

SOUTH WAIRARAPA DISTRICT COUNCIL

25 OCTOBER 2017

AGENDA ITEM D2

INFRASTRUCTURE AND SERVICES REPORT

Purpose of report

To update councillors on the Infrastructure and Services Group activities.

Recommendations

Officers recommend that the Council:

1. *Receive the Infrastructure and Services report.*

1. Group Manager highlights

The month has been spent with the Office of the Auditor General's Audit on the Annual report and the preparation of the Long Term plan.

The tender for the Transport Professional Services was awarded to Calibre Consulting under the New Zealand Transport Agency's (NZTA) procurement rules and SWDC's procurement guidelines. Ben Turner, Engineering Officer has joined the council in the transport area to add to council's capabilities and allow for greater customer contact.

The Asset Management Plans are being reviewed which need to be cognisant of the changed landscape in transport with other active modes of travel (walking, cycling horses etc.) being included into the documents. Also the future of the Special Purpose Road, Cape Pallier Road, and the inclusion of 50max, One Network Road Classification (ONRC) and other elements of the transport transformations will be included in the Asset Management Plans.

Focus is being applied on customer service and the linkages to emergencies and general works with particular application to post work updates and informing the customer of outcomes.

With the Christmas break rapidly approaching there is also a focus on the aesthetics of the amenities areas and roading spring works including vegetation and unsealed maintenance.

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	
		SEPTEMBER	YTD	SEPTEMBER	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		605		
Compliance with resource consent conditions/water permit conditions to "mainly complying" or better	95%		100%		
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%		98%		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%		98%		
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.25 per1000 (1 complaint)	1.01 per1000 (4 complaint)	1	4
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.25 per1000 (1 complaint)	0.25 per1000 (1 complaint)	1	1
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0	0.76 per1000 (3 complaint)	0	3
Ratepayers and residents satisfied with level of service for water	77%			NRB Survey:	59%
Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 1 Hr	(4/4) 100%	-	4	12
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	(1/4) 25%	-	4	12
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	(14/21) (67%)	-	21	57
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	(19/21) 90%	-	21	57
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%		20%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		38.5%		

2.2 Water supply capital improvements

2.2.1. Featherston water supply

Stage 2, the treatment improvement works and commissioning have been completed. To date the plant has been operating well although more recently there have been some issues around bore water turbidity and air ingress which are currently being addressed.

The claim for the remaining subsidy is now under preparation.

2.2.2 Water reticulation renewal

Preparatory work for Stage 3 of the renewal contract from the railway line to the plant is now underway and this work is expected to be tendered in early November.

2.3 Water treatment plants

The Martinborough plant operated routinely over the period with some replacement of monitoring equipment. The Waiohine plant has been having issues with air as highlighted above, which gives a false reading on the turbidity sensor and interrupts production. This has been covered by storage tank with no interruption of supply

The extended Waiohine water treatment plant has now been commissioned and is in service for Featherston communities. Greytown was supplied from Greytown Bore while a contractor stabilises Bore 1 at Woodside which had deteriorated since construction. This work will at the start of November.

Pirinoa pipeline replacement is due to start this week, with 300m of replacement MDPE pipe being laid. The upgrade is expected to reduce the supply failure rate.

2.4 Water reticulation

There were 17 reticulation repairs reported and rectified during the period.

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

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by City Care Ltd (CCL) to maintain satisfactory flows. There was 1 account 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	
		SEPTEMBER	YTD	SEPTEMBER	YTD
Number of blockages per 1000 connections	<10	1.46per 1000 (6 complaint)	4.38 per1000 (18 complaint)	6	18
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	
		SEPTEMBER	YTD	SEPTEMBER	YTD
				(4 overflow)	(4 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	5/10 (50%)	15/25 (60%)	10	25
Resolution time: from notification to resolution of fault	< 4 Hrs	6/10 (60%)	17/25 (68%)	10	25
% of resource consent conditions complied with to mainly complying or better*	90%		98%		
No. of abatement notices	<2				0
No. of infringement notices	0				0
No. of enforcement notices	0				0
No. of convictions	0				0
No. of complaints per 1000 connections received about sewage odour	< 15	0	0	0	0
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.98per 1000 (4 complaint)	1.71per 1000 (7 complaint)	4	7
No. of complaints per 1000 connections received about sewage system blockages	< 15	1.46per 1000 (6 complaint)	4.38 per1000 (18 complaint)	6	18
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	10/10 100%	-	10/10 (100%)	88% (22/25)

3.2 Waste water treatment plants

3.2.1. Capital and consents

Featherston waste water consent application

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

Further information obtained through additional in stream data collection in August/September has now been collated and sent to GWRC. Remaining queries around land treatment are currently being addressed and it is expected that the known issues will have been addressed before the end of October. GWRC are then expected to determine consent ability matters prior to public notification which can be expected in November. This is provided that no further questions arise; this cannot be ruled out unfortunately.

Staged improvements at Martinborough and Greytown WWTPs

Improvement works at the Martinborough site continue with the plant building construction well underway. However it is clear that the 1 November consent deadline for irrigation to land will not be able to be achieved in full and GWRC has been advised in advance.

At the Greytown site, contractual, design and cost finalisation are under discussion with Water Force NZ and site establishment is expected in the near future.

3.3 Operational

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

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

3.2.2. Wastewater reticulation

There were 4 pipeline blockages reported during the period.

4. Storm water drainage

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

4.1 Key Performance Indicators

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	55%			NRB survey:	57%
% of urgent (any blockage causing extensive flooding of buildings or other serious flooding) requests for service responded to within 5 hours	95%	0	0	0	0
No. of flooding events	0	0	0	0	0
No. of habitable floors affected per flooding event per 1000 properties connected	0	0	0	0	0
No. of 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

5. Solid waste management

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

5.1 Key Performance Indicators

SOLID WASTE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		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 11% compared to May 2016	Current average month increased 26% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

5.2 Waste management

Routine services have been delivered successfully over the period. The recycling centres operated satisfactorily.

6. Land transport

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

6.1 Key Performance Indicators

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

6.2 Roading maintenance – Fulton Hogan

Works for September were a continuation of the reinstatement of the network following the July 13 event. Associated costs for the initial response and reinstatement totals approximately \$320,000.

Road stability due to prolonged wet periods are an ongoing issue on Cape Palliser, White Rock and Te Awaiti Roads.

Culverts have been renewed and upsized on Fraters, Moiki and Hikawera Roads.

Road closures during the month were on White Rock Road at Tututurmuri due to flooding, and Ushers Hill due to washouts.

Preseal repairs are ongoing and include the removal of high shoulders in the rural area as positive storm water control and the removal of water ponding on the surface as a hazard.

Maintenance grading of unsealed roads remains a focus while there is moisture present in the pavement.

6.3 Other activities

Whittaker Contracting have completed the bridge maintenance contract.

A final variation has been approved to the Cape Palliser Road Whatarangi Cliffs contract.

Reseal design have been submitted for approval by Higgins with an expected start after labour weekend.

Logging operations are present in the district along Dry River, Haurangi, Ponathi and White Rock Roads.

7. Amenities

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

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

7.1 Key Performance Indicators

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

7.2 Parks and Reserves

7.2.1. Featherston

The hedge on Underhill Road beside the Card Reserve artificial surface has now been removed, and we are waiting on pricing for stump removal. In the meantime, the Card Reserve Artificial Surface Trust are able to go ahead with replacing the turf. Work is now in progress to trim/remove trees along the SH2 side of Dorset Square and Otairua reserve, as they are getting into the power lines

7.2.2. Greytown

The change of codes is underway on the Soldiers' Memorial Park sportsfields, with soccer equipment being removed and the grass length reduced ready for cricket. The soccer goal mouth areas are being re-sown with grass. We have added a chain across the entrance of Kowhai Reserve in East St as there is evidence people have been taking vehicles in there.

7.2.3. Martinborough

The long-awaited work to tidy the plantings at the SH53 entrance to Martinborough (Todd's Cutting) is underway. The olive trees are being trimmed away from the power lines and shaped. Most of the hebes along the roadside are coming out – many past their best, and a number killed by overspray from roading weed spraying operations) and replaced. The replanting will commence shortly.

Draft terms of reference for the Considine Park Committee have been submitted to the Martinborough Community Board for their agreement.

7.3 Community housing

The Cicely Martin flats in Martinborough six-monthly flat inspections were completed on Wednesday, 20 September 2017. The Burling and Matthews flats in Featherston are due for inspection in early October.

7.4 Cemeteries

7.4.1. Purchases of burial plots/niches 7 September to 10 October 2017

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

7.4.2. Ashes interments/burials 7 September to 10 October 2017

	Greytown	Featherston	Martinborough
Burial	4		1
Ashes in-ground		1	
Ashes wall			
Total	4	1	1

7.5 Property

7.5.1. Greytown

Options for the replacement coverings for the tree-pits at Greytown Town Centre have been given to Greytown Community Board for their input. The present pebble mats have worn badly, and some appear to have been deliberately damaged, and more durable replacements are required.

7.6 Events

7.6.1. Featherston

Completed events:

Modern Maori Quartet held Thursday, 28 September 2017 – ANZAC hall, Featherston



Future events:

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



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



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

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

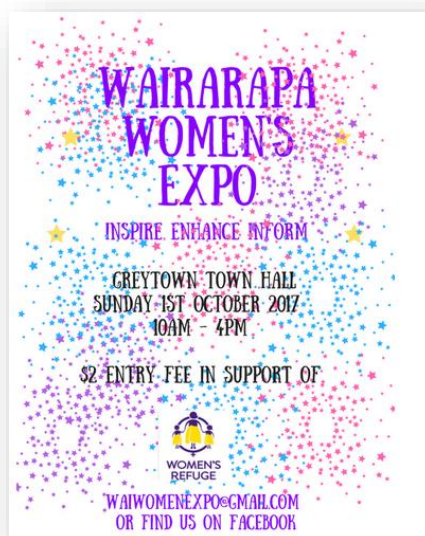


Featherston 1st Fridays being held from 1 December 2017, 5 January, 2 February & 2 March 2017

7.6.2. Greytown

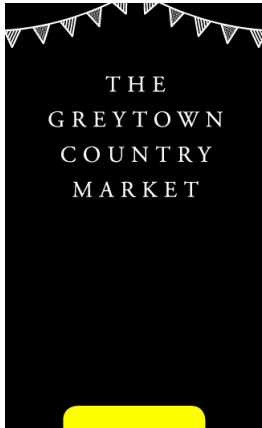
Completed events:

Wairarapa Women's Expo being held Sunday, 1 October 2017 – Greytown Town Centre, Greytown



Future events:

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



Greytown Christmas Market being held Saturday 16 December 2017

Greytown Christmas Parade being held Saturday 16 December 2017

7.6.3. Martinborough

Completed events: Nil

Future events:

Rotary Martinborough Charity Fun Ride being held Sunday 29 October 2017



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

Martinborough Community Guy Fawkes Display being held Saturday 4 November 2017



Toast Martinborough being held Sunday 19 November 2017



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

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

Pick Your Own Lavender being held 6-7 January 2018

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



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



7.7 Libraries

As part of their school holiday programme, Featherston Library held a very successful soft-toy sleep-over adventure early in October. The toys came to story time with their owners, and then stayed on in the library overnight, with their activities reported on Facebook....



Other activities included craft mornings making bird feeders and Halloween crafts.

Greytown library's holiday programme was Maths is Fun, for children in years 1-8.

Martinborough Library's holiday programme included pet rock painting, wind chime making, competitive chess, and Harry Potter-themed activities including wand making. This leads into the Friends' of Martinborough Library fund-raising event on Saturday 14 October – a Harry Potter evening at the library.



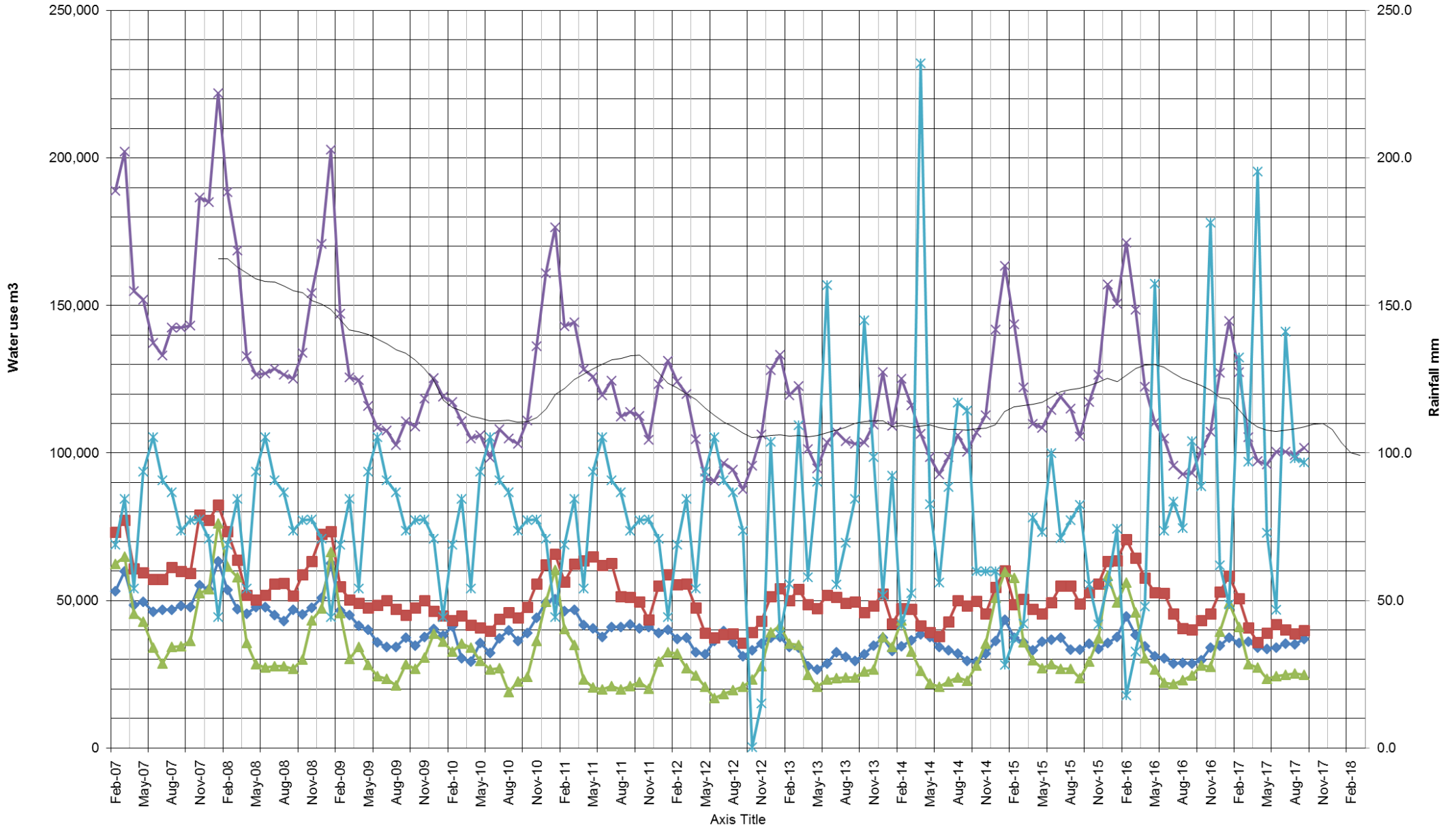
8. Appendices

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

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

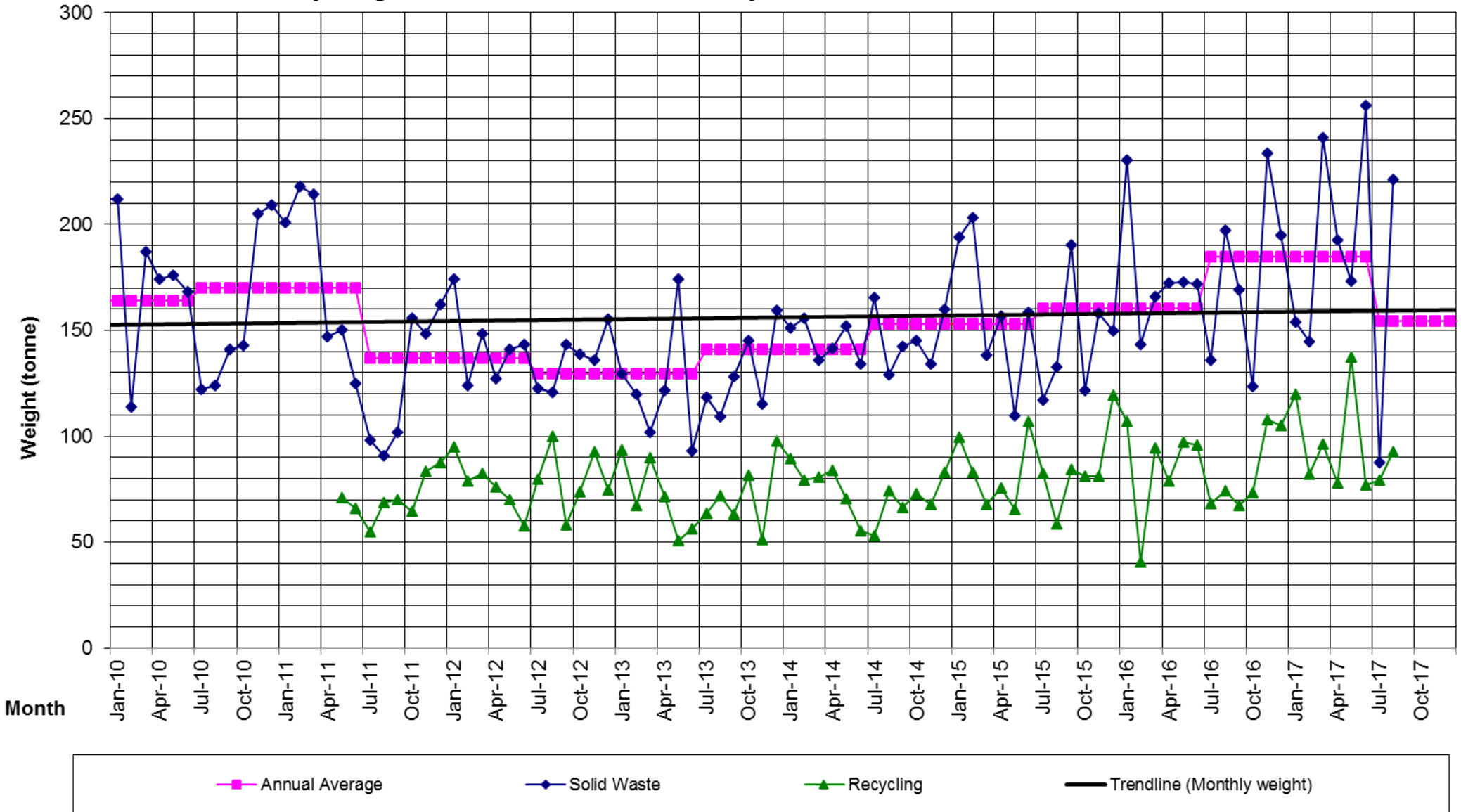
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



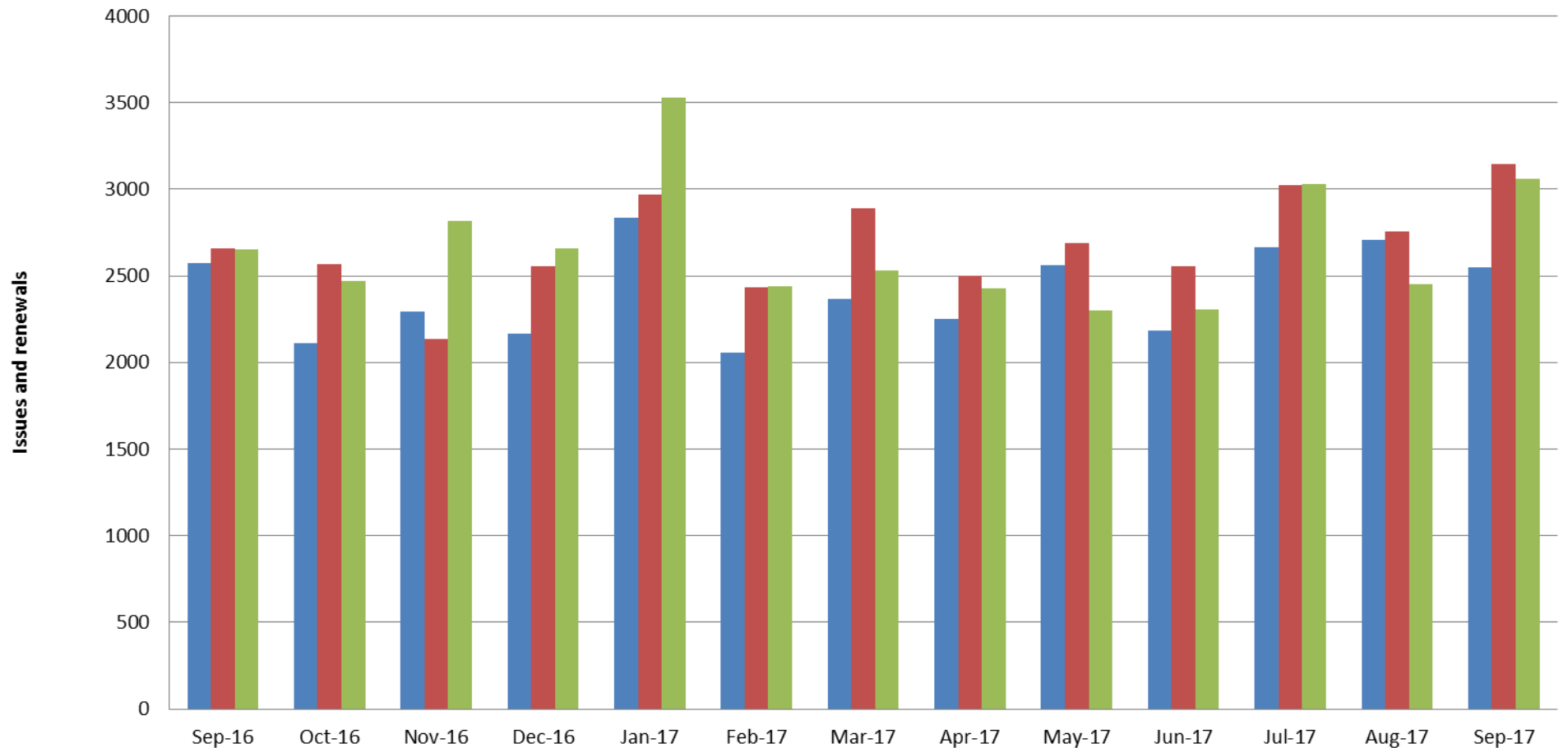
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



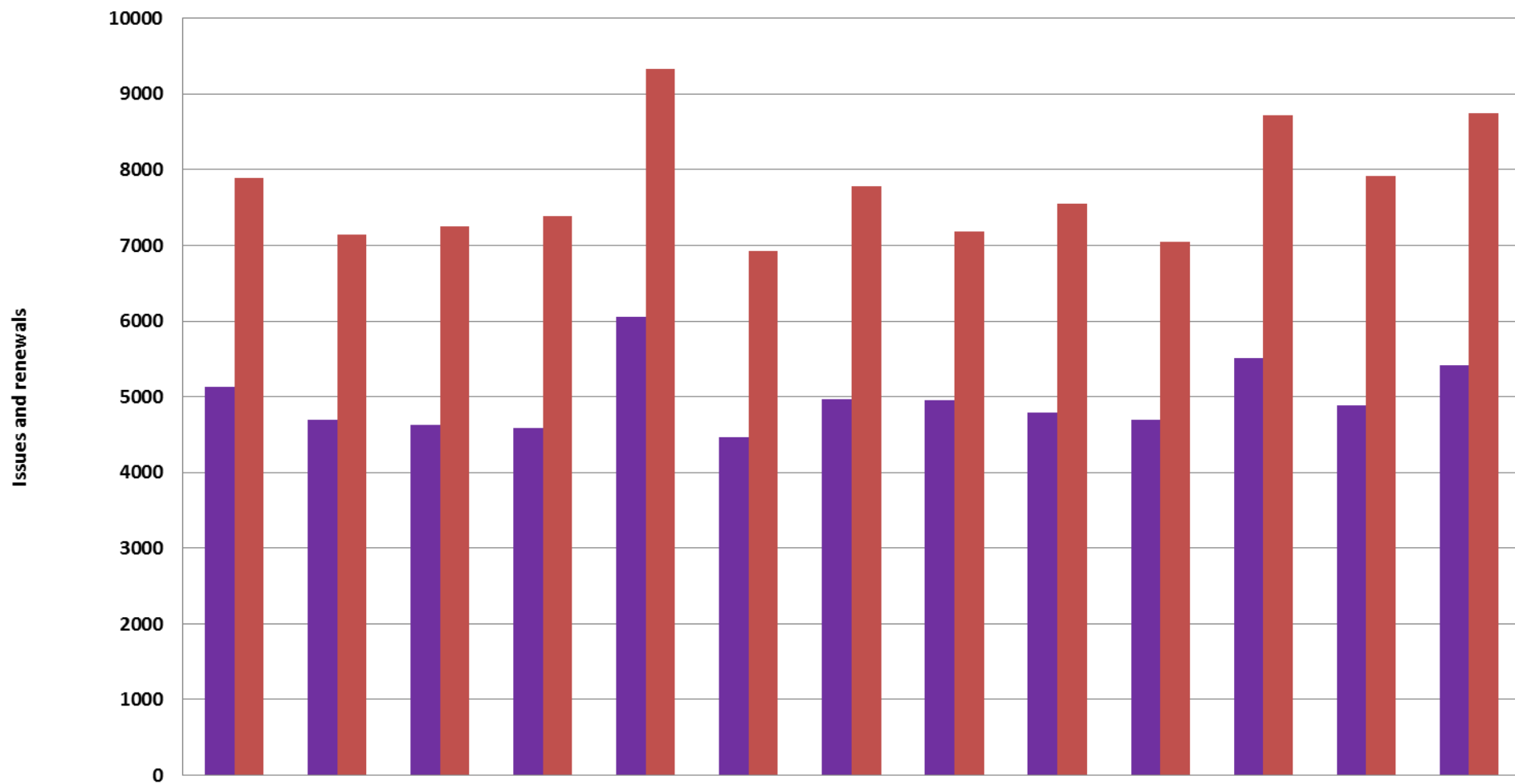
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to September 2017



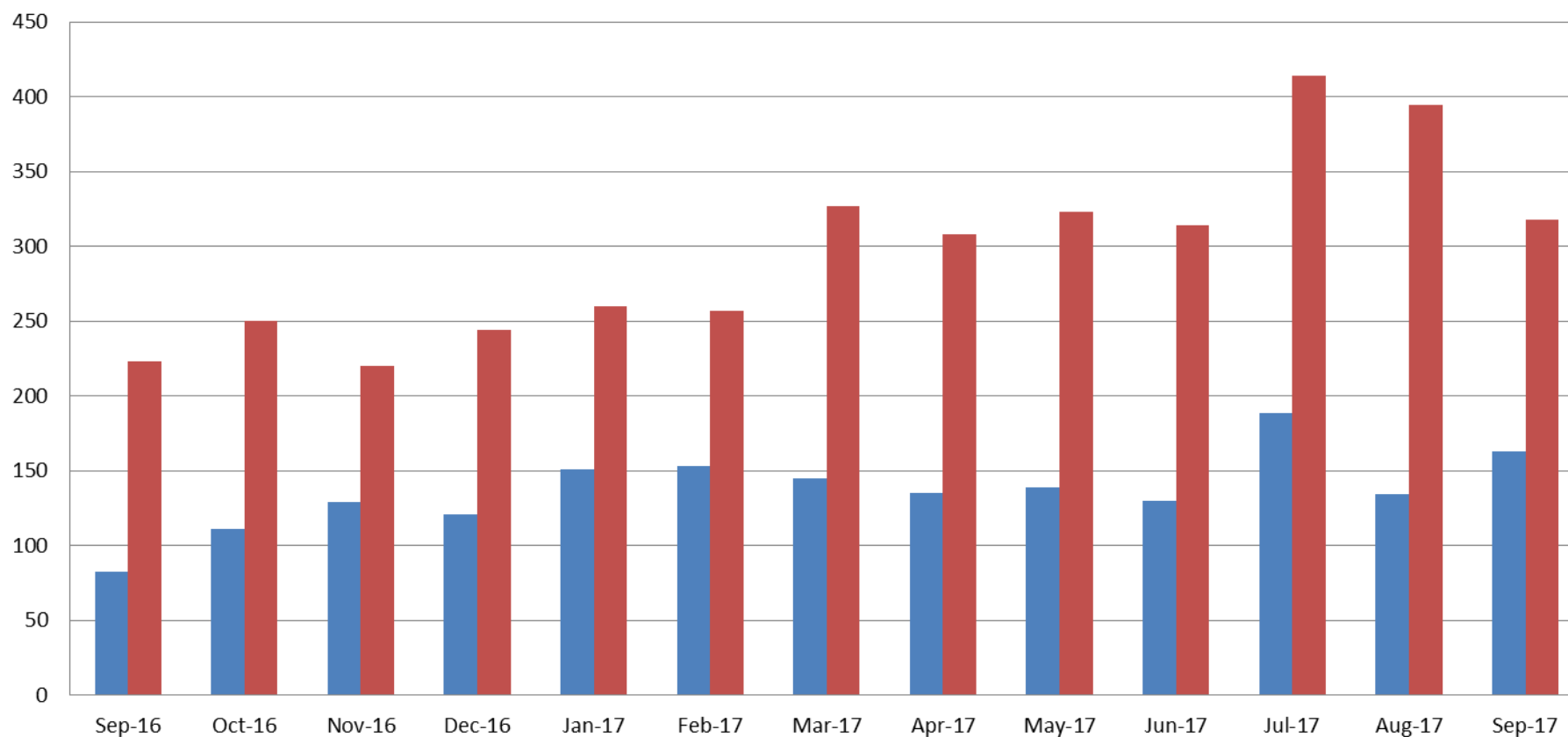
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
■ Featherston	2574	2113	2296	2167	2836	2057	2369	2254	2563	2186	2663	2707	2550
■ Greytown	2659	2567	2136	2556	2967	2432	2888	2503	2687	2558	3023	2756	3143
■ Martinborough	2654	2467	2819	2661	3526	2442	2529	2427	2302	2306	3027	2451	3058

Wairarapa Library Service - issues and renewals to September 2017



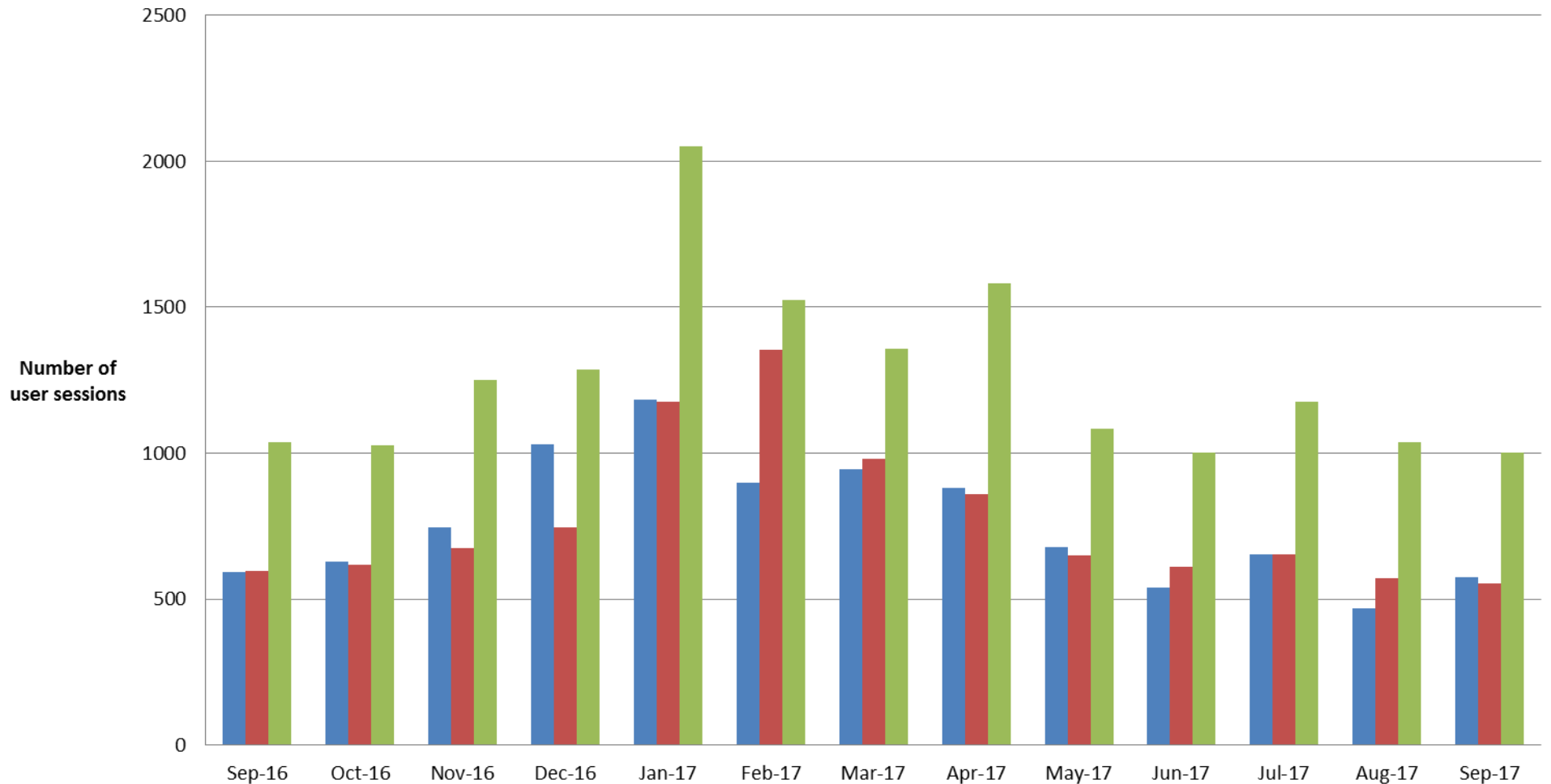
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Carterton	5126	4698	4629	4586	6051	4468	4972	4951	4794	4694	5505	4887	5422
South Wairarapa	7887	7147	7251	7384	9329	6931	7786	7184	7552	7050	8713	7914	8751

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



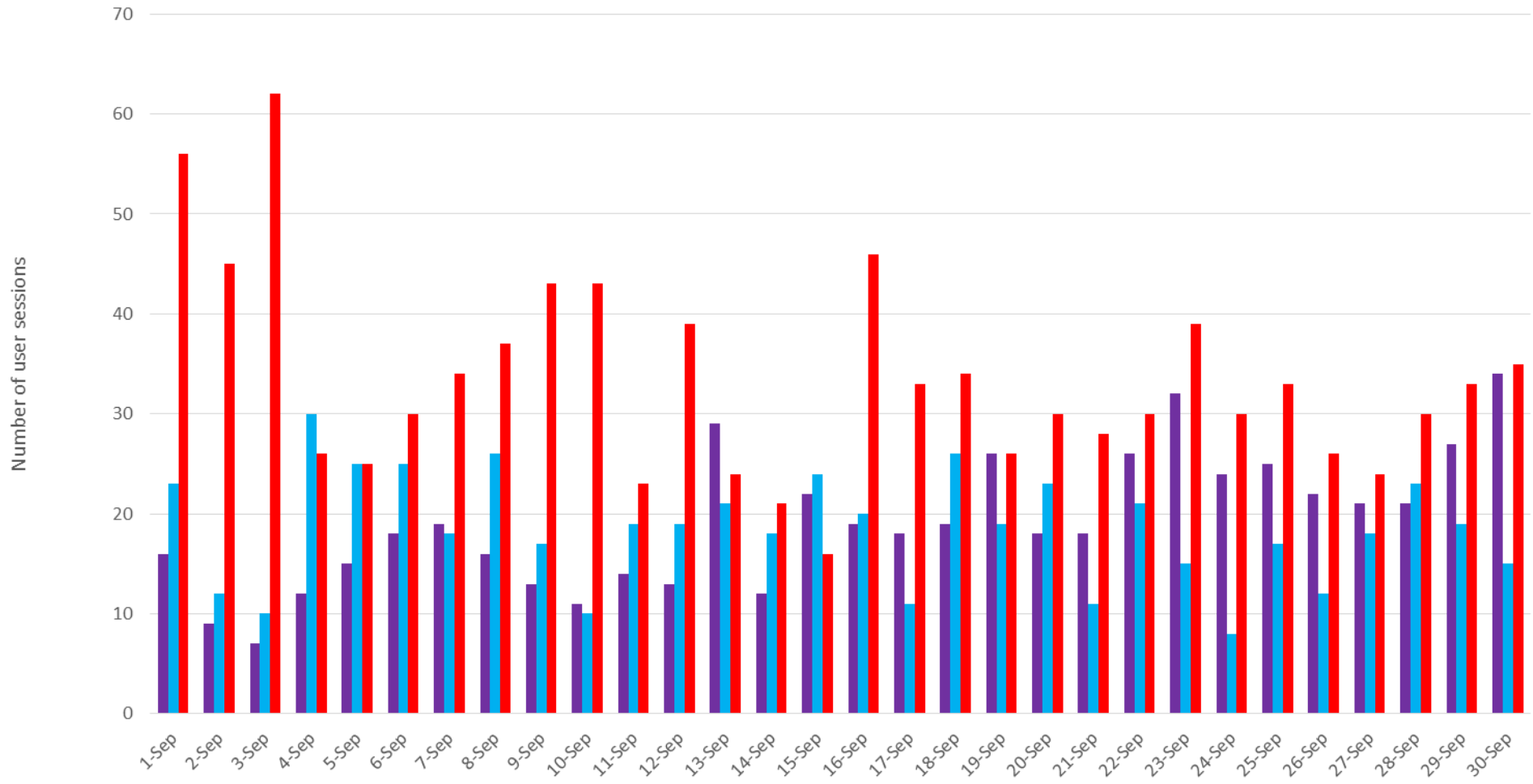
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
■ Audiobooks	82	111	129	121	151	153	145	135	139	130	188	134	163
■ E-books	223	250	220	244	260	257	327	308	323	314	414	394	318

APNK Wi-fi user sessions to September 2017



	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Featherston	593	628	745	1030	1183	900	945	882	678	540	655	469	576
Greytown	597	617	675	745	1177	1354	979	861	650	610	653	572	555
Martinborough	1036	1026	1251	1288	2050	1524	1356	1581	1085	1003	1177	1036	1001

Library wifi user sessions September 2017



	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	7-Sep	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep	29-Sep	30-Sep
■ Featherston	16	9	7	12	15	18	19	16	13	11	14	13	29	12	22	19	18	19	26	18	18	26	32	24	25	22	21	21	27	34
■ Greytown	23	12	10	30	25	25	18	26	17	10	19	19	21	18	24	20	11	26	19	23	11	21	15	8	17	12	18	23	19	15
■ Martinborough	56	45	62	26	25	30	34	37	43	43	23	39	24	21	16	46	33	34	26	30	28	30	39	30	33	26	24	30	33	35