# SOUTH WAIRARAPA DISTRICT COUNCIL

# 26 OCTOBER 2016

# 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

The month has been primarily involved around Audit NZ and the annual reporting. While there were landmark events such as 'Breaking Ground' on the Waihenga Centre and the Featherston Town Square opening, officers were predominantly involved in the preparation for and audit of the Annual Report and Key Performance Indicator's (KPIs).

There have been developments within the land transport area with the review of communication tools to be used internally and outward facing to residents. This is to better inform them and staff off issues in real time. This is also associated with the purchase of a Drone to be used over the contracts. This will be a valued asset in the event of slips or when roads are closed.

Officers have also had a variety of other initiatives come forward. These range from the possible development of a regional mountain bike strategy, the use of electric vehicles, and implementation of fibre optic connectivity to name a few.

While the day to day issues of potholes and rubbish pick-ups combined with the audit process has dominated the last 6 weeks, progress is still being made on the waste water consents, new water supply, coastal protection and other major projects.

# 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	СОМР	LAINTS	INCI	DENTS
		SEPTEMBER	YTD	SEPTEMBER	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 connections (0 complaint)	0 per1000 connections (0 complaint)	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0 per1000 connections (0 complaint)	0.25 per1000 connections (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 connections (0 complaint)	1.27 per1000 connections (5 complaint)	0	5
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.25 per1000 connections (1 complaint)	2.04 per1000 connections (8 complaint)	1	8
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0 per1000 connections (0 complaint)	0.75 per1000 connections (2 complaint)	0	3
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	(1/2) 50%	-	2	21
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	(2/2) 100%	-	2	21
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	(16/19) (84%)	-	19	82
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	(16/19) (84%)	-	19	82
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

#### 2.2.1. Water supply capital improvements Featherston

With the Woodside bore-field now in operation, the focus is to complete the plant extension and the extra treatment fit-out. As reported earlier this is expected to be completed before Christmas. Building extension work has commenced with the floor slab poured and walls being constructed. The purpose of the upgrade is to provide infrastructure capable of meeting the New Zealand Drinking Water Standards.

#### 2.3 Water treatment plants

The Waiohine and Martinborough plants operated routinely over the period.

#### 2.4 Water reticulation

There were 10 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 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 2015/16	СОМР	LAINTS	INCI	DENTS
		SEPTEMBER	YTD	SEPTEMBER	YTD
Number of blockages per 1000 connections	<10	1.24 per1000 (5 complaint)	4.23 per1000 (17 complaint)	1.24 per1000 (5 complaint)	4.23 per1000 (17 complaint)
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 per 1000 connections
				(0 overflow)	(0 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	4/5 (80%)	20
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	5/5 (100%)	20
% 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	0.5 per 1000 connections (2 complaint)	0	0.5 per 1000 connections (2 complaint)
No. of complaints per 1000 connections received about sewage systems faults	< 15	0	0.2 per 1000 connections (1 complaint)	0	0.2 per 1000 connections (1 complaint)

WASTE WATER Key Performance Indicators	Target 2015/16	COMPLAINTS		INCIDENTS	
		SEPTEMBER	YTD	SEPTEMBER	YTD
No. of complaints per 1000 connections received about sewage system blockages	< 15	1.24 per1000 (5 complaint)	4.23 per1000 (17 complaint)	1.24 per1000 (5 complaint)	4.23 per1000 (17 complaint)
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	5/5 100%	-	5/5 (100%)	90% (18/20)

#### 3.2 Waste water treatment plants

#### 3.2.1. Capital and consents

1. Featherston waste water consent application

As reported to the Infrastructure and Planning Working Party meeting on 7 September:

Lodgement date for the application was 31 August. Unfortunately our team has been unable to complete the application to a point where we could lodge with confidence that a 35 year consent term was going to be acceptable to the Commissioners.

We haven't been able to complete the report that would confirm the improvement plan around transitioning to land over time would be acceptable to the provisions of the RMA as far as adverse effects on the environment is concerned.

In order to do this, additional ecological study is needed in Donald's Creek (where it is planned to discharge over winter only at Stages 1A,1B and 2A plus 2B in emergencies) to confirm whether or not we can do this or some other improvement plan needs to be devised.

Officers have met with GWRC since and it was agreed additional time be given to complete the application. No timeline has been offered up as yet but it is expected to have the additional study and reporting required completed by the end of October, with the full application to be lodged before the New Year.

2. <u>Staged improvements at Martinborough and Greytown WWTPs</u> The consents commence with minor improvement at each site (Stages 1A). The new inflow metering is in place and operating for both sites.

Conceptual design work for Stage 1B works has been completed at each site with design work to proceed in the near future. Martinborough already has UV disinfection in place, so council is requesting proposals from experienced irrigation contractors for the adjacent land. The plan is to have the system operating for this summer.

# 3.2.2. Operational

Featherston, Greytown and Martinborough plants operated routinely during the period with no reported issues. Lake Ferry had some high flow issues at the pump stations during the heavy rain period mid-September. The plant coped well, with no breach of consent.

#### 3.2.3. Waste water reticulation

There were 1 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 2015/16	COMPLAINTS		INCII	DENTS
		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 2015/16	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 17% for December	Increased 4.9% 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.

# 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	COMPL	AINTS	INCIE	DENTS
		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	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%	18/24 (75%)	68/91 (75%)	24	91
Meet annual plan footpath targets	Yes				

# 6.2 Roading maintenance – Fulton Hogan

September has been another busy month. A large amount of works were completed including a wet weather event in which a small number of roads were closed and some minor damage occurred.

Fulton Hogan has completed the weed spraying of the road side furniture and storm water drains. The high cut program is complete. There is an unusually large amount of grass growth due to wet weather so the mowing cycle may need to be completed earlier this year.

The "Gluepot" at Tora continues to require maintenance work at regular intervals. Thankfully we have not had as many extreme weather events as last winter, so 3 callouts according to our contractors is quite low in number compared to 2 years ago where there were approximately 15 callouts.



Fig 6.4.2: The "Gluepot" on a good day

# 6.3 Other contracts

# 6.3.1. North Street Lime Footpath: Opus Consultants

The construction of the North Street Lime Footpath is being project managed by Opus Consultants who manage our footpath maintenance contract. Pope and Gray who completed the lime footpath in Oxford Road will be undertaking the physical work.

# 6.3.2. 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 will be completed within this contract along with a small safety project which is an improved vehicle access at the site of the childhood centre in Jellico Street. Opus continues to manage this contract on behalf of SWDC and CDC.

# 6.4 Other activity

# 6.4.1. Shooting Butts Road

Unfortunately a fatality occurred on Shooting Butts Road this month. Our maintenance contractor Fulton Hogan aided police by providing temporary traffic management at the scene. Initial discussions have occurred with police and the serious crash unit investigator. SWDC are providing information as required.

As part of the routine maintenance cycle grading work has since been done in the area which included Shooting Butts Road at the site of the accident.

SWDC will await the coroner's report to see if any safety improvements are recommended.

# 6.4.2. Bridge Repairs

Routine bridge inspections identified a number of bridges in the district that require further investigation by the Consultant Structural Engineer/s. Calibre Consulting undertake these inspections and will continue to work with us to identify any additional physical works required.

The Donald's Creek footbridge has been identified as requiring remedial works these have been designed by Calibre Consulting and are being priced by our maintenance contractor Fulton Hogan. A building consent has been granted for the proposed work.

# 6.4.3. Speed Limits

District Speed limit review is being undertaken by Opus Consulting with initial findings from the Facebook consultation exercise being reported on.

The district schools will be looked at as a separate exercise using internal resources. Initial investigation has begun at each school with the existing layout being noted. Discussions have been had with Wairarapa Safety Council, NZTA and others experienced in road safety regarding what can be done to improve safety around our schools. The next step will be to initiate discussions with district school principals/staff. These discussions will be undertaken with Wairarapa Road Safety Officer/s with input from Community boards.



Fig 6.4.2: Kahutara School approach.

# 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 2015/16	СОМРІ	LAINTS	INCI	DENTS
		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

Featherston Town Square was opened on 1 October 2016 with an official early morning blessing, and a community event later in the day.





The cherry tree garden at the Featherston camp reserve on SH1 was officially renamed Sakura Garden in a ceremony with the visiting Chor Farmer Choir on 12 September 2016. A new sign, which was funded by donations from the choir, was unveiled.



Card Reserve has now been prepared for the athletics season with new linemarking.

# 7.2.2. Greytown

The new interpretive sign for Stella Bull Park has been made and will be erected shortly. The sign gives the history of the park land and the development of the park and orchard.

# 7.2.3. Martinborough

Bee Aware month was celebrated in September with new seeds sown in our bee-friendly wildflower gardens. In Martinborough, the wildflower garden at Centennial Park was extended with the help of children from Martinborough School.





# 7.2.4. Lake Ferry

The reserve at the north end of Lake Ferry town ship is being fenced with bollards and rope to match the fencing around the children's play area. Much of the work has been done by local residents.

# 7.3 Community housing

There have been no changes to the waiting lists for community housing, with five people waiting for flats at Martinborough, two at Greytown and ten at Featherston.

A number of application forms have been sent out to various people making enquiries for SWDC community housing. These are yet to be returned.

Funding from Enable NZ has been approved for modifications to create an accessible bathroom for one of the tenants at Cicely Martin flats in Martinborough. The funding will cover around half the cost of the work, with council funding the remainder. The work is expected to be complete by mid-November 2016.

# 7.4 Cemeteries

#### *7.4.1. Purchases of burial plots/niches 8 September to 12 October* 2016

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

	Greytown	Featherston	Martinborough
Burial	1	1 (reserved plot)	
Ashes in-ground	1 (interred with		
	husband existing		

	plot)		
Ashes wall	1	1	

# 7.5 Property

#### 7.5.1. Featherston

The contract has been let for the storm-water drainage renewal for the Anzac hall, but the work has been deferred until after the hall's centenary celebrations on the weekend of 15-16 October. A commemorative plaque will be unveiled by the Governor-General at the hall on 16 October. The "rock" garden and new flagpoles on the Birdwood Street side of the building will be completed in time for a public ceremony on 15 October.

At Featherston Library, work to make the building wheelchair accessible is almost complete, with just changes to the existing ramp remaining to be finished.

The entrance doors at the Featherston Information Centre have been altered so that it is clearer for people where to come in.

# 7.5.2. Greytown

The management plan for Greytown Town Centre is currently under review and will be reported to council at a later date. The cause of the longstanding problem with the storm-eater gutters on the McMaster Street side of the building has been found, although a permanent solution has yet to be devised.

#### 7.5.3. Martinborough

Martinborough Town Hall, having been decommissioned ready for building work to start, was broken into by young people in the school holidays. Extra fortifications have been added to prevent further incursions.

#### 7.6 Swimming pools

Preparations are under way to ready the pools for the 2016/17 season. The changing sheds at Martinborough have been brightened up with a fresh coat of paint.



# 7.7 Toilets

The new toilets for Ngawi are ready to be installed as soon as the building consent is granted. A solution for the problem with the septic tank at Ngawi

fire station has been developed and priced. Once funding has been confirmed, this will be installed and will mean that the public toilets at the front of the building can be returned to use.

A concrete pad for Portaloos has been installed at Lake Ferry close to the beach. Two Portaloos were put there for the white-baiting season and will remain in place over the summer. The concrete pad has tie-down points so the Portaloos can be anchored against the wind.

# 7.8 Events

#### 7.8.1. Featherston

*Completed events:* <u>Featherston Town Square Opening</u> held 1 October 2016 <u>Sakura Garden Opening</u> held 12 September 2016

Future events:

ANZAC hall Centenary Family Picnic being held on 15 October 2016 (Clifford Square and Featherston Town Square)

<u>Anzac Hall rock garden dedication</u> to be held on 15 October 2016 <u>Anzac Hall centennial official ceremony</u> to be held on 16 October 2016 <u>Ride the Rail (Cross Creek Railway Society Inc)</u> being held every Sunday from the first Sunday in September 2016 through to the last Sunday in April 2017 (Clifford Square, Featherston)

<u>Rimutaka Country Music Group Charity Concert</u> being held on 29 October 2016 (ANZAC Hall)

# 7.8.2. Greytown

*Completed events:* <u>Spring Fair Greytown</u> – 10 September 2016 (Greytown Town Centre and front courtyard)

*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 February, 19 March and 16 April 2017

<u>Hospice Wairarapa Country Christmas Fete</u> – 5 and 6 November 2016 (Greytown Town Centre and front courtyard)

# 7.8.3. Martinborough

*Completed events:* <u>Turf Turning Celebration</u> - 10 October 2016



*Future events:* <u>Guy Fawkes Night 5 November 2016 (Considine Park, Martinborough)</u>

<u>Vegas Wedding Chapel Community Picnic</u> - 23 October 2016 (Martinborough Town Square)

Barrel Race - 19 November 2016 (Martinborough Square - P & K to Wine Makers Services)

Toast Martinborough -20 November 2016. This is the 25<sup>th</sup> year for Toast.



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

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



# 7.9 Libraries

The south Wairarapa libraries completed a busy school holiday period with various programmes, including the Winter Warmers reading programme at all libraries, and the Maths is Fun programme at Greytown Library.

Martinborough Library has a new flag which flies at the Village Café entrance to the building on Kitchener Street. This will make the library easier for visitors to find.



Auckland War Memorial Museum offered the loan of one of their online cenotaph kiosks to coincide with the celebration of the Anzac hall centenary. The kiosks provide access to the online database of all who have served in the New Zealand armed forces. Users can research family and community members – the files for those who served in World War 1 are linked to the Archives New Zealand collection of digitised personnel files. Users can leave a virtual poppy on the cenotaph, and they can also contribute further information about individuals. The kiosk has the facility to digitise artefacts such as photos, letters and medals so that images can be added to the database. By agreement with the Museum, the kiosk is on loan for four months, and will spend a month each at Featherston, Greytown and Carterton libraries and the Wairarapa Archive. It is at Featherston Library until 4 November, before moving on to Greytown.

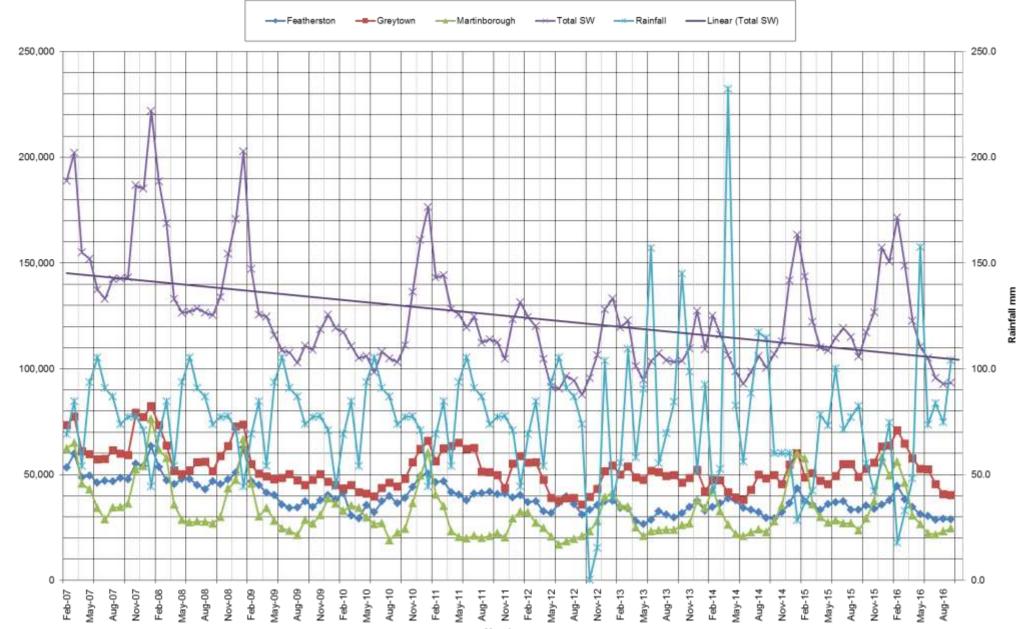


# 8. Appendices

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

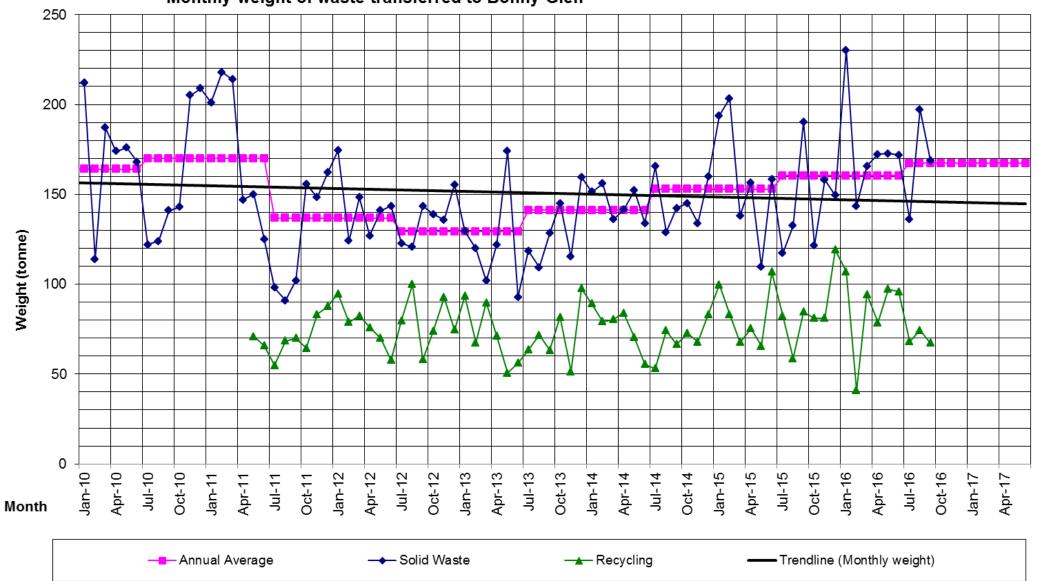
Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

# 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

