

SOUTH WAIRARAPA DISTRICT COUNCIL

24 OCTOBER 2018

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

Recruiting is complete and an appointment has been made for the group administrator starting on 15 October. Recruitment is about to start for the Amenities Manager position.

With possible changes to services in waters and transport it is an important time to look at the department in regards to shared services and how services can be delivered within the South Wairarapa district. Discussions are still ongoing regarding the combining of the Wairarapa roads contracts and further market analysis is to be done. This will be the final phase in the roading service and contract review determining the procurement contract model.

A focus of the last few months has been the delivery on community board and council actions. Many of these tasks are now complete and the department is looking how it can best communicate and deliver these localised activities through the boards and community.

The Annual report audit is complete with the senior staff being engaged with audit and the corporate services staff for two weeks reviewing the annual report and performance indicators.

Work continues on the annual works programs and long term projects such as the water upgrades and waste water consents.

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	
		AUG	YTD	AUG	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)	0	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)	0	3
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	1	0.25 per 1000 (1 complaints)	1	1
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	0	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	0	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	(17/26) 65%	Median Time 18h 27mins	26	50
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	(21/26) 81%	Median Time 36h 47mins	26	50
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%		41.3%		

2.2 Water supply capital improvements

2.2.1. Featherston water supply

Plans for drilling of an additional bore (approximately \$40k for bore) continue with drilling later in October; connection to pipe and pump install to be developed. Ongoing discussions are taking place with Greater Wellington Regional Council (GWRC) about consent to drill and the consent renewal (existing consent expires December 2019).

Request for proposal currently being prepared to convert one of the raw water storage ponds adjacent to the water treatment plant. This 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. The Martinborough plant operated as normal with a report being completed for manganese removal.

2.4 Water reticulation

There were 26 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 4 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	
		AUG	YTD	AUG	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	0	0	0
Attendance time: from notification to arrival on site	< 1 Hr	1/3 (33%)	Median Time 1h 2min	3	9
Resolution time: from notification to resolution of fault	< 4 Hrs	1/3 (33%)	Median Time 3h 4m	3	9
% 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	1 per 1000 (1 complaint)	.24 per 1000 (1 complaint)	1	3
No. of complaints per 1000 connections received about sewage systems faults	< 15	2	0.24 per 1000 (1 complaint)	1	3

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		AUG	YTD	AUG	YTD
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.48 per 1000 (2 complaint)	1.1 per1000 (5 complaint)	2	5
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%	3/3 (100%)	89% (8/9)	3	9

3.2 Waste water treatment plants

3.2.1. Capital and consents

Featherston WWTP

The consent application was lodged on 28 February 2017. GWRC notified on 16 May 2018. Ongoing discussion with response to the panel required from council on decision for the consent by 26 October.

Two further meetings with neighbour and Iwi to provide more information and answer questions. No further meetings have been planned, however discussion around the suggested working group are on-going.

The flow into the plant following the recent dry weather is getting low so the WWTP may stop discharging later in October.

Staged improvements at Greytown WWTP

A temporary UV system has operated successfully since 29 August to meet the 1 September consent condition. It is constructed so that when the irrigation building is complete the plant can be relocated as constructed into the building. Construction of the building has started with the construction of the wet-well under the building. This will be 4.5m below the floor of the building with a connection for the future winter storage to flow through under gravity. Earthworks have started this week to lift the surrounding area 1.8m from current level which will be above a 100 year flood.

Irrigation at Martinborough WWTP

At Martinborough WWTP irrigation to land stopped in May and has restarted in September. The Ruamahanga River level has started to get low and since the 22 September we have started irrigating to land again.

Since starting to irrigate to land in November, 186 bales of bailage have been cut.

Waite Street, Featherston renewal

Perkinson Civil have started the replacement of 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.

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 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 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 2 storm water blockages 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 SEP 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

From 3 - 6 September road closures occurred on Ponatahi and White Rock Roads. The wet climatic conditions also caused slips and dropouts on White Rock, Tora, Te Awaiti, Pahaoa, Wainuioru, Moeraki, Ngakonui, Summerhill, Hinekura, Longbush and Lake Ferry Roads. All roads are open but there are remedial works required over the drier summer period.



Flooding and road closure at Haungarua Bridge, Ponatahi Road



Flooding and road closure White Rock Road approximately 3km before Tukurumuri School



Drop out and road closure at Ushers Hill, White Rock Road

95km of grading was carried out during August; 83 km of the graded length was completed with a tow behind roller. The rolling operation provided a tight smooth surface with less loose material.

153 m³ of maintenance metal was applied to various unsealed roads.

Preseal repairs were carried out on the sealed road network. Both urban and rural sections were repaired.

Kerb and channel repairs were completed on Papawai Road.

Drainage works were carried out behind Ngwai Village in conjunction with the KawaKawa Trust. As part of this work culverts and sumps were flushed out in Ngwai village.

Spraying of road side drains, signs and marker pegs commenced as part of spring vegetation control. No spray zones have been identified and marked out.

Greytown, Featherston and Martinborough had various kerb and channel swept as part of the monthly cycle.

6.3 Other activities

Higgins Contactors have commenced on the seal extension and sealed pavement rehabilitation on Western Lake Road and is programmed to be completed by the end of November 2018.

Calibre Consultants have been engaged to carry out scoping Geotechnical Reports for "The Glue Pot" on Te Awaiti Road and "Johnsons Hill" on Cape Palliser Road, along with design of the pier renewal on Tora Farm Settlement Bridge.

The bus stop on Fitzherbert Street, Featherston adjacent to Birdwood Street has been relocated and became operational on 30 September 2018.

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				

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS	INCIDENTS
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

Work has commenced on the site adjacent to the Town Square for the installation of the Featherston Camp Memorial Sculpture. This work is being carried out by the Sculpture Trust, but council's parks and reserves contractors will also be doing some landscaping in the area.



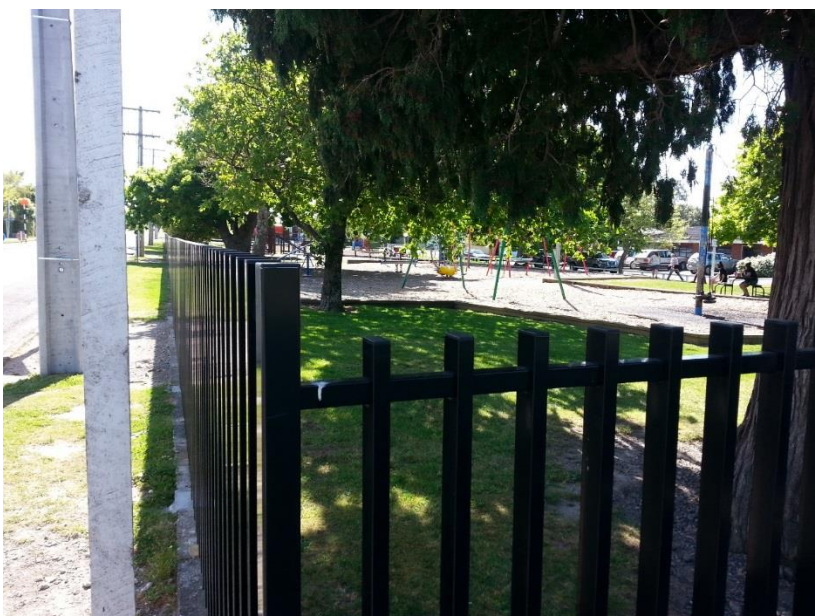
A new seat has been placed in the small park near the wind sculpture. This seat was given as a memorial for Peter Norden, and was placed with the assistance of the Featherston Beautification Group.



As part of the work for the installation of the Featherston Camp Memorial Sculpture, council approved the relocation of the bus stop from in front of the site to a few metres east near the Windgrass sculpture.



The new fence on the Birdwood Street side of the Featherston playground has been completed. This was the only fence originally planned, to prevent small people from running onto Birdwood St. However, the community has asked for the fencing to be continued around the whole playground, and a price for this is being obtained.



7.2.2. Greytown

The Arbor Reserve toilet has been painted and tidied up, and even the resident rooster is happy!!



7.3 Community housing

The vacant flats are Burling and Cicely Martin are still waiting on our contractors to fit them in with their busy workload.

7.4 Cemeteries

7.4.1. Purchases of burial plots/niches 11 September to 10 October 2018

	Greytown	Featherston	Martinborough
Niche	1	0	0
In-ground ashes Beam	0	0	0
Burial plot	4	2	0
Total	5	2	0

7.4.2. Ashes interments/burials 11 September to 10 October 2018

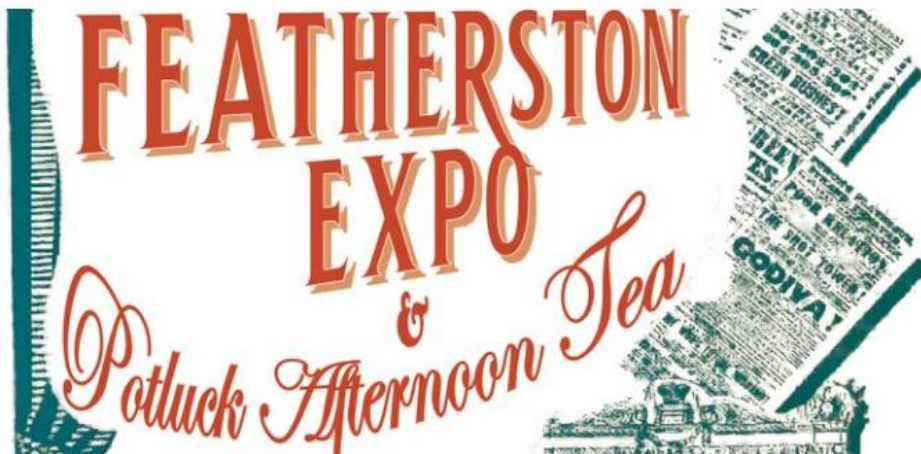
	Greytown	Featherston	Martinborough
Burial	3	3	0
Ashes in-ground	0	0	0
Ashes wall	0	0	0
Total	3	3	0

7.5 Events

7.5.1. Featherston

Completed events:

Featherston Expo – held on Sunday, 30 September 2018



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



Future events:

Dedication of Camp Memorial Sculpture – 10 November 2018

Armistice Day Commemorations – 11 November 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 Squircle – being held Saturday, 3 November 2018

In the Shadow of War – being held Sunday, 11 November 2018



7.5.2. Greytown

Completed events: Nil

Future events:

The Greytown Country Market – being held 21 October, 18 November, 23 December 2018, 20 January, 17 February and 17 March 2019



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



Christmas Magic in Martinborough – being held Saturday, 8 December 2018

8. Libraries

Library statistics for September 2018 are attached in Appendix 3. There are no statistics for wi-fi usage in August and September for Featherston and Greytown, due to the change of network provider. Martinborough Library will change to the new provider once the library moves to the Waihinga Centre.

9. Appendices

Appendix 1 - Monthly water usage

Appendix 2 - Waste exported to Bonny Glen

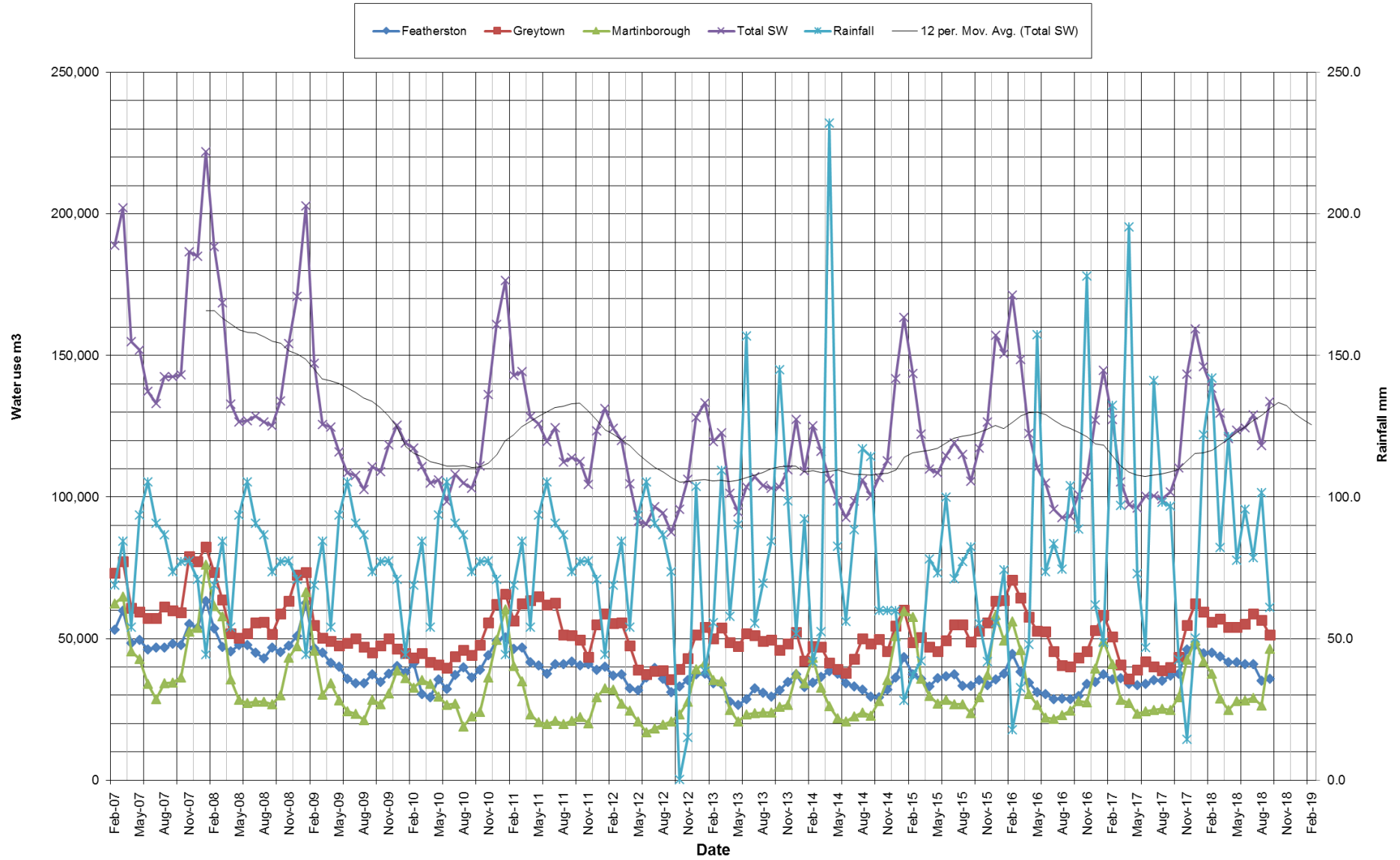
Appendix 3 - Library statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Reviewed by: Paul Crimp, Chief Executive Officer

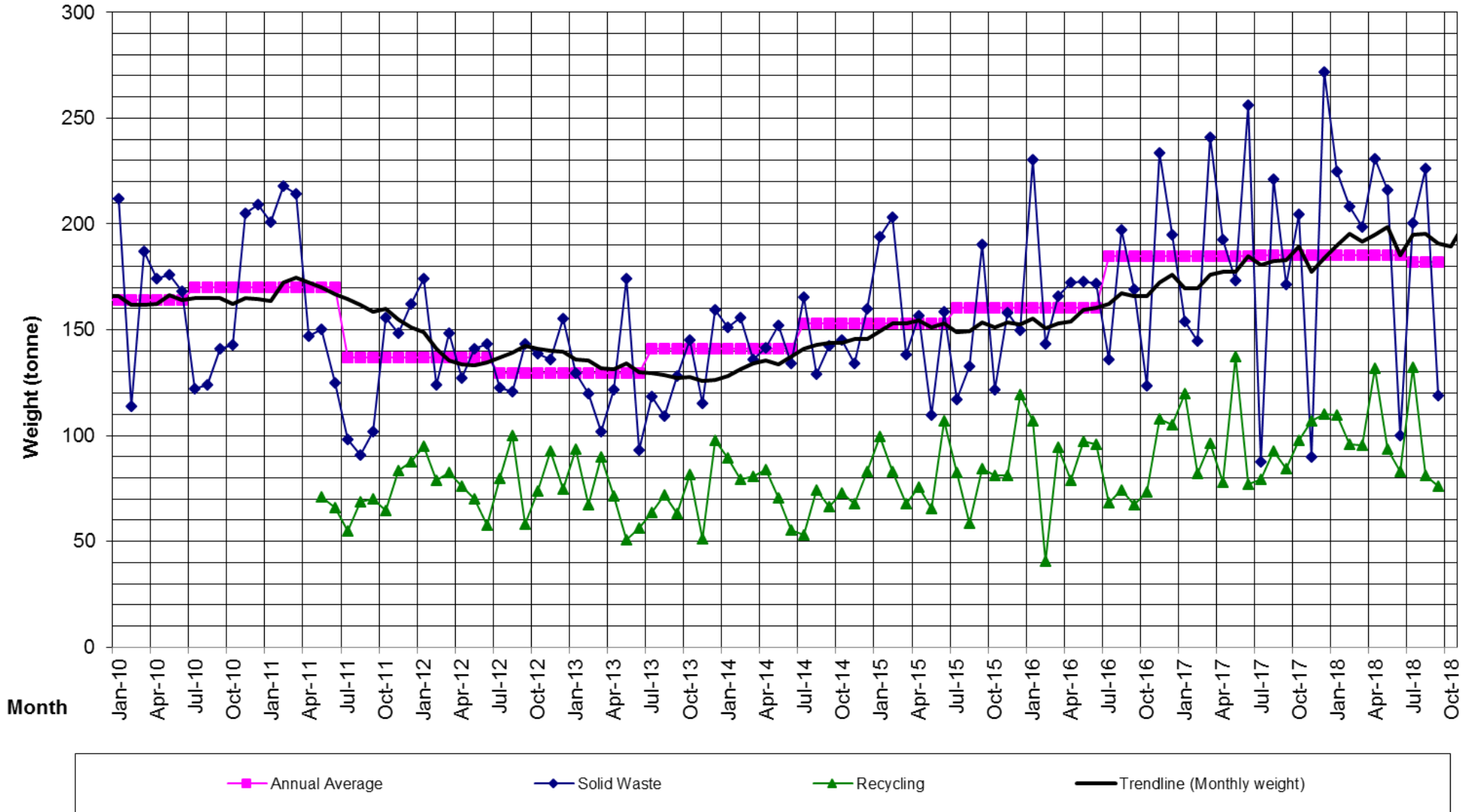
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



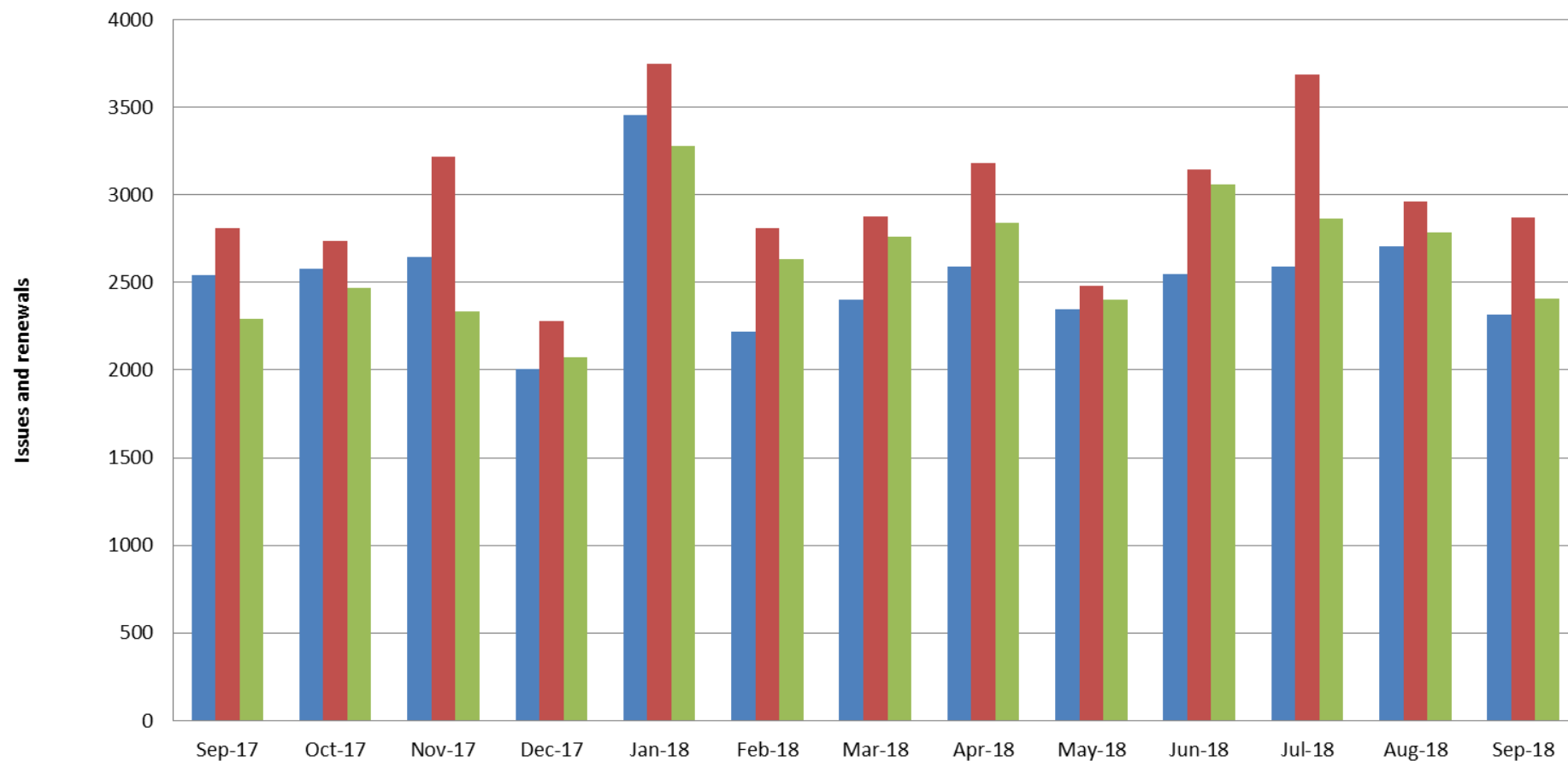
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



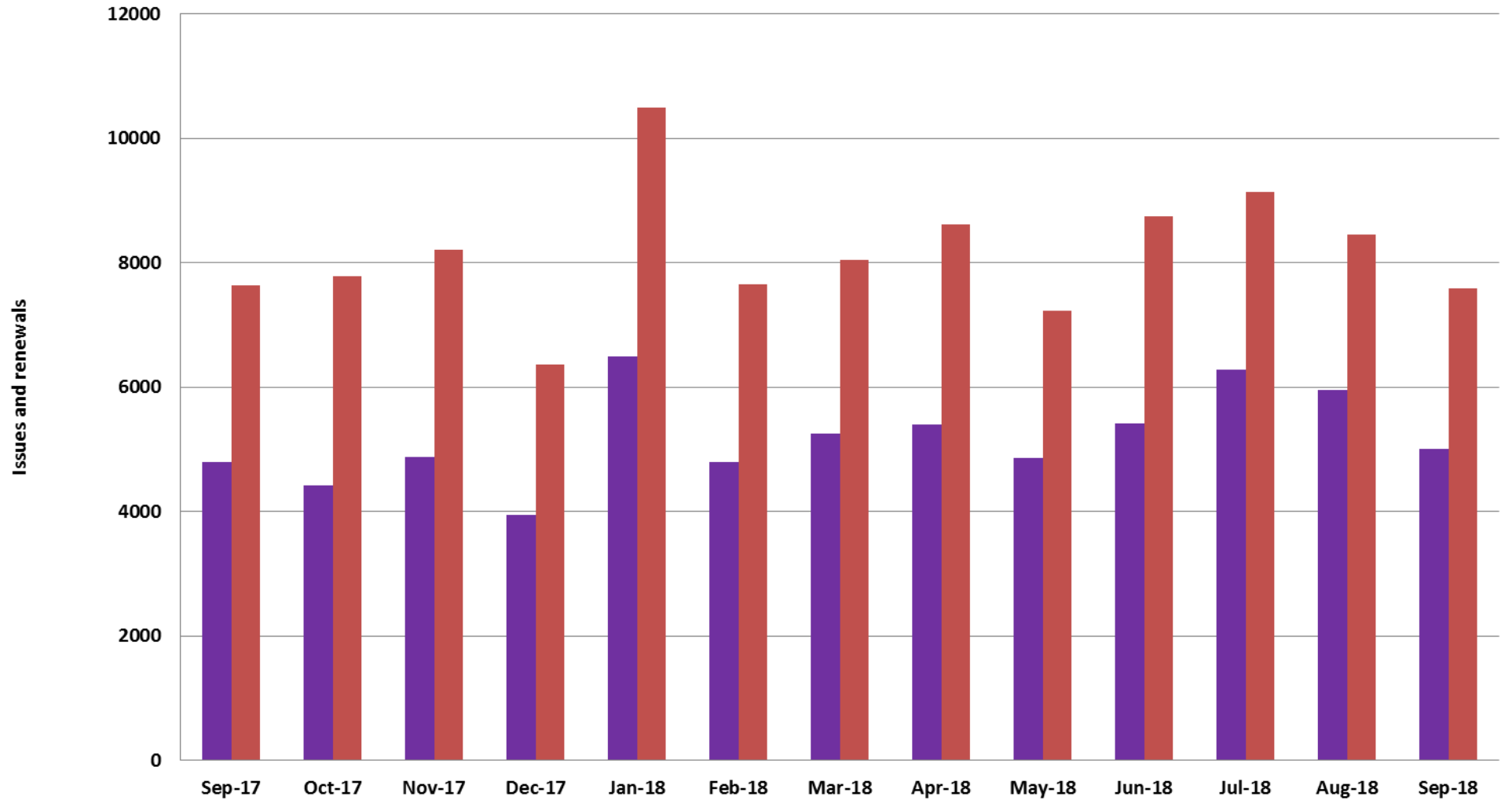
Appendix 3 – Library statistic

South Wairarapa libraries - issues and renewals to September 2018



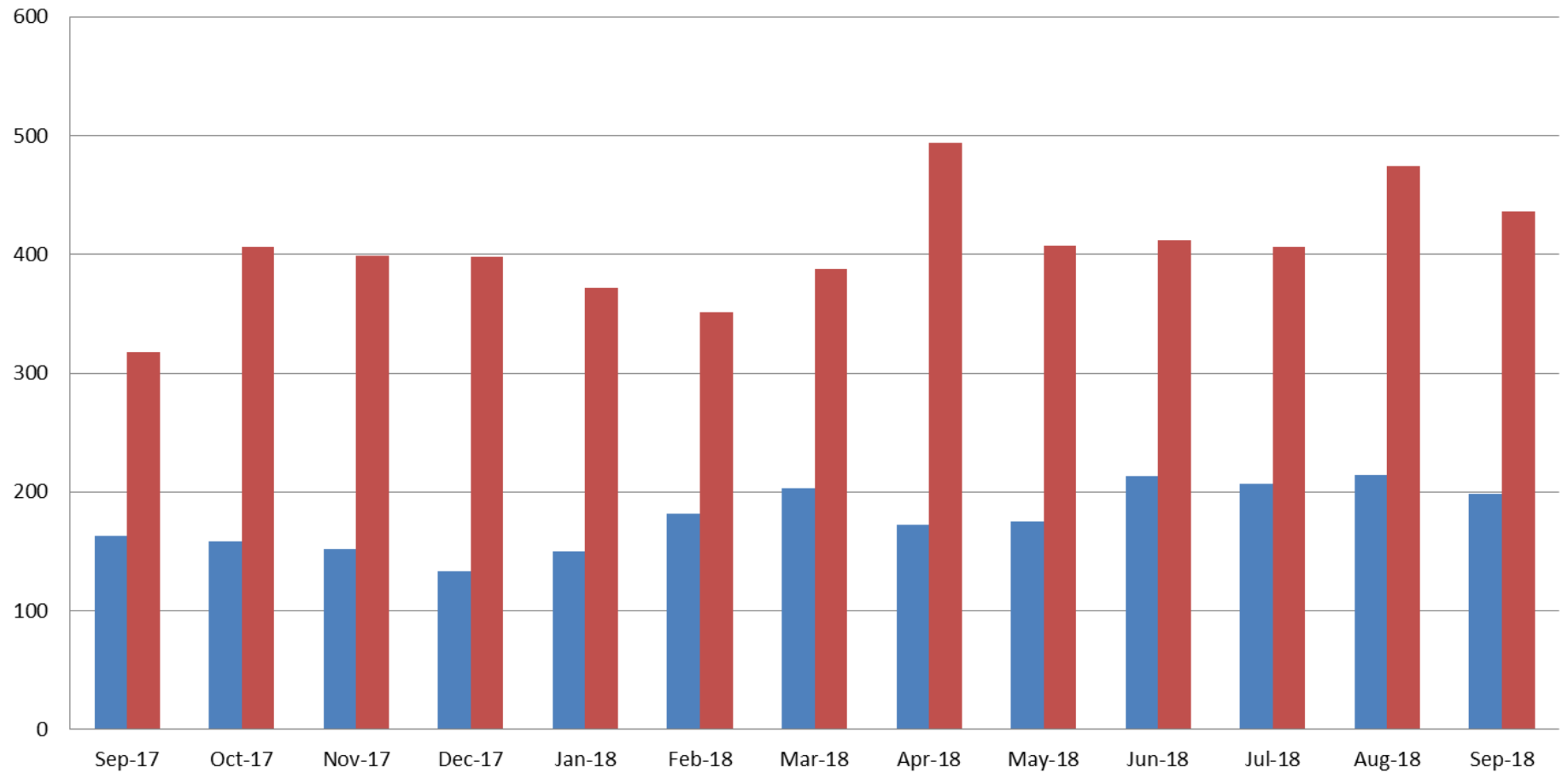
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
■ Featherston	2543	2577	2647	2006	3456	2216	2400	2590	2348	2550	2588	2703	2316
■ Greytown	2811	2738	3218	2278	3748	2809	2878	3178	2483	3143	3689	2964	2872
■ Martinborough	2289	2468	2336	2071	3281	2632	2761	2842	2400	3058	2866	2784	2407

Wairarapa Library Service - issues and renewals to September 2018



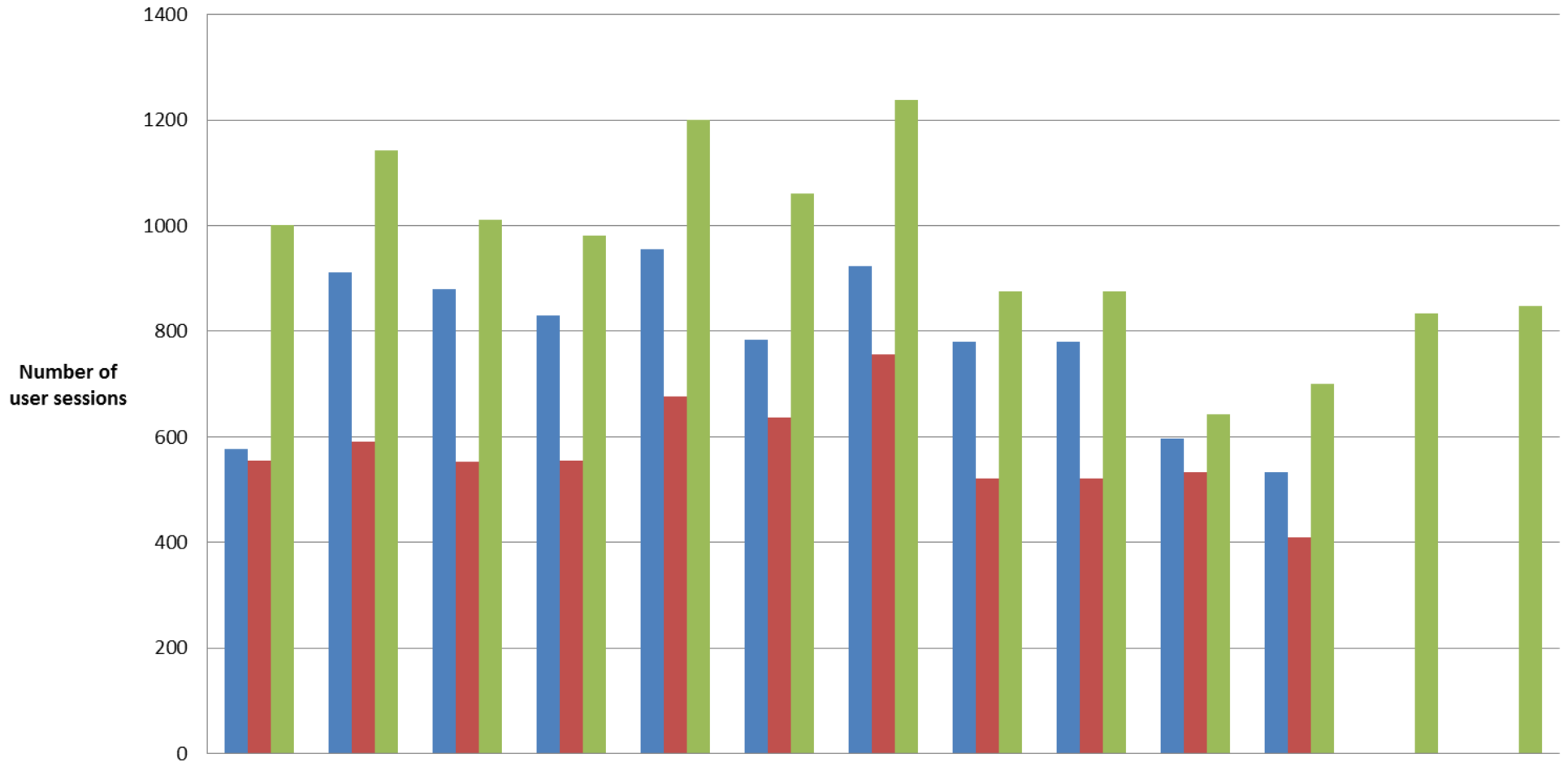
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Carterton	4792	4418	4870	3940	6500	4789	5261	5397	4861	5422	6279	5962	5009
South Wairarapa	7643	7783	8201	6355	10485	7657	8039	8610	7231	8751	9143	8451	7595

Wairarapa Library Service - audio and e-book issues to September 2018



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Audiobooks	163	158	152	133	150	182	203	172	175	213	207	214	198
Ebooks	318	406	399	398	372	351	388	494	407	412	406	474	436

APNK Wi-fi user sessions to September 2018



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
■ Featherston	576	911	879	829	955	784	923	781	781	596	533		
■ Greytown	555	590	553	555	677	636	757	521	521	532	409		
■ Martinborough	1001	1142	1011	981	1201	1060	1239	876	876	643	701	834	847