

SOUTH WAIRARAPA DISTRICT COUNCIL

26 AUGUST 2015

AGENDA ITEM D2

INFRASTRUCTURE AND SERVICES GROUP 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

Attendance at the RCA (Road Controlling Authority) quarterly meeting covered the "smart investments" initiatives and the national Land Transport Plan. A unified Auckland and road efficiency case studies were also linked back to the NLTP.

While non roading issues such as the new Wellington Water Amalgamation was discussed and its benefits, it was done in a collaborative framework. This links to the discussions on Tararua Roading alliance as well as the new combined Manawatu roading contract.

To add to this context Paul Crimp and myself met with NZTA. Amongst discussions on the possibilities for the SPR (Cape Palliser Road) in the future for funding the possibilities of a single Road Controlling Authority for the Wairarapa was also discussed.

The reseals contract is being let early in the year. This is an excellent strategy to receive the best prices as well as to get the work done earlier in the year. The focus by Tim Langley to go to the market early and look at decreasing costs is producing some excellent initiatives such as a three year two council contract for footpaths. This will decrease administration and costs of going to the market but also supply continuity of work to the contractor giving better prices to council.

The reporting processes and amendment of the NCS and CEM systems to make reporting against the new measures in the LTP from the DIA seamless from our databases. The focus is to not only report accurately and regularly

but also with the least internal effort and cost as possible thus decreasing compliance costs across the board.

This approach to decreasing reporting and compliance costs is also being taken with our consents where the use of existing systems are being documented to be used within the condition of consents and management plans mirroring the operational plans.

2. Water supply

SERVICE LEVEL – Council provides reliable and safe drinking water supplies. Water provided is safe to drink and there is adequate water for urban firefighting.

2.1 Key Performance Indicators

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt				
Compliance with resource consent conditions/water permit conditions to “mainly complying” or better	95%				
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%				
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%				
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0	0	0	
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	1 0.25 per1000 connections	1	1	1
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	1 0.25 per1000 connections	1	1	1
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	1 0.25 per1000 connections	1	1	1
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	2	2	2	2
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	2	2
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	0	0	0	0
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	0	0	0	0
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%				
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%				

2.2 Services

2.2.1. Water supply capital improvements Featherston

Stage one works are expected to commence in late August/September.

2.3 Water treatment plants

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

2.4 Water reticulation

There were 16 reticulation repairs reported and rectified during the period. No water complaints were received during the period.

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by council contractors, City Care Ltd, to maintain satisfactory flows. There were no reported accounts for blockage clearing or no water flow for the Moroa and Longwood network over the period.

3. Waste water

SERVICE LEVEL – Council provides waste water services that effectively collect and dispose of waste water. Waste water does not create any smells, spill or health issues and causes minimal impact on the natural environment.

3.1 Key Performance Indicators

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Number of blockages per 1000 connections	<10				
Ratepayers and residents satisfaction with waste water services	70%				
Number of dry weather sewerage overflows per 1000 connections	<10				
Attendance time: from notification to arrival on site	< 1 Hr	5	5	8	8
Resolution time: from notification to resolution of fault	< 4 Hrs	6	6	8	8
% of resource consent conditions complied with to mainly complying or better*	90%				
No. of abatement notices	<2				
No. of infringement notices	0				
No. of enforcement notices	0				
No. of convictions	0				
No. of complaints per 1000 connections received about sewage odour	< 15	2	2	2	2
		0.5 per 1000 connections			
No. of complaints per 1000 connections received about sewage systems faults	< 15	0	0	0	0
No. of complaints per 1000 connections received about sewage system blockages	< 15	6	6	6	6
		1.5 per 1000 connections			
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%	100%	8	8	8

3.2 Resource consent acquisition progress report

GWRC visited the Martinborough ponds as per the Commissioners request on Friday 14 August. This is one of the two final actions for the consent asked for by the Commissioners. The second issues, that of "management plans" has been reviewed and comments given back to GWRC. As mentioned above, the management plans will mirror the plans in development now, thus having one document and reporting against the measures currently reported in the contract operationally. This also puts City Care in the process and having some "skin in the game".

The evidence from officers has been completed on the Greytown consent and the date of hearing has been delayed till after the Martinborough consent is finalised. This will allow the management plans developed to be rolled direct to the Greytown consent as per the Commissioners wishes and will also save more time in hearings.

3.3 Waste water treatment plants

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

Greytown plant however has required remedial attention due to very low dissolved oxygen levels with odour complaints being received regularly over the last fortnight. Residents were advised, by way of circular on the 7 July, regarding the situation and Councils efforts to remedy the situation.

The pond has been overloaded with a new waste stream. The waste stream was identified and discontinued in early July. The primary pond at the plant is still quite anoxic (depleted in oxygen) and work continues to re- balance this pond. Intermittent odour issues are still being reported to us.

3.4 Waste water reticulation

There was 1 pipeline blockage reported during the period.

4. Storm water drainage

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

4.1 Key Performance Indicators

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	54%				
% 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	3	0	0	0	0

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
to personnel reaching site in hrs)					
No. of complaints about stormwater per 1000 properties connected	0	0	0	0	0

All systems operated routinely and within available capacity during the period. Some systems were temporarily overloaded in Featherston and Greytown during period of heavy rainfall mid-June.

5. Solid waste management

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

5.1 Key Performance Indicators

SOLID WASTE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Number of communities with recycling centres	6				
Volume of waste disposed out of district	Decreasing by 2.5%				
% of ratepayers and residents satisfied with the level of service	80%				

5.2 Waste management

Routine services have been delivered successfully over the period.

Information brochures have been finalised for our domestic and commercial customers across the district and are being distributed now and over the next few weeks.

Unfortunately delay in the delivery of these brochures resulted in some ratepayers missing advanced notice of the kerbside inorganic collection scheduled for the first week in August.

5.2.1. Kerbside recycling bins

When the revamped kerbside collection commenced in 2011 customers, entitled to a collection, were issued two free bins. Since then regular requests have been made for replacement bins and the usual practice has been to charge \$17.50 each for the new bins.

In some cases customers are advising that their bins have been "stolen" and feel disadvantaged when asked to pay for the cost of replacement bins.

Officers recommend that if customers can provide evidence in the form of a written complaint advice from the Police or similar that bin can be re-issued at no cost to the customer.

6. Land transport

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

6.1 Key Performance Indicators

LAND TRANSPORT KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Using the RAMM measurement system, average smooth travel exposure on urban roads to be 85% and rural roads 95% with maximum variation of 5%	95%				
Ratepayers and residents fairly/very satisfied with the roads	78				
5% of sealed roads are resealed each year subject to availability of NZTA subsidy	100%				
The pavement condition index as measured by the NZTA pavement integrity index	95%				
The number of crashes causing injuries is reduced	Group and control average				
The number of fatalities and serious injury crashes on the local road network	<7				
Ratepayers and residents are satisfied with footpaths in the district	68%				
Availability of footpaths on at least one side of the road down the whole street	87%				
Footpath Condition rating 95% compliant with SWDC AMP Standard	95%				
The % of customer service requests relating to roads and footpaths responded to within 48 hours	95%	14 100%	14	14	14
Meet annual plan footpath targets	Yes				

Roading maintenance – Fulton Hogan

Works have continued on the reinstatement of the carriageway on Cape Palliser Road in the vicinity of the DOC station. The carriageway is back to two lanes with a sacrificial gravel surface until the high seas abate at the end of spring. Works to date have acted positively to high seas.

During July 197.78 kms of unsealed roads were graded and 679 m³ of maintenance aggregate was placed on the unsealed roads.

Culverts were replaced on Ruakokoputuna Road, Range Road and Western Lake Road. A gabion basket headwall was replaced on Waiohine Road due to a collapsed structure.



Waiohine Road culvert before and after photos

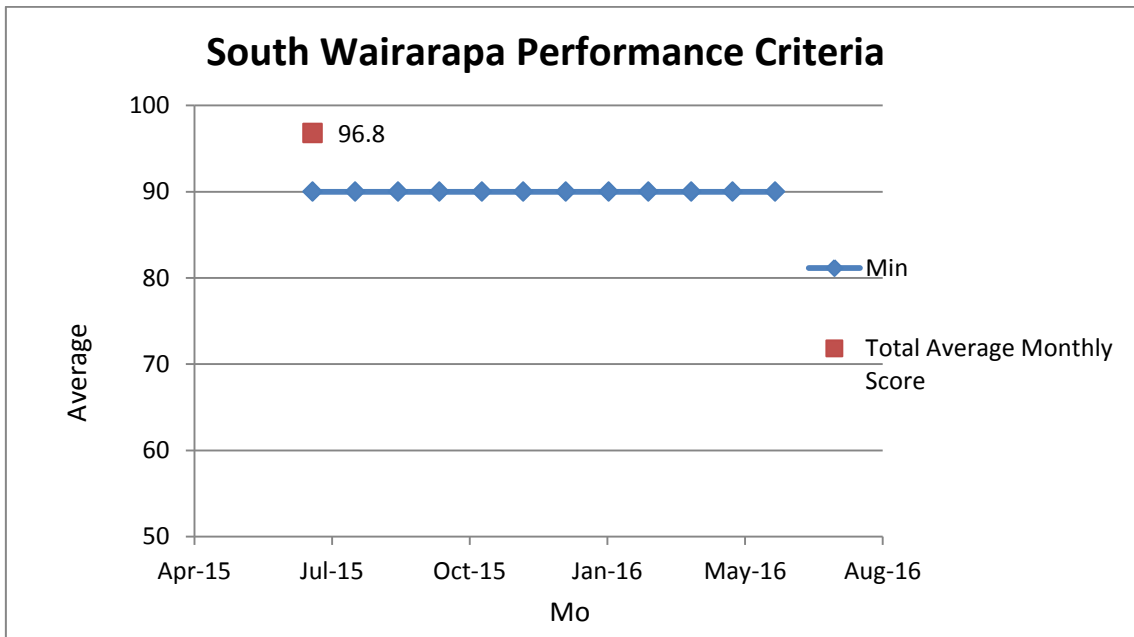
Approximately 18.9 kms of overhanging was cut back on rural roads, this has been completed early in the year, allowing for the spring growth to cover up the effects of mulching of branches.

Georges Road has been sealed.





Fulton Hogan’s monthly audit and cyclic activities is done on a monthly basis and their performance for the second financial year is charted below.



7. Amenities

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

7.1 Key Performance Indicators

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2015/16	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	94%				
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 rotunda in Cherry Tree Park has had a bit of a spruce-up and the guttering has been repaired.

A clean-up of the area around the railway tracks at the Fitzherbert Street level crossing is planned. The area was planted by an earlier incarnation of the Featherston Beautification Group, but hasn't had much maintenance of late and is getting a bit out of hand. City Care staff may need training and permits from KiwiRail to access the area. City Care will also be doing a tidy up of the berm garden on Daniell Street by the supermarket, along with some new plantings.

Officers and City Care staff have met with the Featherston Beautification Group to identify the locations where the group wants to plant trees on Fitzherbert Street. The list will be checked against underground services and also NZTA requirements before any planting takes place.

A new Licence to Occupy has been executed with the Featherston Rugby Football Club.

7.2.2. Greytown

The picnic table in Arbor Reserve was mysteriously knocked off its base. It has now been repaired.

For Arbor Day 2015, City Care staff prepared the western side of the SH2 southern entrance into Greytown for a tree-planting event with various elected members. Because of the location, City Care took a number of precautions to ensure the health and safety of those involved. Other plantings included a lime tree at Soldiers' Memorial Park (to bring the numbers back up to the symbolic 117) and a kowhai in Stella Bull park to replace the *robinia* which had been removed due to storm damage.

A meeting of the Soldiers' Memorial Park Pavilion Committee was held on 28 July. A new structure for the committee has been agreed with help from the Greytown Sport and Leisure Society.

7.2.3. Soldiers' Memorial Park

A few tree branches got broken at Huangarua Park in high winds. A resident nearby brought this to our attention and the City Care team did a quick check for hangers and removed the broken branches. The resident was quick to call back to compliment the team on their great job.

The skate park will be getting water-blasted and painted when weather permits.

7.2.4. General

The National Beekeepers Association (NBA) has challenged councils around New Zealand to identify and create "bee-friendly" places for Bee Awareness Month in September. Two or three spots have been identified in each town, and the NBA will be contributing wild-flower seed for planting. Community Boards have been invited to consider holding bee-related events in September.

New Civil Aviation rules which came into force on 1 August require operators of model aeroplanes, drones, quadcopters etc to obtain property owners' permission before flying over their property. In fact, the Consolidated Bylaw: Public Places had always required this for model aeroplanes, but this obviously is not well known. Officers have started receiving requests from drone operators for permission to fly over SWDC's parks and reserves, and these are being dealt with on a case-by-case basis. An information paper has been prepared for the next Infrastructure and Planning Working party meeting, and a policy and guidelines will be developed.

7.3 Properties

7.3.1. Featherston

Work on the Anzac Hall continues despite the unfriendly weather, with the first layers of paint appearing on the exterior in the new colour scheme. Rotten and damaged weatherboards are being removed and replaced, as are some of the windows.

There have been several incidents of fuses “blowing” during events at the Anzac Hall. We believe this to have been caused by the fuses at the power pole, and have now had these upgraded. Electricians have checked the circuits in the hall to ensure the electrical load is balanced. We are not expecting any further problems.

7.4 Community housing

There are five applicants on the waitlist for Martinborough, three for Greytown and five for Featherston.

New tenants have moved into the vacant flat in the Cecily Martin Flats, Martinborough and are settling in well. They are keen gardeners and should fit in well with the other gardening enthusiasts at the Martinborough flats.

NZ Post has removed a number of post boxes, including the one on Naples Street outside Cicely Martin flats. A correspondent to the *Martinborough Star* pointed out the NZ Post’s contractors had done a pretty poor removal job and left a big lump of concrete to trip over in the berm, so we have gone in and removed the concrete, levelled the ground and sown new grass seed.

7.5 Cemeteries

Enquiries and the purchasing of plots continued in July, with people making future plans on where they wish to be buried.

7.5.1. Featherston

There were two burials in July.

7.5.2. Greytown

There were five burials in July.

During July there were incidents of rubbish dumping and cars doing “wheelies” in the cemetery. We are getting pricing to install gates at the SH2 entrance. A headstone was also knocked off its base – this is in a location where vehicles have obviously been cutting a corner, so we have installed a bollard to prevent this in future. The headstone has been reinstated.

7.5.3. Martinborough

There was one ashes interment in July.

A new grazing licence has been executed for the Martinborough cemetery paddock.

7.6 Libraries

The south Wairarapa libraries will be joining other public libraries around New Zealand in a time-logging exercise in late August/early September. The government’s Better Public Services Result Area 10 : *New Zealanders can complete their transactions with the Government easily in a digital environment* has had a major impact on public libraries. The provision of free computers and internet access at the libraries means that those who don’t have internet access at home are using library computers, and for

many, support from library staff is needed to upskill them and help them navigate online forms and processes. The four-week time-logging study will quantify the amount of staff time spent assisting people in this way, and will be used by the Association of Public Library Managers in engaging with the Department of Internal Affairs about the issue.

8. Civil defence and emergency management

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

8.1 Key Performance Indicators

CIVIL DEFENCE AND EMERGENCY MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Ratepayers and residents prepared for an emergency	75%				
Regional Civil Defence Emergency Annual Plan achieved.	Yes				

8.2 Wellington Regional Emergency Management Office (WREMO)

8.2.1. Update

The Emergency Operations Centre equipment upgrade is complete. The big ticket items include: a projector and screen, satellite internet backup and a printer.

Met with neighbouring CD Groups on 11 August from Tararua District Council and Horizons Regional Council – good networking opportunity and chance to compare and improve processes.

EOC staff training – There are three more modules to complete the 2015 syllabus, with the November 2 hour exercise to consolidate the students learnings.

9. Appendices

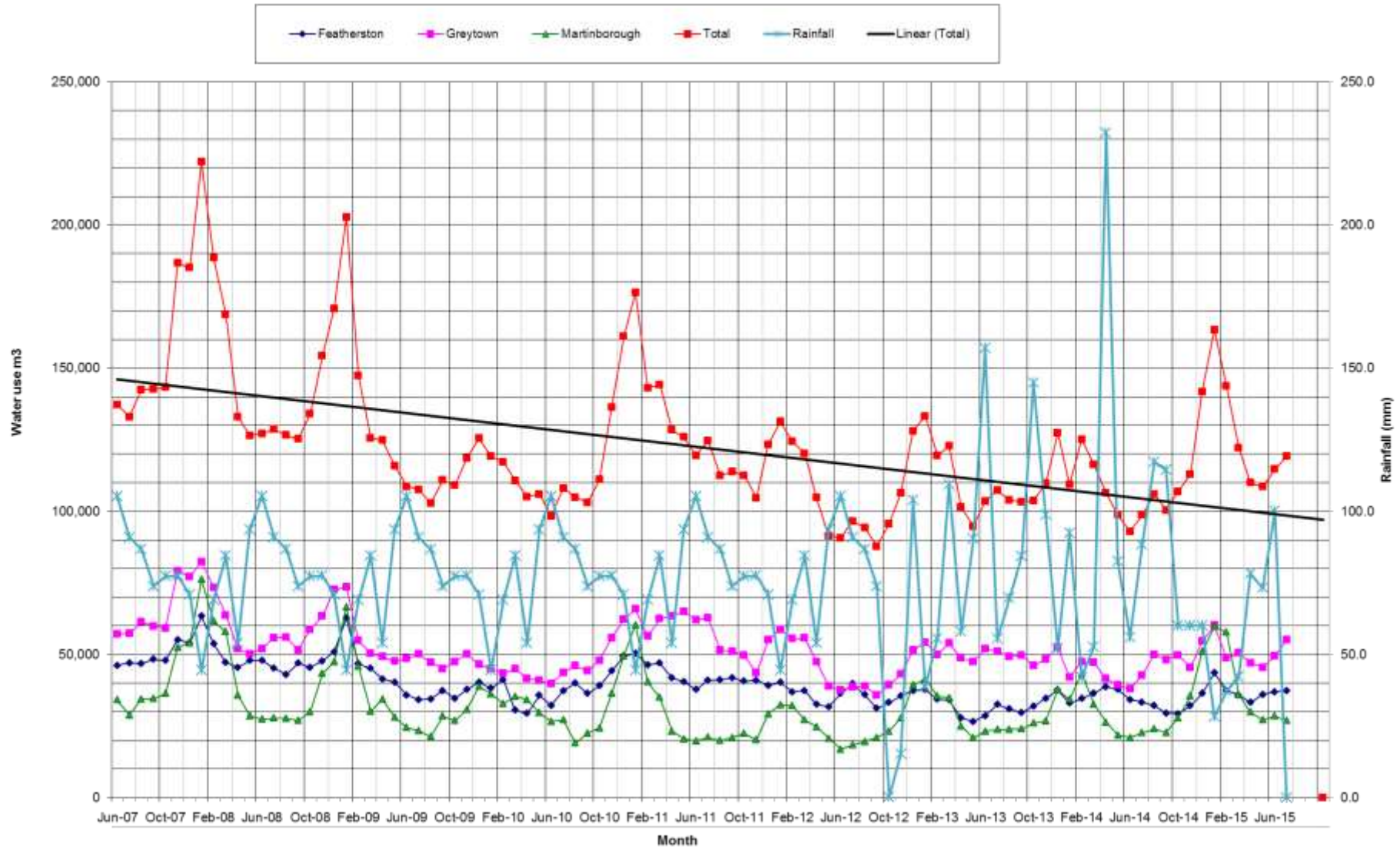
- Appendix 1 Monthly water usage
- Appendix 2 Waste exported to Bonny Glen
- Appendix 3 Library statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Reviewed by: Paul Crimp, Chief Executive Officer

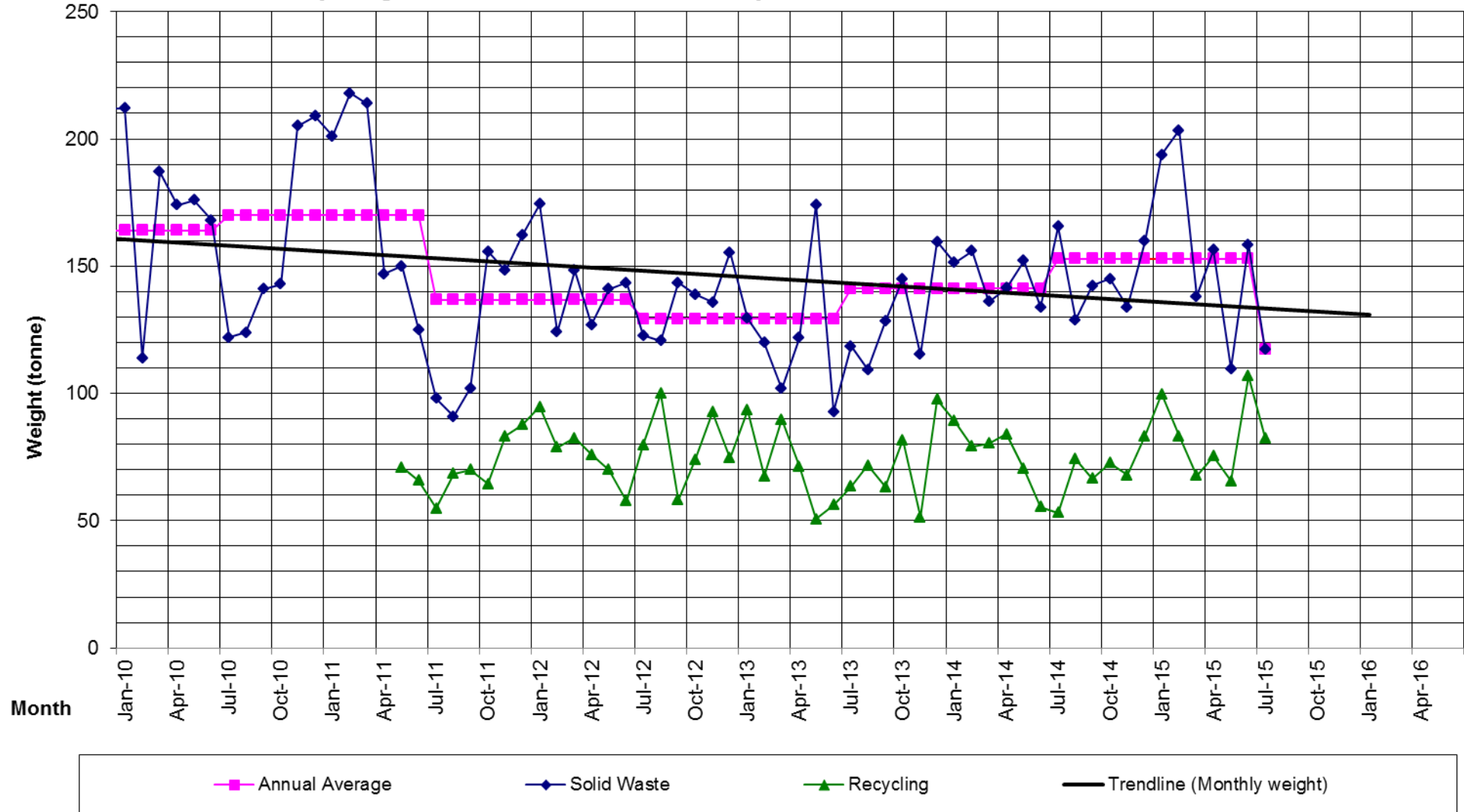
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



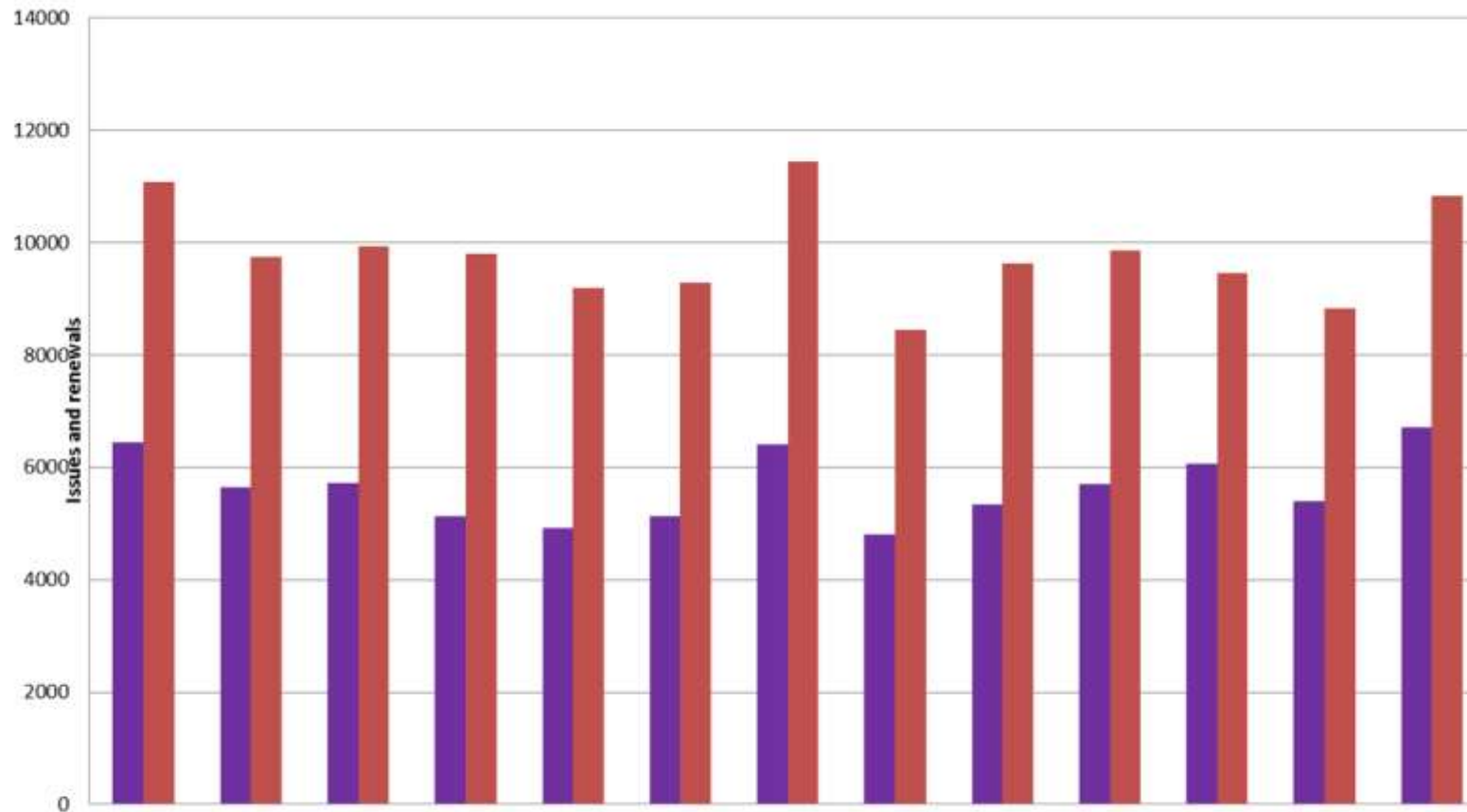
Appendix 2 - Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



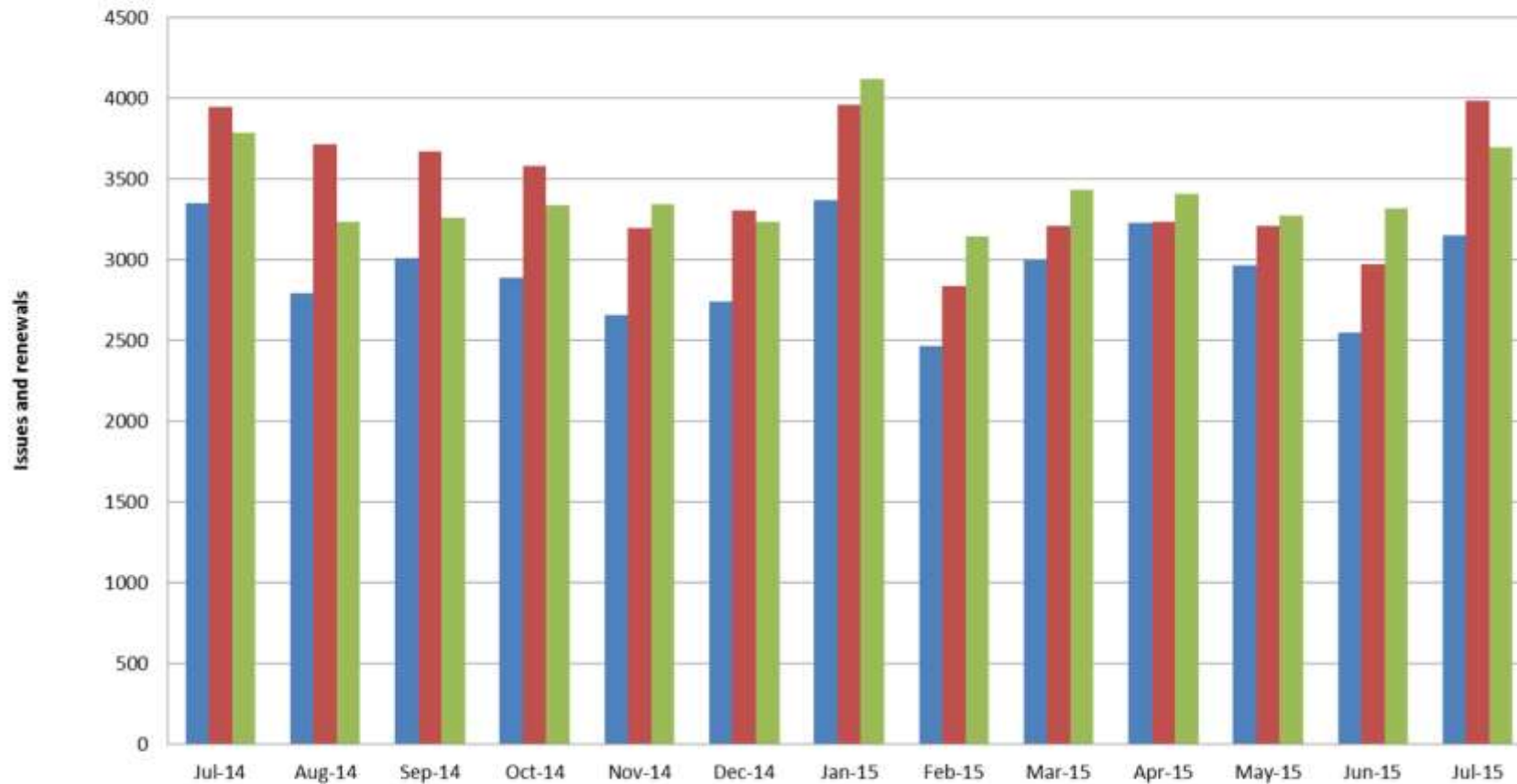
Appendix 3 - Library Statistics

Wairarapa Library Service - issues and renewals to July 2015



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
■ Carterton	6451	5643	5720	5129	4921	5122	6406	4810	5341	5702	6063	5396	6702
■ South Wairarapa	11084	9749	9942	9808	9197	9279	11443	8442	9631	9865	9451	8836	10832

South Wairarapa libraries - issues and renewals to July 2015



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
■ Featherston	3351	2795	3013	2890	2657	2741	3368	2466	2994	3227	2963	2548	3152
■ Greytown	3949	3717	3669	3583	3195	3302	3958	2834	3206	3233	3212	2971	3985
■ Martinborough	3784	3237	3260	3335	3345	3236	4117	3142	3431	3405	3276	3317	3695