

# **SOUTH WAIRARAPA DISTRICT COUNCIL**

**27 JUNE 2018**

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## **AGENDA ITEM D2**

### **INFRASTRUCTURE AND SERVICES REPORT**

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#### **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 last 6 weeks has seen work continuing on the transport efficiency review. This was proposed to come to council in this meeting however with added discussions this will now be discussed at the August meeting. The work has been very thorough, looking at all aspects of delivery of our transport and roading services.

Similarly, there have been discussion in waters with Wellington Water looking at opportunities to increase collaboration across councils. This included storm water consenting, climate change and the findings from Hastings reports. Safeguarding the Wellington Region's Drinking Water Joint Working Group is being formed and in the process of confirming a Memorandum of Understanding and Draft Terms of Reference. This highlights the priority that water safety is now taking nationally and regionally.

On a more localised note, there has been work done individually with the community boards to resolve outstanding actions and be more responsive to the boards.

#### **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	
		MAY	YTD	MAY	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*	FTN: Yes GYT: Yes MTB: Yes		FTN: Yes GYT: Yes MTB: Yes		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	FTN: Yes GYT: Yes MTB: Yes		FTN: Yes GYT: No MTB: Yes		
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	2.56 per 1000 (10 complaints)	1	10
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.51 per 1000 (2 complaints)	4.2 per 1000 (17 complaints)	0	17
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0	1.52 per 1000 (6 complaints)	0	6
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 51mins	0	35
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 3h 31mins	0	35
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	(17/20) 85%	Median Time 18h 48mins	20	349
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	(15/20) 75%	Median Time 26h 35mins	20	349
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%		38.5%		

## 2.2 Water supply capital improvements

### 2.2.1. Featherston water supply

Quotes have been received for an additional bore (approximately \$50k for bore); connection to pipe and pump install will need to be developed. Ongoing discussion with Greater Wellington Regional Council (GWRC) about consent to drill and the consent renewal (existing consent expires December 2019).

Request for proposal being prepared to convert one of the raw water storage ponds adjacent to the water treatment plant, which will give approximately 2 days storage for both Featherston and Greytown.

### 2.2.2. Water reticulation renewal

Stage 3 of the trunk main renewal contract from the railway line to the plant progressing well since the start in late May. Anticipated contract length is 12 weeks.

### 2.3 Water treatment plants

The Martinborough plant operated routinely over the period with some replacement of monitoring equipment. The UV plant controller was upgraded (existing is obsolete) 16 March and commissioned 25 March to provide improved treatment and achieve full bacteriological compliance. The Waiohine plant and Greytown Bore have operated routinely.

### 2.4 Water reticulation

There were 20 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 5 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	
		MAY	YTD	MAY	YTD
Number of blockages per 1000 connections	<10	0.12 per 1000 (1 complaint)	10.18 per 1000 (43 complaint)	3	43
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 (4 overflows)	0.97 per 1000 connections (4 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	2/3 (66%)	Median Time 47min	3	59
Resolution time: from notification to resolution of fault	< 4 Hrs	2/3 (66%)	Median Time 2h 19m	3	59
% 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	0.24 per 1000 (1 complaint)	0.74 per 1000 (3 complaint)	1	3
No. of complaints per 1000 connections received about sewage systems faults	< 15	0	2.68 per 1000 (11 complaint)	0	11

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MAY	YTD	MAY	YTD
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.24 per 1000 (1 complaint)	10.18 per1000 (43 complaint)	3	43
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%	2/3 (66%)	89% (53/59)	3	59

## 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. GWRC notified on 16 May 2018, with an expected hearing in October 2018.

Extension of time was requested and granted, new date for submissions is 12 July. Various objections or alternatives have been suggested and while there is potential for some flexibility within the application the council will still have to discharge to land.

#### Staged improvements at Martinborough and Greytown WWTPs

At Martinborough WWTP irrigation to land last irrigated to land in May. Since then the field has been too wet to irrigate.

At the Greytown site, Water Force NZ has established onsite with ground investigation completed. The contractor is undertaking site preparations to raise the ground level for the irrigation/UV building. The contractor has been delayed with the bridge due to be installed at the end of June.

#### Waite Street, Featherston Renewal

Perkinson Civil was awarded the contract to replace 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 3 pipeline blockages reported during the period, with increased rain increasing flow levels.

## 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 abatement 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 1 storm water blockage 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 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 Zero Waste

- Attended Waste Forum held at Upper Hutt District Council.
- A focus on the importance of safe disposal of e-waste and diverting from landfill by recycling and that we can do better.
- Support for soft plastics; currently supplies far exceeds demand of the end of market products. It was emphasised that it requires commitment from all District Councils to purchase the repurposed

products (suitable for parks and reserves). This would keep this initiative working well.

- Investigating a personal development option through Zero Waste Education programme for training to enhance role to further educate and to be resourced to deliver this programme. This has yet to be approved.
- Attended the Enviroschools joint council Hui. A forum has been formed for council officers in the Wellington region to partake in the future direction of Enviroschools, i.e. extending programme towards years 9-13.
- Held waste minimisation presentations at businesses and community groups, with some of these also we have also run beeswax wraps workshops (Carterton school holiday programme, Te Awhina Cameron Community House, Carterton Kindergarten, Whaiora) to name a few.

### 5.3 Transfer Station

There was an issue during the repairs for the netting at the Martinborough transfer station. The scale of the operation required use for 4 days, so it was shut on the regular Wednesday time. The transfer station operated as expected over the period. The contractor is awaiting the outcomes of the long term plan consultations for planning of services.

## 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**

129km of grading was carried out during May, 96km of the graded length was completed with a tow behind roller. The rolling operation provided a tight smooth surface with less loose material.

1623 m3 of maintenance metal was applied to various unsealed roads.

Signs have been upgraded on Cape Palliser Road.

Rural roads had the autumn mowing cycle completed, along with the chemical control of signs, bridges and water-tables.

All urban sumps were cleaned prior to winter.

An increased cleaning cycle of urban streets was instigated to remove the autumn leaf fall.

Cape Palliser seal extension has commenced with the formation of water-tables, culvert headwalls and aggregate overlay. Works are planned to be completed by end of June 2018.

## **6.3 Other activities**

Higgins Contracting have completed sealed road pavement rehabilitation on the three White Rock road sites and commenced Shooting Butts Road and Cape Palliser Road.

The joint South Wairarapa, Carterton District Council Sealed Pavement Rehabilitation contract has commenced. The 3 sites on White Rock Road have been started first due to the sheltered nature of the sites impacting on the ability to seal a dry surface and logging traffic.

The LED street light upgrade is coming to a completion with Featherston and Greytown complete. Martinborough is 60% complete.



*New LED light installed*

Fulton Hogan have completed this years footpath renewals and in total approximately 1.5 km has been completed.

## 7. Amenities

The Amenities team is responsible for the management of Council's parks, reserves and other amenities. The team looks after 12 parks, 31 reserves, 41 buildings, five sports facilities, four cemeteries, 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:	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

Powerco has advised that the remaining trees along the Underhill Road side of Card Reserve will need to be removed this summer. They are underneath a major 11Kv line and pose a risk to the power supply for a large part of Featherston. The bulk of the costs will be met by Powerco. Officers will be talking to reserve users about the implications and possible future planting.





### 7.3 Community housing

Flat inspections for Cicely Martin and Matthews Flats were carried out in May. All community housing flats are tenanted, except for one at Cicely Martin, which has recently become vacant after a long term tenant left to live with family. This flat is waiting on an asbestos check before minor work is done to prepare it for a new tenant.

### 7.4 Cemeteries

The hedges at both Martinborough cemeteries have been trimmed.

#### 7.4.1. Purchases of burial plots/niches 9 May to 14 June 2018

	Greytown	Featherston	Martinborough
Niche	0	0	0
In-ground ashes Beam	1	0	0
Burial plot	1	1	1
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>

#### **7.4.2. Ashes interments/burials 9 May to 14 June 2018**

	<b>Greytown</b>	<b>Featherston</b>	<b>Martinborough</b>
Burial	2	2	5
Ashes in-ground	1	1	0
Ashes wall	0	0	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>

### **7.5 Events**

#### **7.5.1. Featherston**

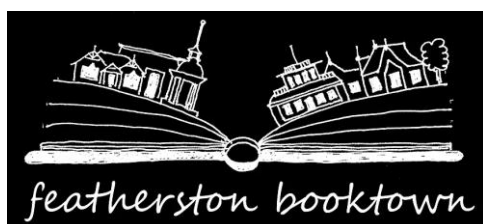
*Completed events:*

**Eb & Sparrow – See Things Album Tour** held Friday, 11 May 2018



**Cross Creek Railway Ride the Rail –Operated during Featherston Booktown** - 11-13 May 2018

**Featherston Booktown 2018** – Friday 11 May to Sunday 13 May 2018



**Darren Watson – Too Many Millionaires LP Release NZ Tour** held on Friday 18 May 2018





*Future events:*

**The Time Travellers Ball** being held on Saturday, 23 June 2018



### **7.5.2. Greytown**

*Completed events:*

**Greytown Kids Cross Country** held on Sunday, 20 May 2018



**Jennian Homes Mother's Day Fun Run/Walk** held on Sunday, 13 May 2018



## **8. Libraries**

The three libraries are preparing for the Winter Warmers reading programme in the upcoming school holidays. Featherston is also offering Maths is Fun these holidays, and Greytown will have it in the October holidays.

Greytown has two girls doing Duke of Edinburgh Award work in the library. The story time for pre-school children and parents has started again at an unusual time of 3.30 on Wednesday afternoon (usually it is a morning event in all three libraries, however this is apparently the time that suits the Greytown parents).

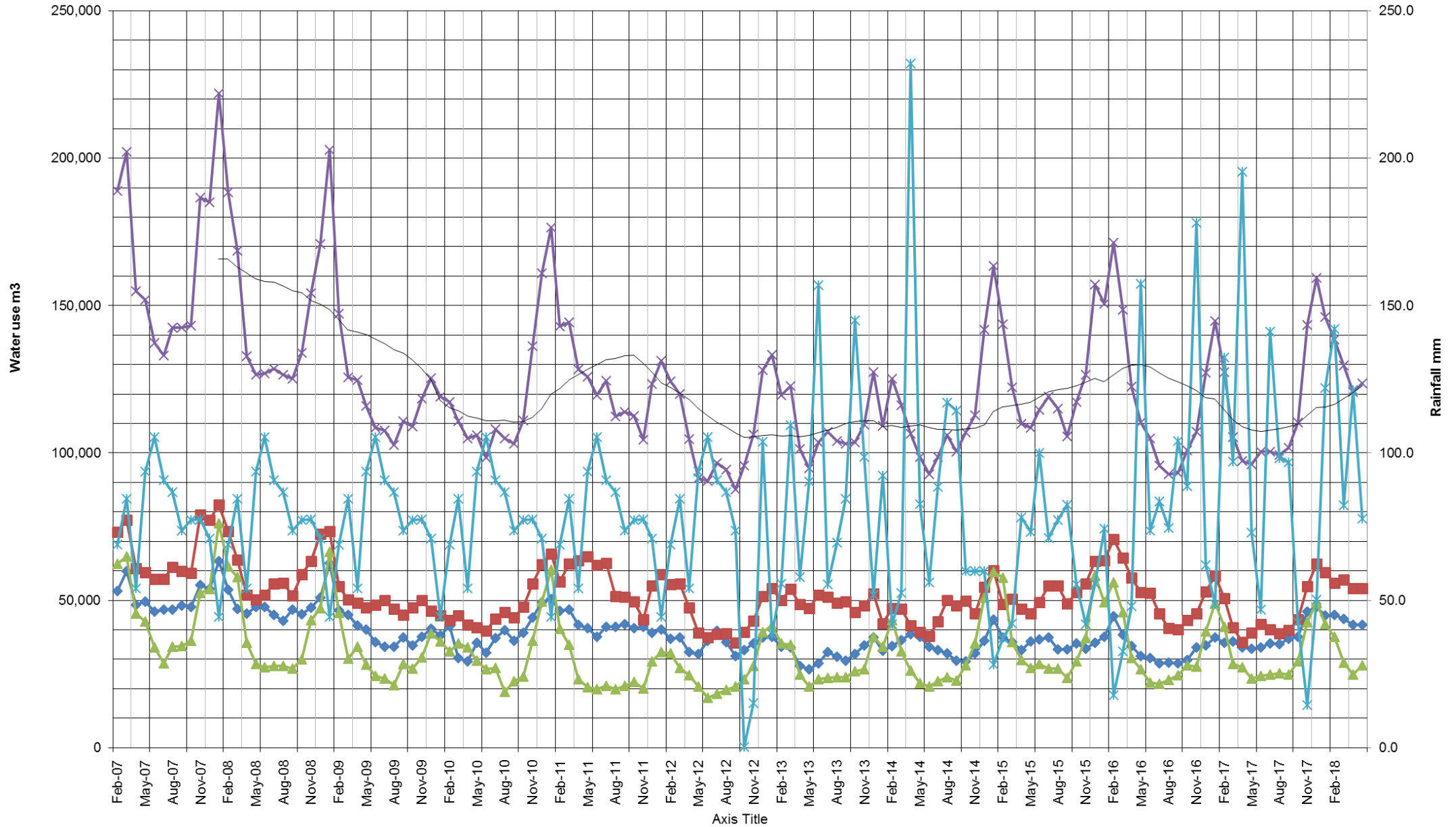
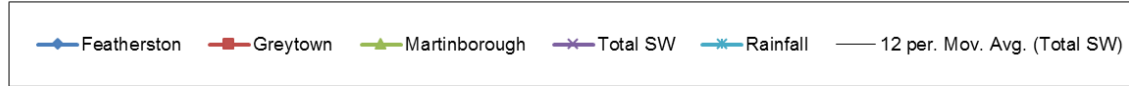
## **9. Appendices**

- 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

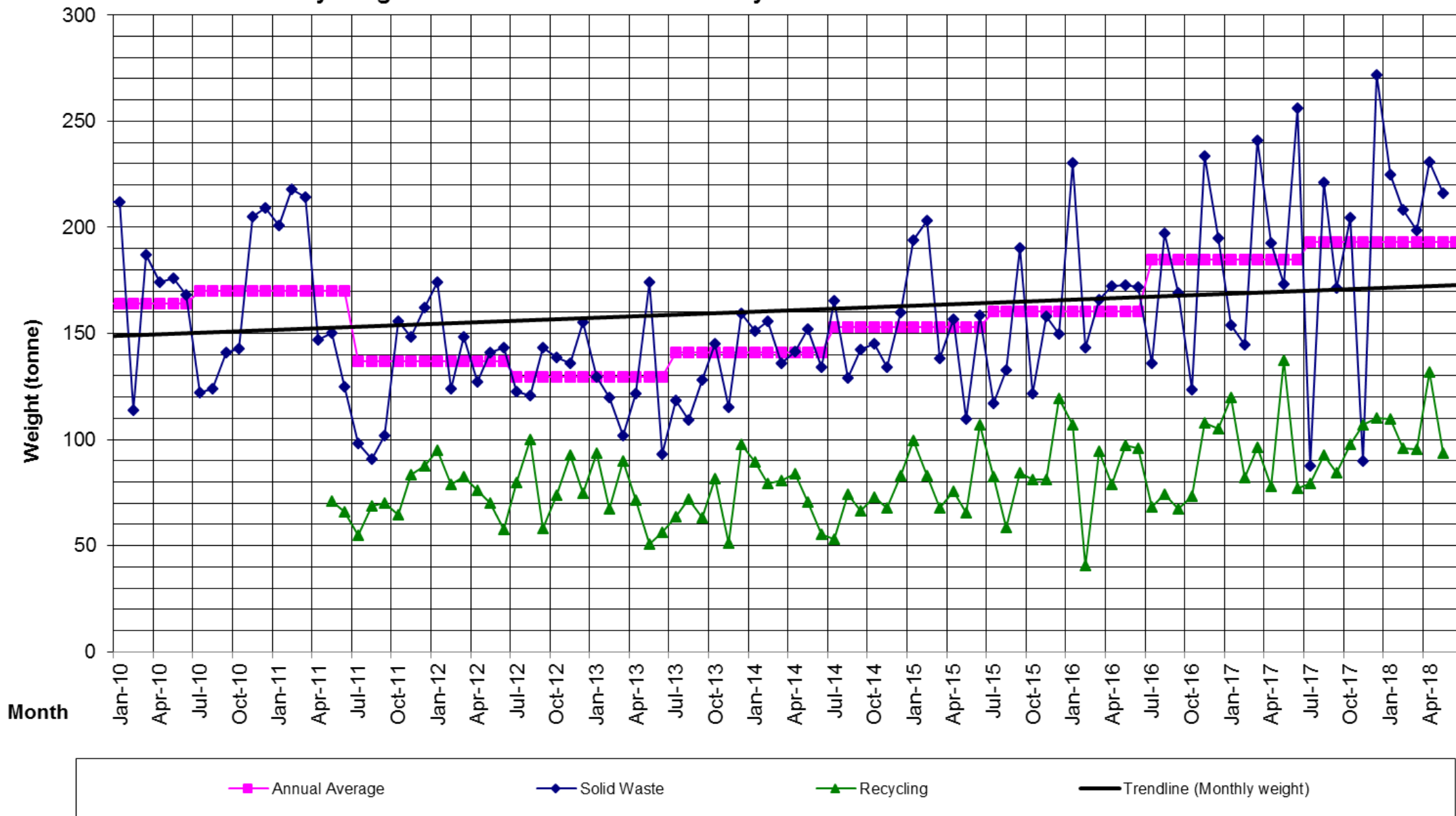
# **Appendix 1 - Monthly water usage**

# Water use South Wairarapa District Council



## **Appendix 2 -Waste exported to Bonny Glen**

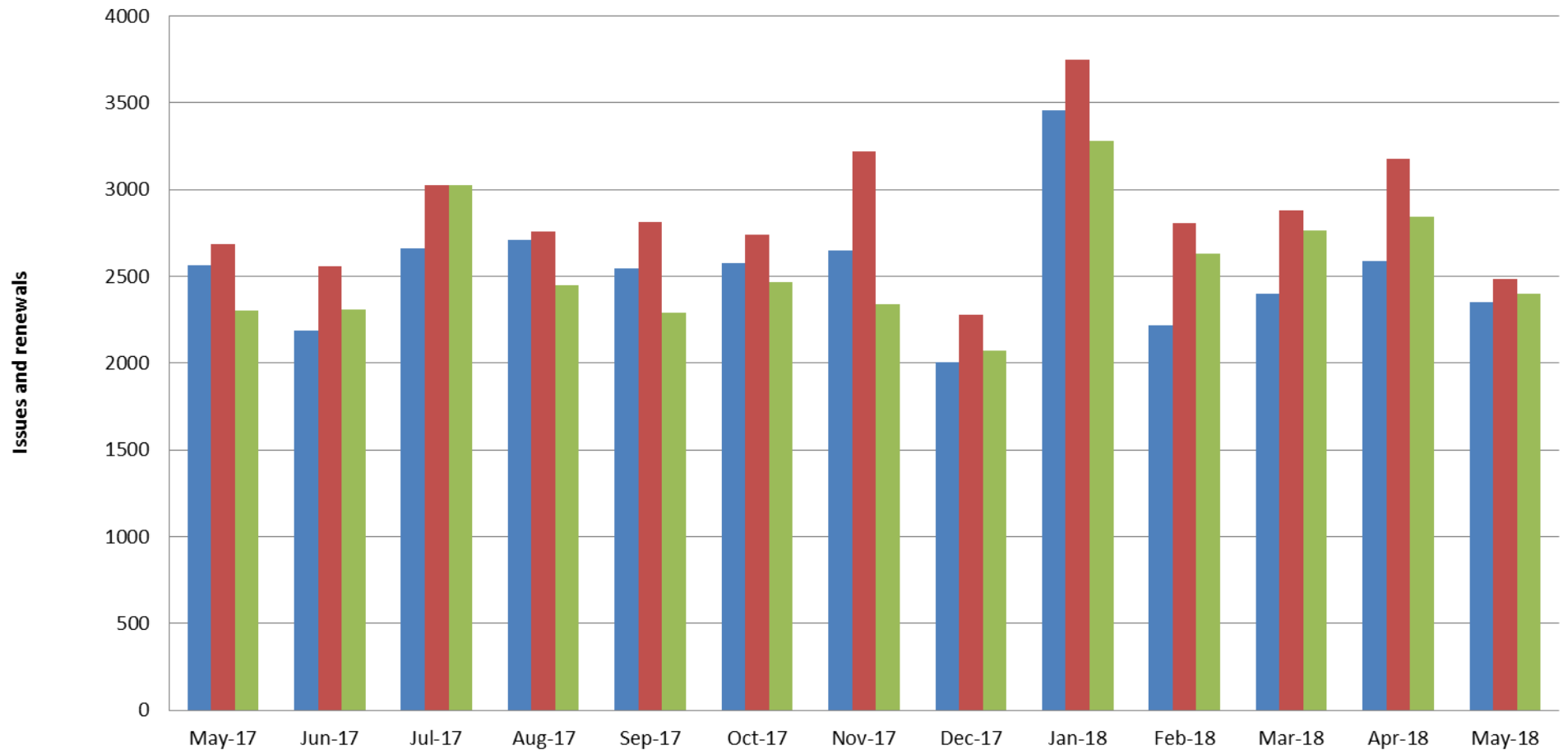
# Monthly weight of waste transferred to Bonny Glen





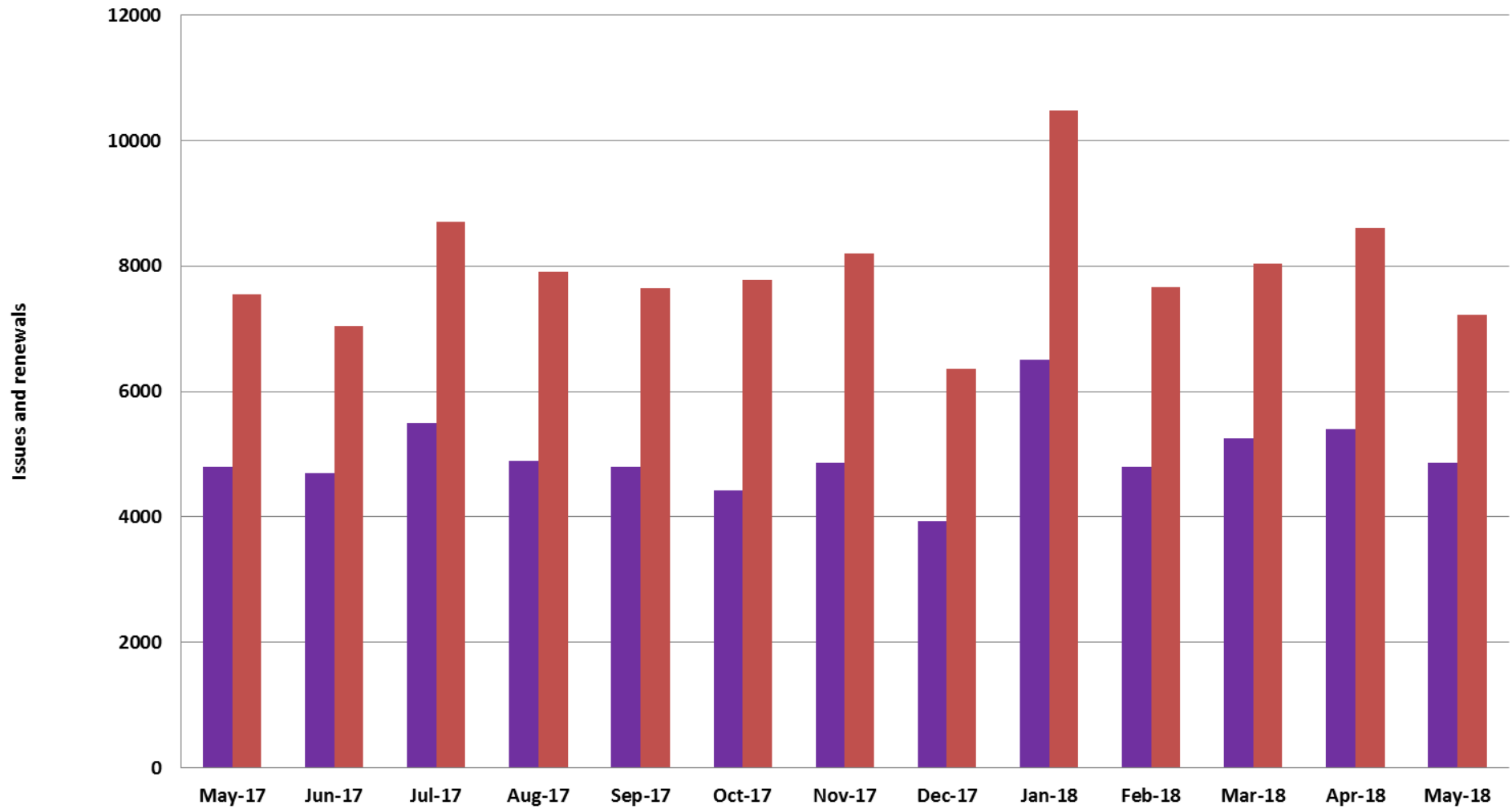
## **Appendix 3 – Library statistics**

## South Wairarapa libraries - issues and renewals to May 2018



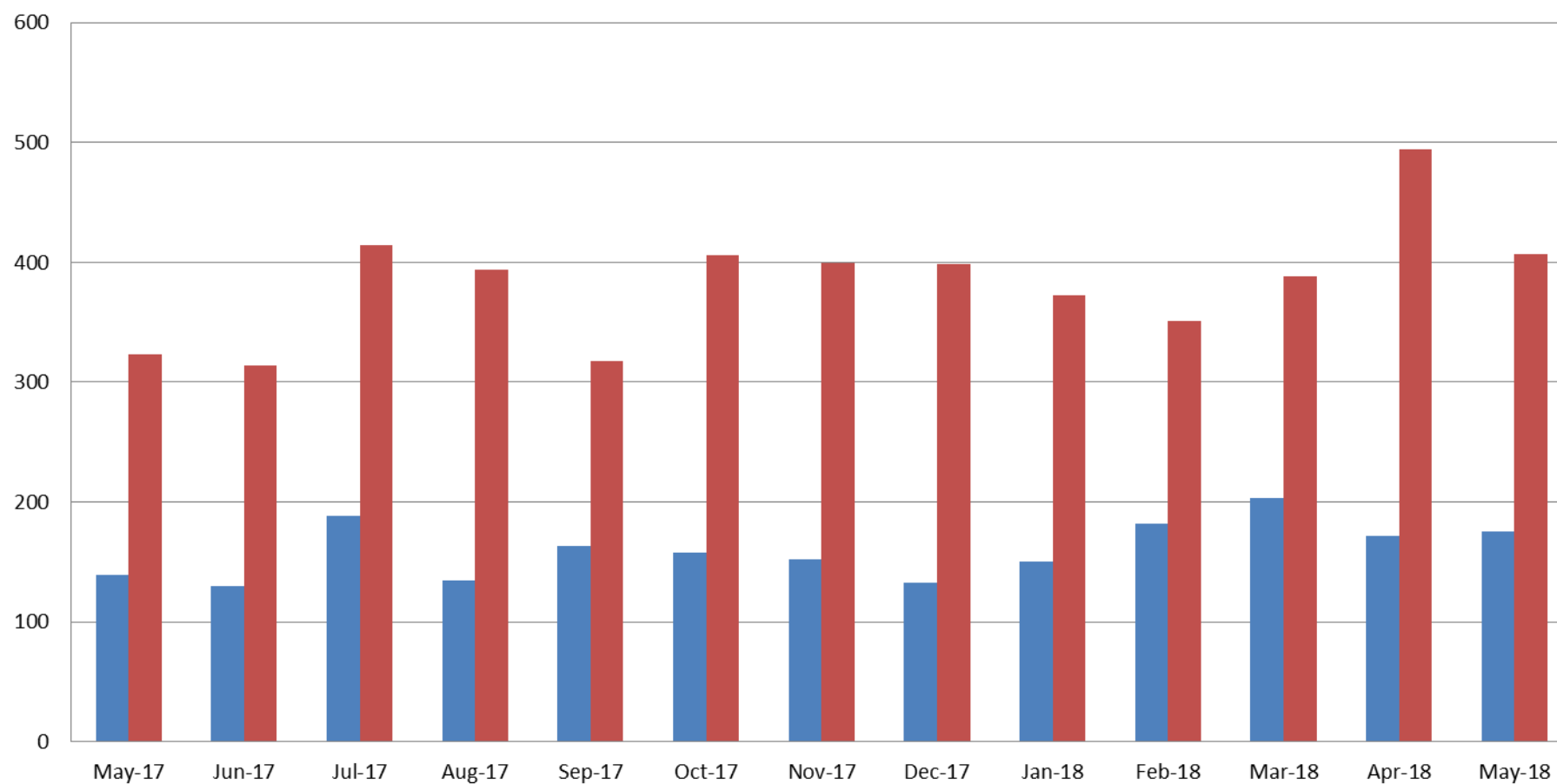
	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Featherston	2563	2186	2663	2707	2543	2577	2647	2006	3456	2216	2400	2590	2348
Greytown	2687	2558	3023	2756	2811	2738	3218	2278	3748	2809	2878	3178	2483
Martinborough	2302	2306	3027	2451	2289	2468	2336	2071	3281	2632	2761	2842	2400

## Wairarapa Library Service - issues and renewals to May 2018



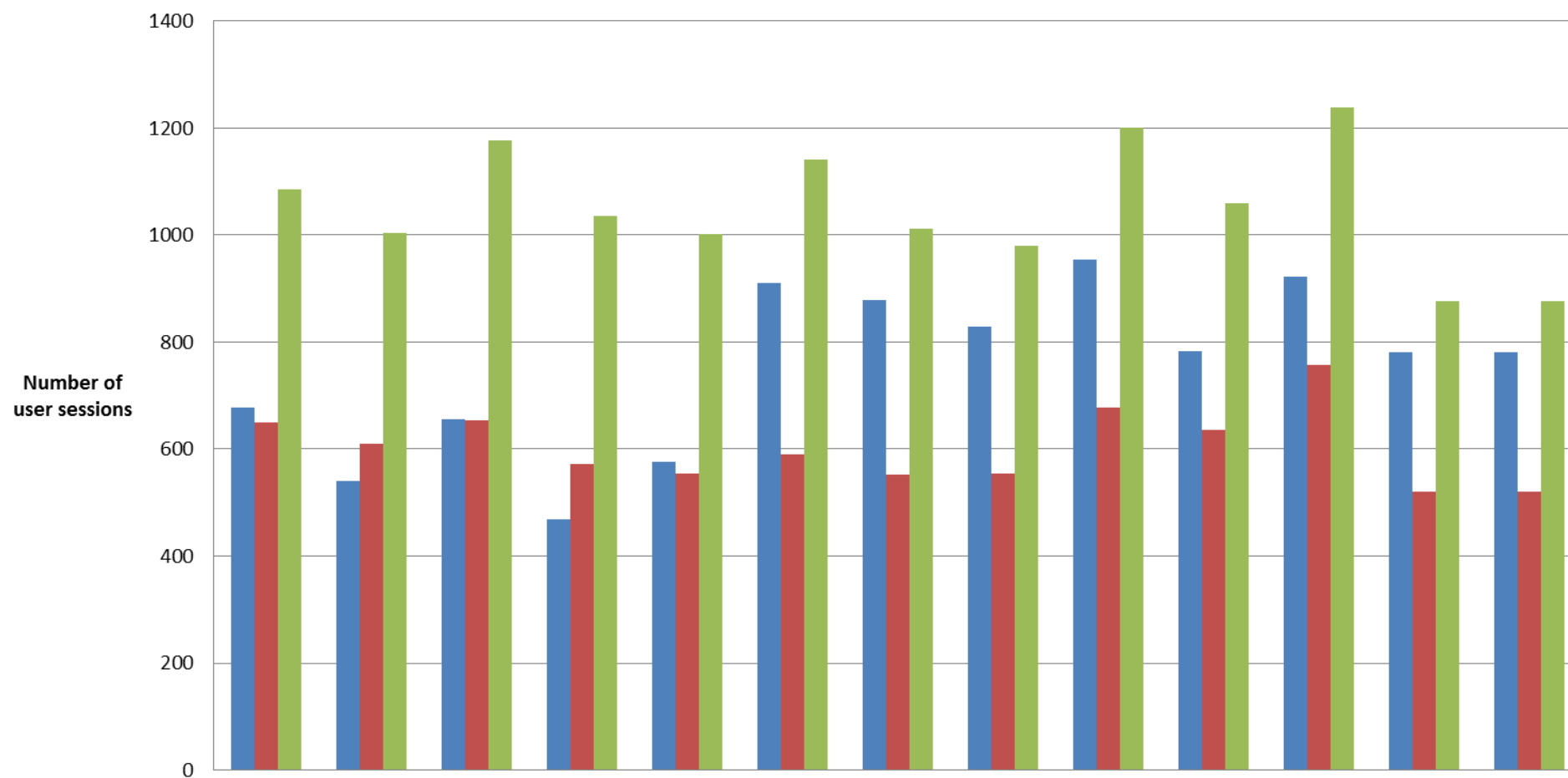
	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Carterton	4794	4694	5505	4887	4792	4418	4870	3940	6500	4789	5261	5397	4861
South Wairarapa	7552	7050	8713	7914	7643	7783	8201	6355	10485	7657	8039	8610	7231

## Wairarapa Library Service - audio and e-book issues to May 2018



	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Audiobooks	139	130	188	134	163	158	152	133	150	182	203	172	175
E-books	323	314	414	394	318	406	399	398	372	351	388	494	407

## APNK Wi-fi user sessions to May 2018



	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Featherston	678	540	655	469	576	911	879	829	955	784	923	781	781
Greytown	650	610	653	572	555	590	553	555	677	636	757	521	521
Martinborough	1085	1003	1177	1036	1001	1142	1011	981	1201	1060	1239	876	876

