SOUTH WAIRARAPA DISTRICT COUNCIL

22 FEBRUARY 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 information.

1. Group Manager highlights

Work on the consent acquisition for the Featherston waste water plant is almost complete with the application to be submitted by the end of February. Skype meetings have been held with council, consultants and lawyer and we believe a robust application, based on the conditions of the past two consents, will be ready for lodgement on time.

There is a lot of work being done within the region on trails, cycling plans and mapping. Bruce Thomson has been working with the Geographical Information systems (GIS) staff from Wellington and the region. The framework will consider how we work collectively to develop a regional trail network that meets the current and future needs of users and helps deliver economic benefits to the region. The project sits under the draft Wellington Region Sport and Active Recreation Strategy which advocates for a more coordinated approach to open space planning and management.

Other trail initiatives such as The Five Towns Trail Trust that prepared a submission to Nga Haerenga NZ Cycle Trails to have the Rimutaka to Masterton route added to the Great NZ Cycle Trail Network are underway also. Council will watch to see where, and if involvement is needed.

Workshops have been held on the One Network Road Classification (ONRC) performance measures be developed to inform work programming. The expectation from the Roading Efficiency Group (REG) is that councils are now actively implementing the ONRC as outlined in agreed transition plans. Key to this is to consider how ONRC affects Asset Management Plans and to identify other opportunities to integrate ONRC into a council's wider suite of planning

documents such as the above-mentioned cycle and trails routes. Local Government NZ continues to offer councils support to implement ONRC through their centre of excellence in Roading – EquiP of which Council will be familiar with Steven Findlay. With the shortage of meeting rooms in Wellington, SWDC has offered to host the next meeting in Greytown.

The reporting tools are available for councils to review their networks and also do comparative analysis on its networks with other similar councils. These graphs will be shown at the next Infrastructure and Planning workshop. They show favourable results on the cost, pavement life and roughness. This is pleasing to see where pavement life has been extended lowering costs while still maintaining the customer safety and amenity of the network.

Most of the major Capital Renewal Works for the year are underway or complete with renewals on reseals, pipework and other assets. Good feedback has been received on the kerbing work and reseals completed as well as the unsealed roads metaling. Work on the new toilet blocks is underway and expected to be delivered soon. Consultation on the North Street trail has been under way with the land discussions still in progress with the contractor ready to start once the final discussions held.

Work is also underway on planning works for next year such as Fulton Hogan providing a person to go around and measure all pram crossings with a digital level for next year's footpath program and the review of kerbing within the townships to form a consolidated program of works.

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.

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET COMPLAINTS INCIDENTS 2016/17		COMPLAINTS		DENTS
		JANUARY	YTD	JANUARY	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		341		
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%		99.6%		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%		99.9%		
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0 per1000 (0 complaint)	0 per1000 (0 complaint)	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0 per1000 (0 complaint)	0.25 per1000 (1 complaint)	0	1
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0 per1000 (0 complaint)	1.73 per1000 (6 complaint)	0	6
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	5.18 per1000 (18 complaint)	9.49 per1000 (33 complaint)	18	33
The total number of complaints received by the local authority about drinking water clarity per 1000	<15	0 per1000	1.44 per1000	0	5

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2016/17	COMPLAINTS		INCIDENTS	
connections		(0 complaint)	(5 complaint)		
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	(17/18) 94%	-	18	53
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	(18/18) 100%	-	18	53
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	(39/46) (85%)	-	46	201
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	(39/46) (85%)	-	46	201
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	40%	40%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		45.5%		

2.2 Services

2.3 Water treatment plants

The Waiohine and Martinborough plants operated routinely over the period.

2.4 Water reticulation

There were 51 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 15 accounts for blockage clearing or no water flow for the Moroa network. None were reported for the Longwood network over the period. The newly installed flow monitoring system is working well and both water races received full compliance for the annual reports.

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.

WASTE WATER KEY PERFORMANCE INDICATORS	Target 2016/17	COMPLAINTS		INCIDENTS	
		JANUARY	YTD	JANUARY	YTD
Number of blockages per 1000 connections	<10	0.5 per1000 (2 complaint)	7.46 per1000 (30 complaint)	2	30
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)	0 per 1000 connections (0 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	1/4	36

WASTE WATER KEY PERFORMANCE INDICATORS	Target 2016/17	COMPLAINTS		INCIDENTS	
		JANUARY	YTD	JANUARY	YTD
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	(25%) 4/4 (100%)	36
% of resource consent conditions complied with to mainly complying or better*	90%				
No. of abatement notices	<2				0
No. of infringement notices	0				0
No. of enforcement notices	0				0
No. of convictions	0				
No. of complaints per 1000 connections received about sewage odour	< 15	0.2 per 1000 (1 complaint)	0.74 per 1000 (3 complaint)	1	3
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.2 per 1000 (1 complaint)	0.74 per 1000 (3 complaint)	1	3
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.5 per1000 (2 complaint)	7.46 per1000 (30 complaint)	2	30
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%	4/4 100%	-	4/4 (100%)	92% (33/36)

3.2 Waste water treatment plants

3.2.1. Waste water reticulation

There were 3 pipeline blockages reported during the period.

4. Storm water drainage

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

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	Target 2016/17	COMPLAINTS		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 were no issues reported within the reporting 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%	Decreased by 16% for October	Previous 12 month increased 5.8% on 2014	-	-
% 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. The recycling centres operated satisfactorily, however there was a large volume of waste stored over the holiday period at the Martinborough Transfer Station. The contractor reported that this was due to the increased volume of waste for the whole district and the number of trucks available to transfer the waste. Adverse weather conditions has also delayed the transfer of the greenwaste for spreading at Martinborough.

5.3 Kerbside and Associated Services

The Tender for these services is expected to go out mid February 2017.

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.

LAND TRANSPORT KEY PERFORMANCE INDICATORS	Target 2016/17	СОМРІ	_AINTS	INCI	DENTS
		JANUARY	YTD	JANUARY	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	87%				

LAND TRANSPORT KEY PERFORMANCE INDICATORS	Target 2016/17	СОМРІ	LAINTS	INCI	DENTS
down the whole street					
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%	29/38 (76%)	167/211 (79%)	38	211
Meet annual plan footpath targets	Yes				

6.2 Roading maintenance - Fulton Hogan

The graders (and their drivers) worked long hours before and after the Christmas period, mainly on the coastal areas to ensure the roads were in adequate state for the anticipated holiday traffic.

Works continued on White Rock Road slip, water table, culvert and flooding clean-up following the early November emergency events.

Routine pothole repairs, cyclic sweeping and maintenance grading were the focus for December/January. With the high winds in January a higher than normal number of rural trees were trimmed/removed during the month after debris falling within the road corridor. High cuts were completed in Pauhau Road area.

Two mow cycles were completed of the Western Lake Road cycle track prior to the Christmas break and the network mow was completed.

6.3 Other contracts

6.3.1. Footpath maintenance and renewals 2016/17: Fulton Hogan

The combined Carterton District Council (CDC) and South Wairarapa District Council (SWDC) footpath maintenance and renewal contract has progressed well. A kerb extension in East Street adjacent to Cobblestones has been completed.

6.4 Other activity

6.4.1. Reseals contract

The reseals contract has been completed and road marking within the district is close to completion.

6.4.2. Bridge repairs

The repair work to Donald's Creek footbridge in Featherston was completed.





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 2016/17	COMPLAINTS		INCIDENTS	
		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%				

7.2 Parks and Reserves

7.2.1. Featherston

The picket fence in the Clifford Square reserve in front of the Library and Information Centre has been water-blasted in preparation for painting. The painting will be done by members of the Featherston Youth Group as soon as the weather settles down.

Additional signage was placed at Featherston's Lake Domain due to continuing complaints about inconsiderate motorcyclists using the tracks. The signs showed the area set aside for motorbikes and quads, and reminded reserve users that the public places bylaw prohibits driving in a manner that is dangerous or inconsiderate to pedestrians or other vehicles in the public place. The police have been checking on the area, and they were the first to notice that all three signs had been completely removed within days of them going up. The signs have not been found, and officers will replace them as soon as a better method of fixing them can be found.

7.2.2. Greytown

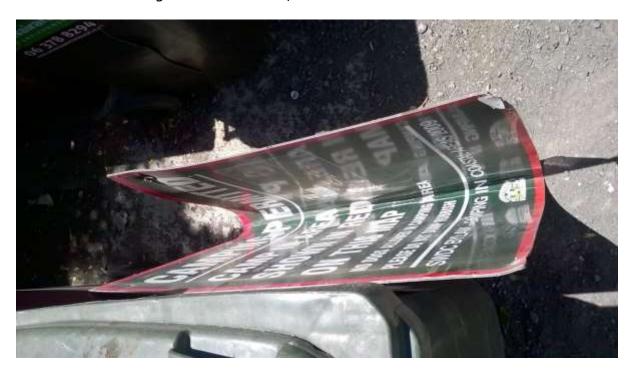
The new signage for Stella Bull Park, detailing the park's history, has been installed. The text for the sign was provided by the Friends of Stella and Sarah Group, who help look after the park.

New signs also went up out at Papawai, now that river access across the gliding club area has been stopped. River access is now from the end of Tilson's Road, with the cooperation of farmers Paul and Diana Capes. One of the new signs, at

the intersection of Tilsons and Pah roads, also mysteriously vanished within days of being erected.

7.2.3. Coastal reserves

The coastal reserves have been busy with the summer season. Extra Portaloos and rubbish bins have been installed at popular spots. The camping signs at Ngawi surf break have had to be replaced several times, and the last of them was found in the Ngawi rubbish area, and not in a fit state for re-use.



7.3 Community housing

Effectively there have been no changes to the waiting lists for community housing, with five people waiting for flats at Martinborough (one came off the list but another was added), two at Greytown and ten at Featherston.

The six monthly flat inspections that were due in December were delayed. Inspections at Cicely Martin flats in Martinborough are scheduled for Thursday, 9 February 2017.

The project to create an accessible bathroom for a wheelchair-bound tenant was completed in December.

SWDC is participating in research being carried out by a PhD student at Victoria University's School of Architecture. Yukiko Kuboshima is looking to design supported housing for older people which improves the quality of life for residents. Residents are responding to questionnaires and will have the opportunity to be interviewed and observed in their daily routines as part of the study. We have been careful to manage expectations and ensure residents understand that this is a research project, and is unlikely to result in any changes to their current accommodation. The majority of residents have been happy to participate.

7.4 Cemeteries

7.4.1. Purchases of burial plots/niches 28 November 2016 to 9 February 2017

	Greytown	Featherston	Martinborough
Niche	1	1	
In-ground Ashes Beam		1	
Plot	1	1	2

7.4.2. Ashes interments/burials 28 November 2016 to 29 February 2017

	Greytown	Featherston	Martinborough
Burial	1	2	4
Ashes in-ground			
Ashes wall	1	3	

7.5 Property

7.5.1. Greytown

Work has been completed in Greytown Town Centre to remove the exposed white sound-proofing material from the top of the walls above the library issue desk. The material had become stained with dust and oils from the timber, and its appearance caused concern that it had mould on it. Lab test results found no mould present but it was decided to remove the material. Left-over plywood from the job has been used by the experts at Greytown Menz Shed to craft seating for wifi users in the Forum during the day. The prototypes were walked over to the Town Centre from the Shed at the end of January.





7.6 Swimming pools

The swimming season is well under way, with school swimming programmes in all the pools happening before public hours, and swimming club activities after hours. Featherston Amateur Swimming Club held their annual community relay on 9 February, and SWDC's team swam to second place. The team was a harmonious blend of elected reps and staff: Lawrence Stephenson (Assets and Operations Manager), Roger Wale (Building Control Officer), Councillor Dayle Harwood and Featherston Community Board Member Claire Bleakley. The event was won (again) by the CLM lifeguards team, with members of Featherston youth group The Way taking third.

A programme to provide greater access to the pools for local children was developed by Alan Maxwell at The Way. With the support of FCB and sponsorship by Featherston's Own Charitable Trust, the programme allowed local kids to register for a ticket giving them free pool access on Mondays, Wednesdays and Fridays in January. Greytown and Martinborough Community Boards also took up the programme, with Greytown having a number of sponsors, and Martinborough funding the programme from Pain Farm. Swimmer numbers were low in January due to the weather, and Featherston and Martinborough have opted to continue the programme into January.

7.6.1. Swimmer numbers for all pools December and January

	Greytown	Featherston	Martinborough
December	710	556	624
swimmer			
numbers			
Concessions as	75%	97%	86%
%age of total			
swimmers			
Peak day –	26/12/2016: 227	28/12/16:69	26/12/16:
number of			
swimmers			
Number of	5	6	4
unattended days			
(no swimmers),			
excluding 25			
December			

	Greytown	Featherston	Martinborough
January swimmer	1762	712	828
numbers			
Concessions as	18%	32%	31%
%age of total			
swimmers			
Peak day –	24/01/2017: 136	17/01/2017 : 62	10/01/2017 : 81
number of			
swimmers			
Number of	0	3	1
unattended days			

(no swimmers)

Concession figures are down in January due to the Kids' Pool Access Programme – numbers for the programme are excluded from the figures above and will be reported separately at the completion of the programme.

7.7 Events

7.7.1. Featherston

Completed events:

Ride the Rail (Cross Creek Railway Society Inc) is being held every Sunday through to the last Sunday in April 2017 (Clifford Square, Featherston)

<u>Featherston First Friday - Squirc-tacular</u> - Friday, 2 December 2016 (Town Square, Featherston)



<u>Featherston First Friday - Unplugged</u> - Friday, 6 January and 3 February 2017 (Town Square, Featherston)



<u>Friday Night 'Ride the Rail' (Cross Creek Railway Society Inc)</u> - Friday 9 December 2016 (Clifford Square, Featherston)

<u>Featherston Community Carols</u> - Friday, 23 December 2016 (Featherston Town Square – venue changed to ANZAC hall due to weather)

<u>Featherston Christmas Market and Parade</u> - Saturday, 10 December 2016 (Cherry Tree Park, Lyons & Fitzherbert Streets)

Future events:

Ride the Rail (Cross Creek Railway Society Inc) is being held every Sunday through to the last Sunday in April 2017 (Clifford Square, Featherston)

<u>Featherston First Friday – Birthday Party</u> is being held Friday, 3 March 2017 (Town Square, Featherston)



<u>Junior Triathlon</u> is being held Saturday, 25 February 2017 (Card Reserve/Featherston Swimming Pool)

<u>The Wellington Anglican Diocese Games</u> is being held Sunday, 5 March 2017 (Randolf Park and Featherston Swimming Pool)

Ron Hughes Memorial Athletics Meet is being held Sunday, 26 February 2017 (Card Reserve, Featherston)

7.7.2. Greytown

Completed events:

<u>Greytown Country Market at Stella Bull Park</u> – Sunday, 18 December 2016 and 15 January 2017

<u>Greytown Town Christmas Festival</u> - Saturday, 17 December 2016 (Greytown Town Centre, front courtyard and Main Street)

Greytown Cricket Club 150th Jubilee – Sunday, 5 & Monday 6 February 2017 (Soldiers Memorial Park, Greytown)

Future events:

<u>Greytown Country Market at Stella Bull Park</u> – The dates for the markets start from: 16 October then 20 November, 18 December 2016, 15 January, 19 <u>February, 19 March a</u>nd 16 April 2017



7.7.3. Martinborough

Completed events:

<u>Martinborough Christmas Parade</u> - 17 December 2016 (Martinborough Town Square)

<u>Spark Summer Hotspot Kombi Van</u> – Thursday, 19 February 2017 (Martinborough Square)



<u>Huri Huri Wairarapa's Bike Festival</u> – Tuesday, 24 January 2017 (Texas Street, Martinborough)



<u>Cruise Martinborough</u> - 28-31 January 2017 (Martinborough Square 28/01/2017)



Future events:

<u>Martinborough Fairs</u> is being held 4 February and 4 March 2017 (Martinborough Square and Adjacent Streets)



Round the Vines Fun Walk/run is being held Sunday, 19 March 2017 (Memorial Square and Designated Streets)

7.8 Libraries

The summer reading programme "Sail into summer reading" went well for the libraries, with Featherston having 132 participants and an 84% completion rate. Greytown had 78 and Martinborough 100 participants.

Featherston Library's report is below.

Our Finale was held at the ANZAC Hall in Featherston. A huge turn out from the three South Wairarapa Libraries came to enjoy a fantastic Zappo Show and collected their book prizes, certificates and medals:



We held a bubble flash-mob out in the community:





A huge thank-you to our sponsor, the Eastern & Central Community Trust for their amazing donation of \$247,000 throughout the region. It wouldn't be possible without you!







Summer Reading Programme 2016-2017 At Featherston Library

Over the summer, Featherston Library held two fantastic Summer Reading Programmes.

iRead was for our intermediate age group, and the Sail into Summer Reading Programme was for ages 2-10 years.

A total of 132 children participated in these programmes!

Featherston Library completed 464 report-ins—that's 54 hours spent talking to children about their books!





Frida Kahlo Craft Activity:



For every report-in completed, each child received a prize and sticker. The prizes included: book bag, beach ball, water pump and lunch bag

Schools	No. of Participants
Bell St	5
Blue School	1
Featherston	28
Featherston Kindy	1
Greytown	1
Greytown Kindy	4
Kahutara	27
Martinborough Kindy	3
Meta Riddiford	2
South Featherston	8
St Teresa's	25

101 out of 115 participants completed the programme 84% Completion Rate! "Sail Into
Summer Reading"
was a revisit of
the first
programme
theme 20 years
ago!

Our iRead Completion Rates were 88%, and we had 17 participants



Cactus piñata fun at the Frida Kahlo craft day



We held a Christmas

Craft Event on 21st Dec.

The iReaders had a rock-painting craft finale where they contributed to "Feathy Rocks" community art project!



On the iRead programme, a free book is awarded each time a participant completes three book reviews. This year we gave out a total of 37 brand new publications!



We were visited by two exciting storytellers: Anna Bailey from String Bean Puppets, and Little Dog Laughing Children's Theatre Company:





8. Appendices

Appendix 1 Monthly water usage

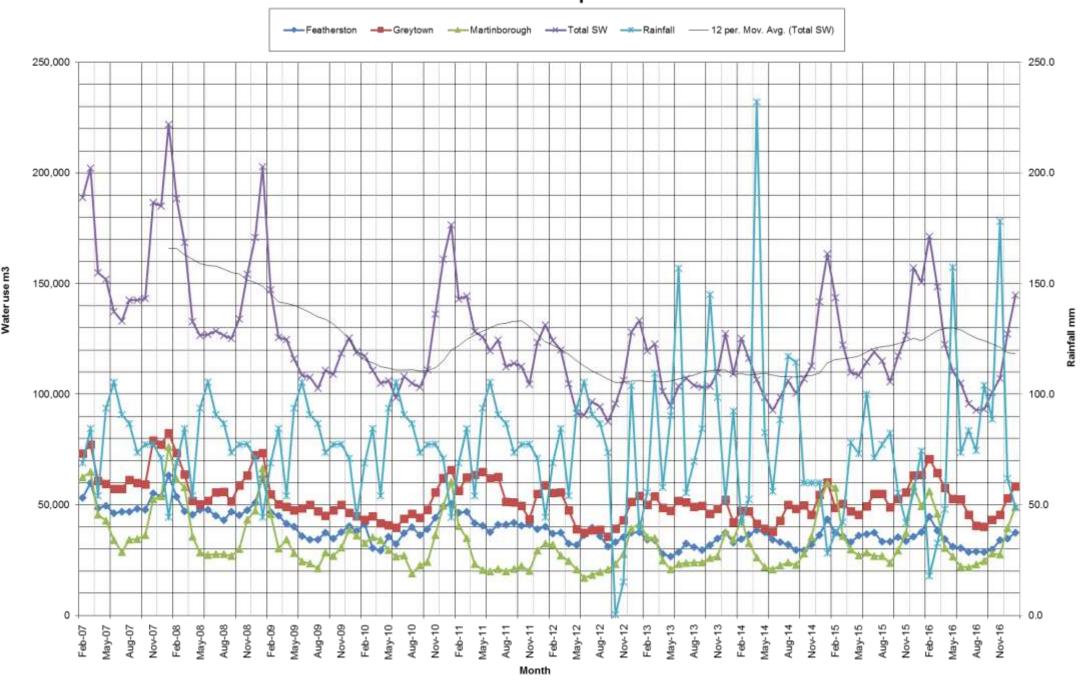
Appendix 2 Waste exported to Bonny Glen

Appendix 3 Library statistics

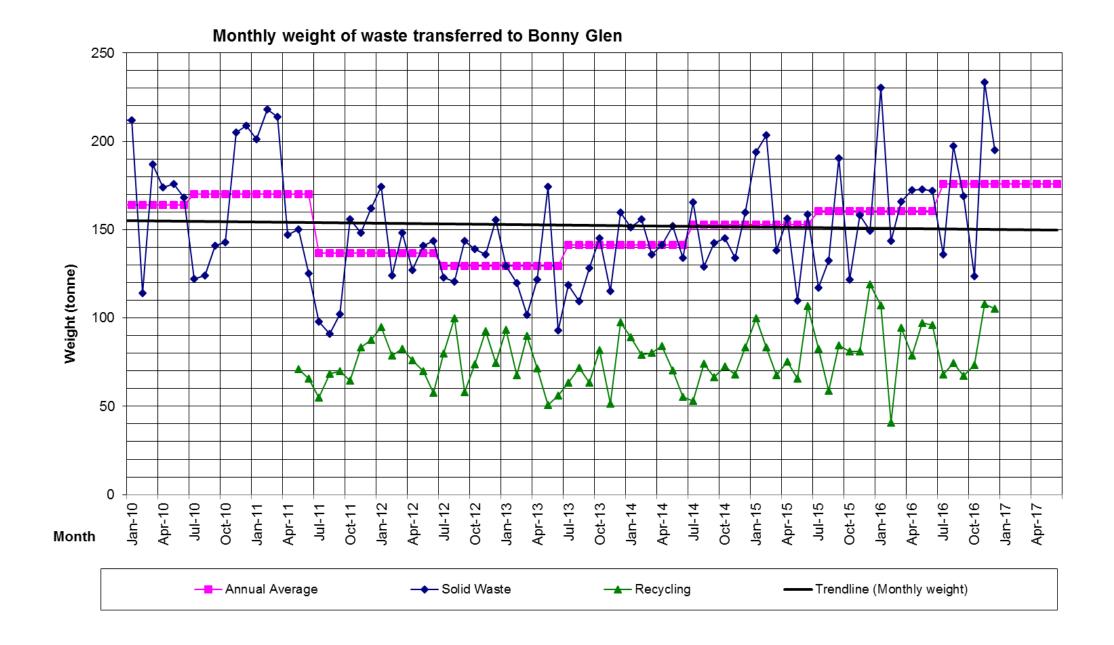
Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



Appendix 2 -Waste exported to Bonny Glen



Appendix 3 – Library statistics

