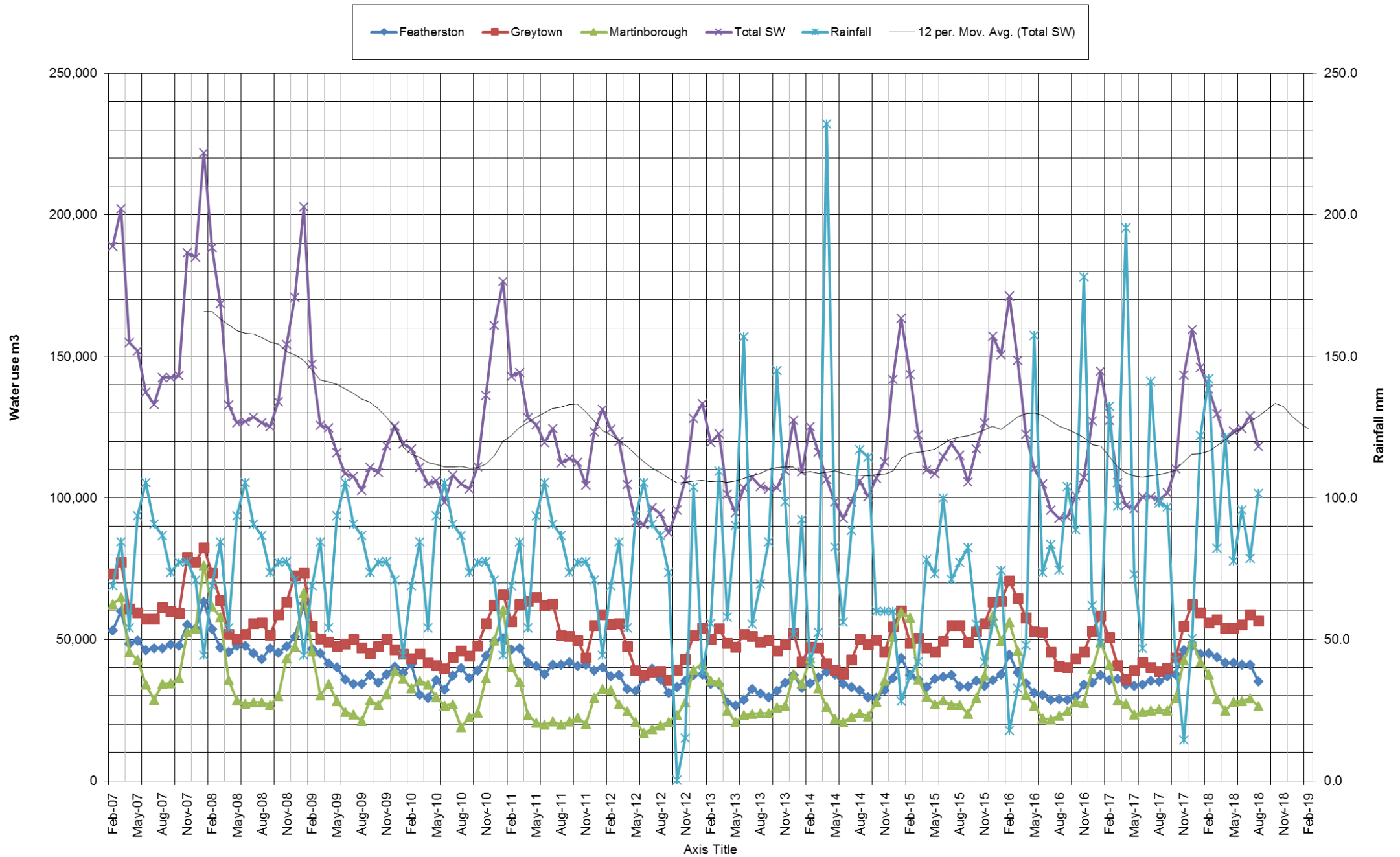
Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Reviewed by:    Paul Crimp, Chief Executive Officer

# **Appendix 1 - Monthly water usage**



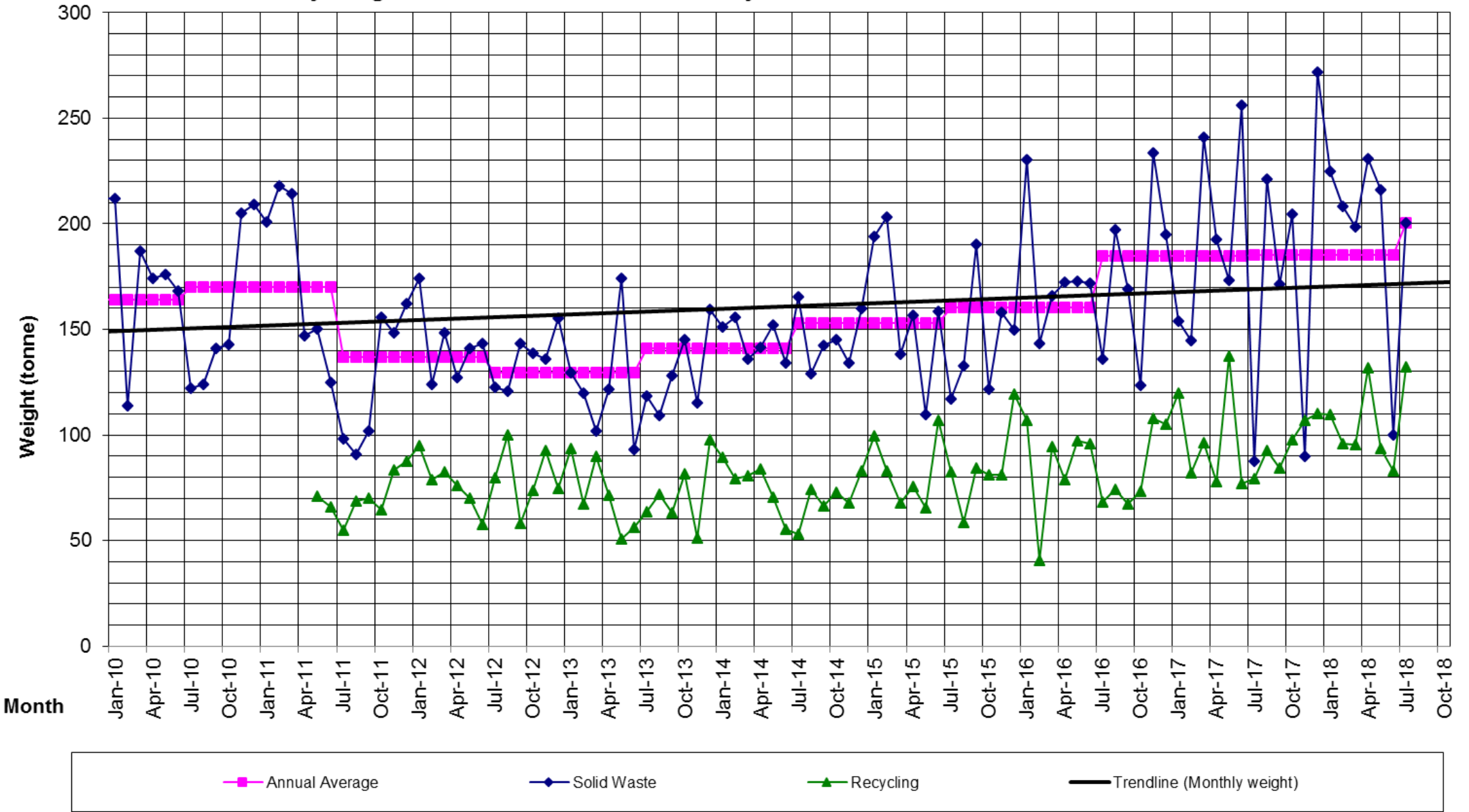
# Water use South Wairarapa District Council



## **Appendix 2 -Waste exported to Bonny Glen**



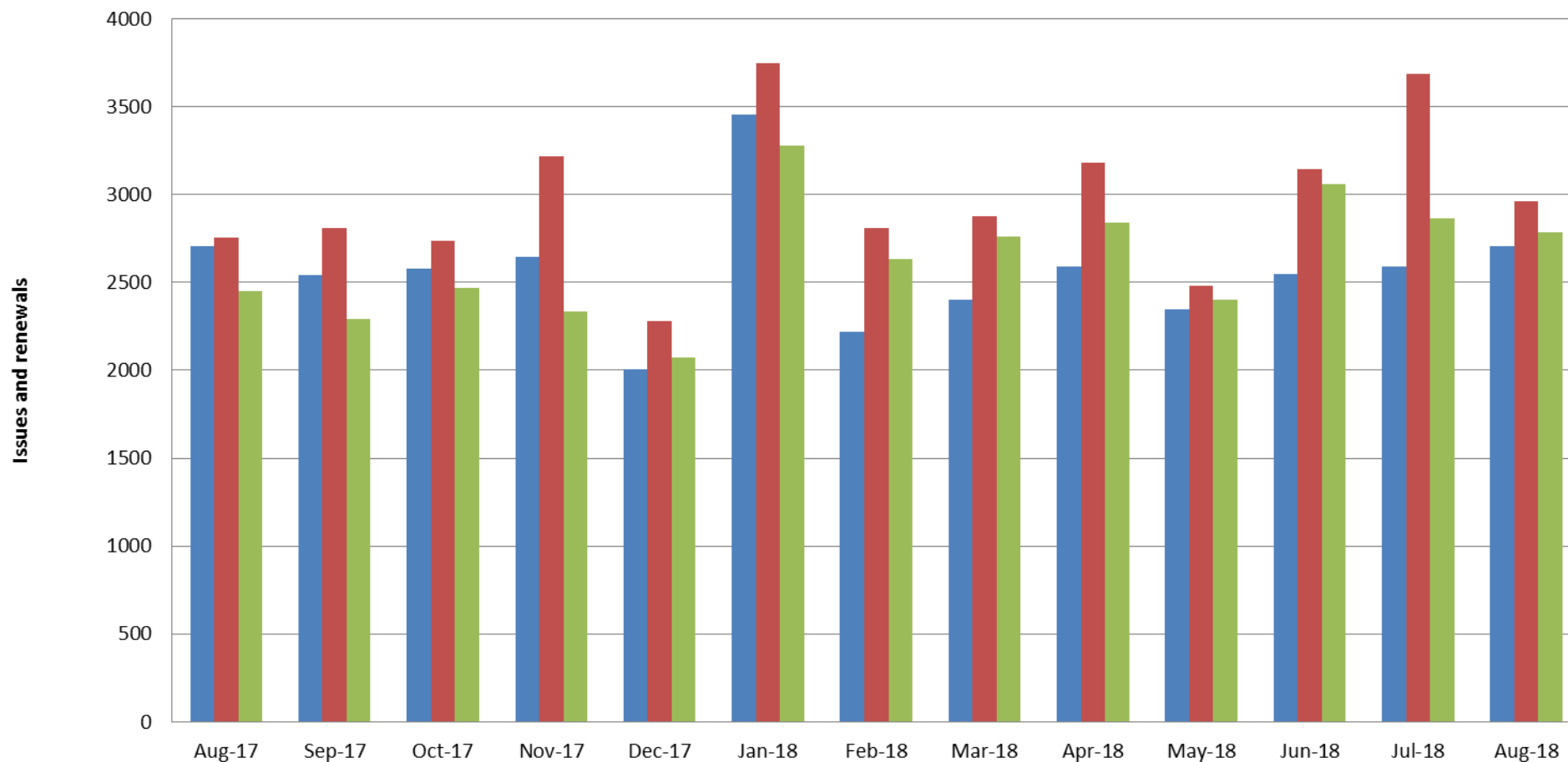
# Monthly weight of waste transferred to Bonny Glen





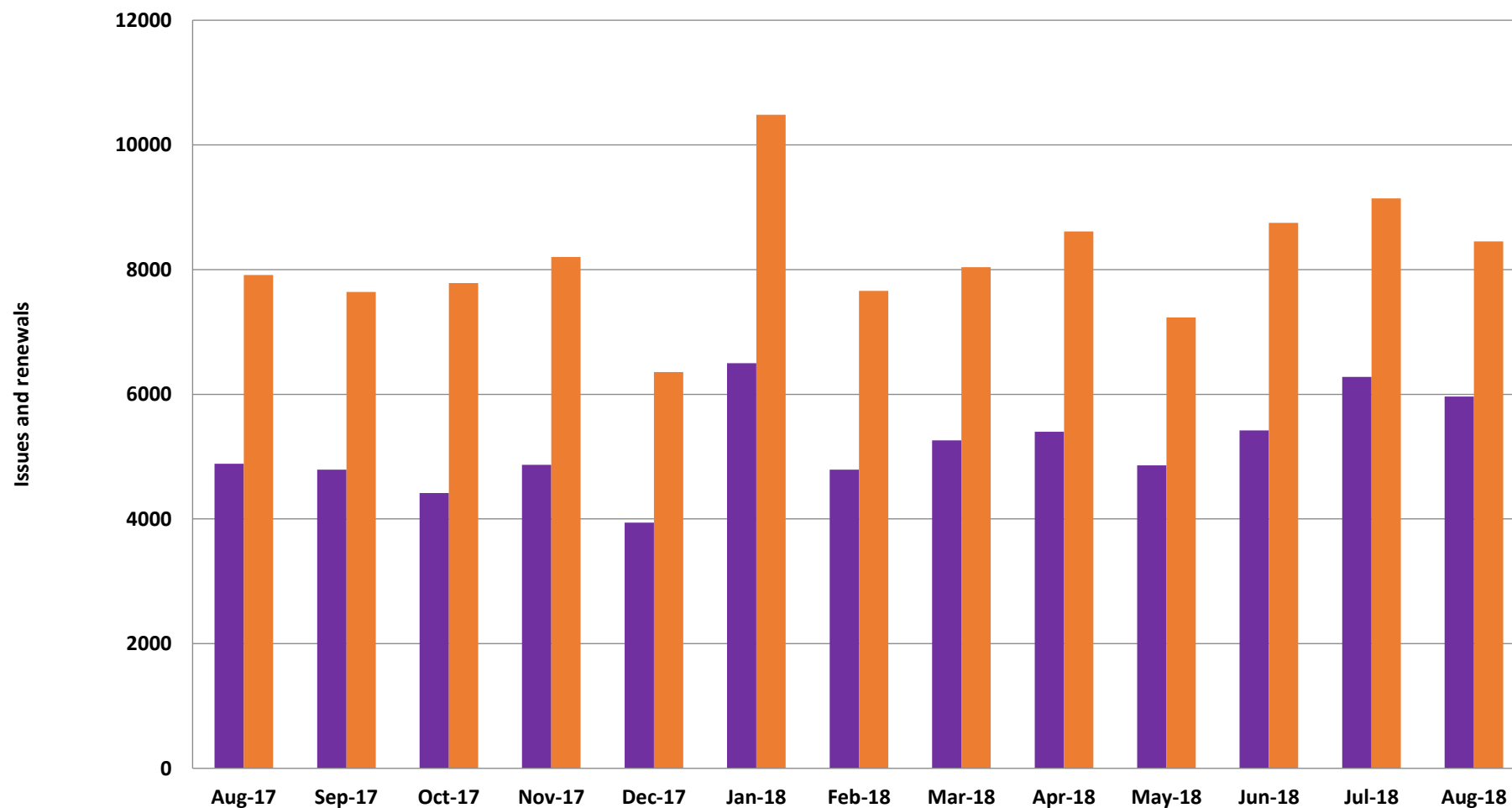
# **Appendix 3 – Library statistics**

## South Wairarapa libraries - issues and renewals to August 2018



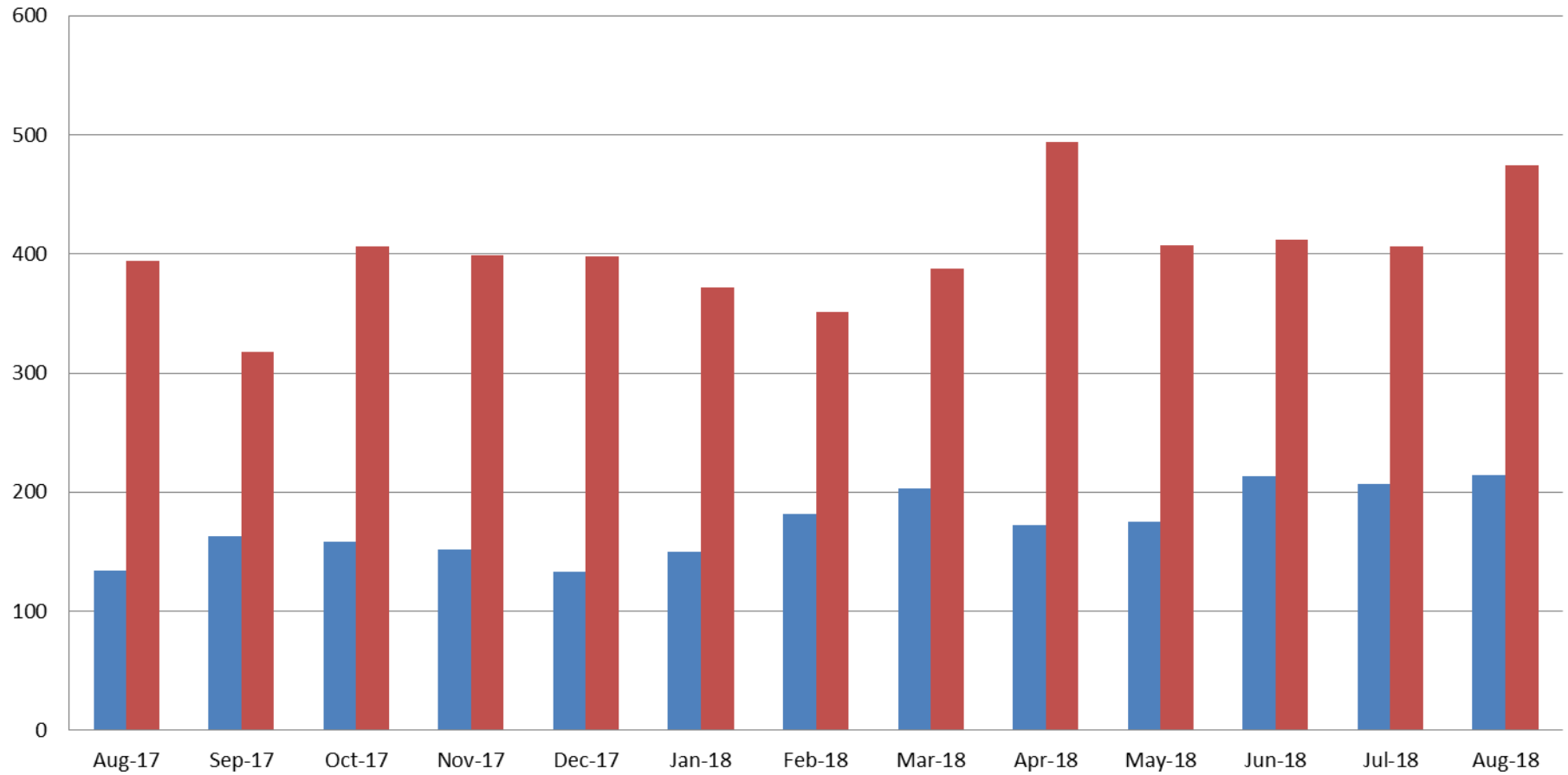
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
■ Featherston	2707	2543	2577	2647	2006	3456	2216	2400	2590	2348	2550	2588	2703
■ Greytown	2756	2811	2738	3218	2278	3748	2809	2878	3178	2483	3143	3689	2964
■ Martinborough	2451	2289	2468	2336	2071	3281	2632	2761	2842	2400	3058	2866	2784

## Wairarapa Library Service - issues and renewals to August 2018



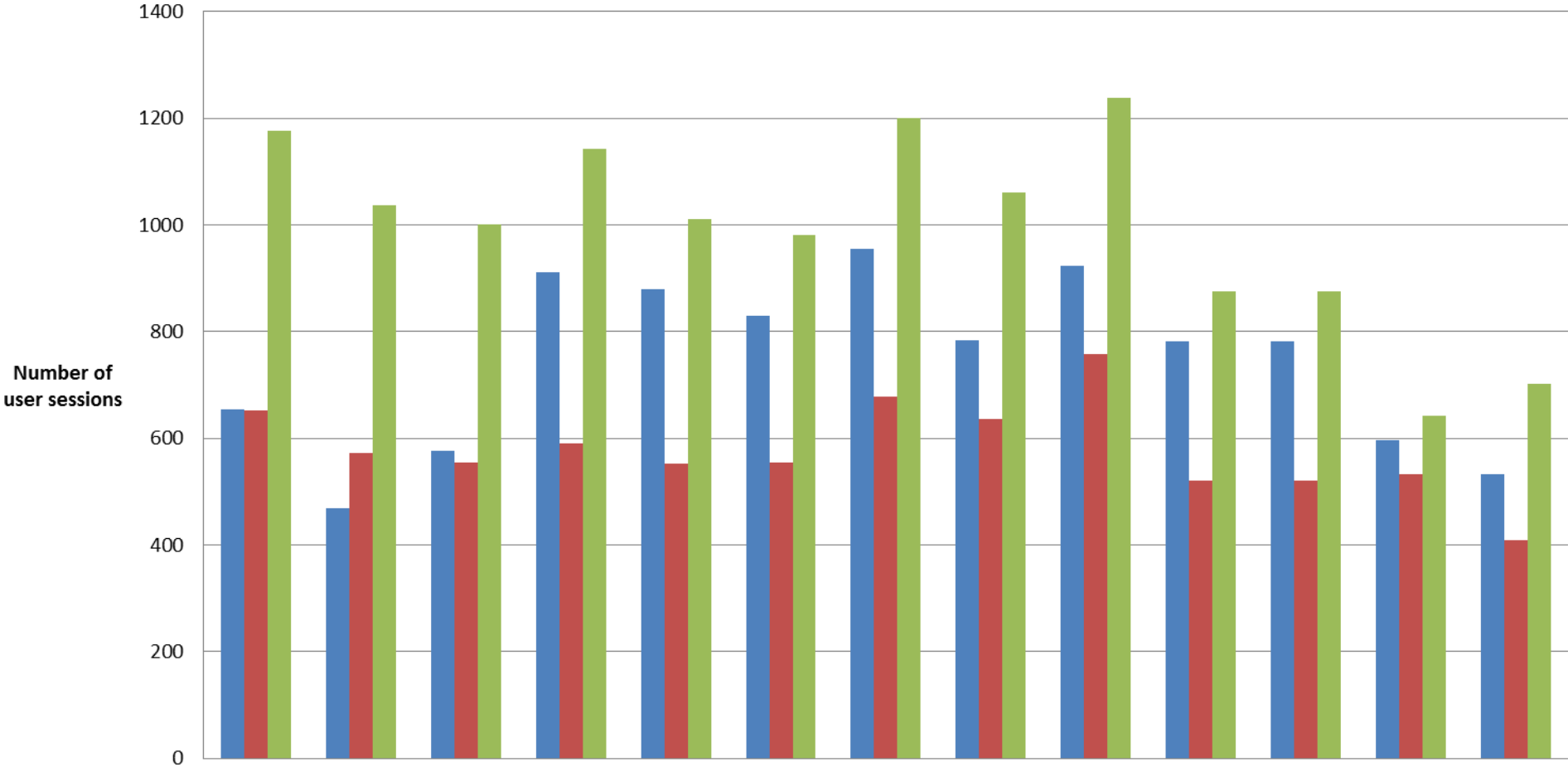
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Carterton	4887	4792	4418	4870	3940	6500	4789	5261	5397	4861	5422	6279	5962
South Wairarapa	7914	7643	7783	8201	6355	10485	7657	8039	8610	7231	8751	9143	8451

## Wairarapa Library Service - audio and e-book issues to August 2018



	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<span style="color: blue;">■</span> Audiobooks	134	163	158	152	133	150	182	203	172	175	213	207	214
<span style="color: red;">■</span> Ebooks	394	318	406	399	398	372	351	388	494	407	412	406	474

### APNK Wi-fi user sessions to July 2018



	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
■ Featherston	655	469	576	911	879	829	955	784	923	781	781	596	533
■ Greytown	653	572	555	590	553	555	677	636	757	521	521	532	409
■ Martinborough	1177	1036	1001	1142	1011	981	1201	1060	1239	876	876	643	701